

Sedona-X

10/04/2024 5:06 pm EDT

Process:

Implementation of Sedona-X

Sales

Project Management

- Receives Sale
- Sends Kick-off information email to the customer (email template below)
- Confirm prerequisites
- Schedule Resource

IT Support

- license the app
- Export FSU Users- send to the customer to add (emails and user groups)

Project Management:

- Receive edited spreadsheet
- Schedule final import of final spreadsheet

IT Support:

- Import final spreadsheet from customer

Project Management:

Closing email w/training information and support information

Support

From

<<https://outlook.office.com/mail/search/id/AAQkADdjZDczOGVhLWQzMzQtNDZhNS04YzI0LTg2OTk0NjFhMDU0MgAQABp4tJ6Fvkkyg4gwVBp1zNc%3D>>
