

# SedonaOffice Standard Go Live Process

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## Customer Go Live Process:

Once the customer has said they are satisfied with the most recent conversion pass, it is time to schedule the Go Live. This will be scheduled by the Project Manager. It is highly recommended that live conversions only take place in the middle of the week. Similarly, only one live conversion should be performed by a single technical consultant per week. This allows time for last-minute changes and support.

1. On the day before the live conversion, send the customer a data sign-off sheet. This will contain an explanation of what all was converted as well as any exceptions or additions made during the conversion process.
2. Once the customer has sent a signed data sign-off sheet back, begin the live conversion. Follow the steps of the data conversion C1 process up to step 14.
3. The customer will have two options once they hand over their final data cut.
  1. They can stop all work in the legacy system until the conversion is complete.
  2. They can continue working in the legacy system, with a written acknowledgement that any changes after the final data cut is sent will need to be manually reentered into Sedona Office once the conversion is complete.
4. Restore the database twice onto the Customer's SQL server. Name the first copy of the database [CompanyName]Sandbox, and the second database [CompanyName]Final.
5. Only create a company for the sandbox database at this point. Continue to name the company [CompanyName] Sandbox.
6. Call Customer and validate that they are still comfortable going live. Do a quick run-through of the Sandbox on the front end with the customer to once again verify that there are no errors.
7. Once you have received the go-ahead, add the [CompanyName] Final as a company named [CompanyName]
8. Send an email to the customer letting them know that they are live in SedonaOffice and are free to use it for their business purposes.