

Onboarding Guides

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Manitou Onboarding Guide

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— ENSURING A SUCCESSFUL IMPLEMENTATION

Every implementation is unique, but many organizations encounter similar challenges along the way. Learning from others' experiences can help you avoid delays, reduce risk, and get the most value from your investment in Manitou. Below are some of the most common pitfalls we've observed—and the proven best practices that help ensure a smooth implementation.

Common Pitfalls to Avoid

- **Inadequate Preparation of Data for Conversion**
Failing to clean, validate, and organize your data before submitting the staging document can lead to errors, delays, and extra rework.
- **Limited Participation in Self-Guided Training**
Skipping or rushing through training modules results in knowledge gaps, slower adoption, and an overwhelmed team at go-live.
- **Underestimating Internal Resource Requirements**
Assigning a single person to manage all implementation tasks can lead to bottlenecks and miscommunication. Implementation is a team effort.
- **Delaying Hardware Readiness**
Hardware procurement or configuration delays are one of the most common reasons projects miss their target start date.
- **Testing Too Late**
Waiting until go-live to fully explore Manitou can result in last-minute surprises. Use the parallel environment to test early and often.

Best Practices for a Successful Implementation

- **Start Training Early and Track Progress**
Assign training modules by role and ensure each team member is making weekly progress. Leverage your Project Manager for accountability.
- **Clean and Validate Your Data Thoroughly**
Take time to scrub old records, standardize formats, and remove duplicates before data conversion. The quality of your data impacts everything downstream.
- **Designate Internal Subject Matter Experts (SMEs)**
Identify key users who can be trained early and help guide the rest of your team. These SMEs are crucial to long-term success and in-house support.