

BAYZAT

THE WORK LIFE PLATFORM



ONBOARDING

TO PLATFORM USAGE JOURNEY



Docs Collection

- Data accuracy
- Time taken to provide documents



Account Configuration

- Platform configured, ready to use



Training

- Module specific admin training
- Employee training & activation



Monitoring

- Minimum usage threshold per module
- High touch engagement with dedicated Customer Success Manager



Sustained Platform Usage

- Module adoption
- Platform expansion
- Platform renewal

ACCOUNT CONFIGURATION

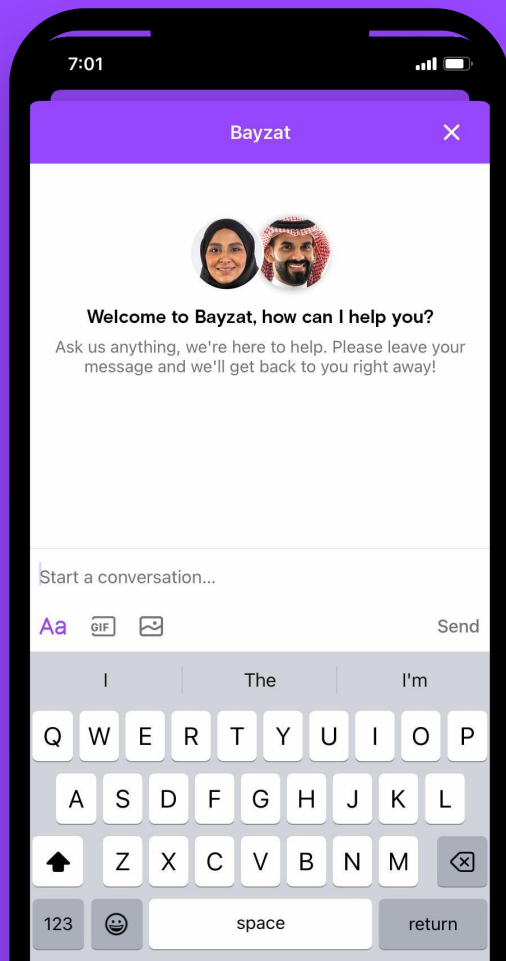
To kick off your platform activation journey, the first crucial steps are documents collection and account configuration.

Phase	Explanation	Timeline
1. Documentation meeting	Your dedicated Implementation Specialist will meet with you to understand your company policy and explain all documentation requirements.	1-2 days
2. Document collection	Based on the call with your Implementation Specialist, you will work on completing the Bayzat 'onboarding' sheet with continuous support from your Implementation Specialist as and when required.	Client dependent
3. Document review	Your Implementation Specialist will review all the provided documents to ensure documentation accuracy prior to account configuration.	1-3 days
4. Account configuration	Based on the documents provided and the Bayzat features you have subscribed to, your account will be configured.	8-10 days depending on employee size & employee documents

ACCOUNT TRAINING & ADOPTION

Once your Bayzat platform is successfully configured, you will be introduced to your dedicated Customer Success Manager whose immediate goal is to ensure that the Bayzat platform has been successfully adopted by everyone throughout your organisation.

Phase	Explanation	Timeline
1. Feature training	Once your account is configured, you will be provided with a training link that grants you and all relevant stakeholders access to live training sessions based on the Bayzat features that you have subscribed to.	4-7 days (client dependent)
2. Employee activation	Once you and all relevant stakeholders are fully trained on the Bayzat platform, your dedicated Customer Success Manager will work with you to ensure that Bayzat is successfully rolled out to the entire organisation.	2 - 3 days
3. Account adoption	During your 'account adoption' phase your dedicated Customer Success Manager will be in regular contact with you to ensure that successful activation of each feature you have subscribed to has taken place.	Client dependent
3. Sustained usage	Once the Bayzat platform is successfully adopted throughout your organization, your dedicated Customer Success Manager will be in touch with you regularly to ensure you are aware of all feature offerings and to provide any assistance you may need to get the most out of the Bayzat platform.	Client dependent



WORLD CLASS CUSTOMER SUPPORT

In addition to having direct access to your dedicated Customer Success Manager, you can always contact our customer support team using a method that suits you



Phone



WhatsApp



Email
support@bayzat.com



Live chat
Zendesk

Simply click on the help icon after logging into the Bayzat Platform to access our [customer support](#) hub and receive world-class support as and when you need it!

BAYZAT



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