

Camelot Customer Journey

WHAT TO EXPECT AS A NEW CAMELOT CUSTOMER



1 CAMELOT UNIVERSITY

Upon becoming a Camelot customer, users are directed to an online, self-guided course that provides hands-on simulations to help users immerse themselves into the software before the implementation.

2 IMPLEMENTATION

All customers are assigned an Implementation Consultant to provide hands-on training of software features and functions while assisting them with implementation of their system.



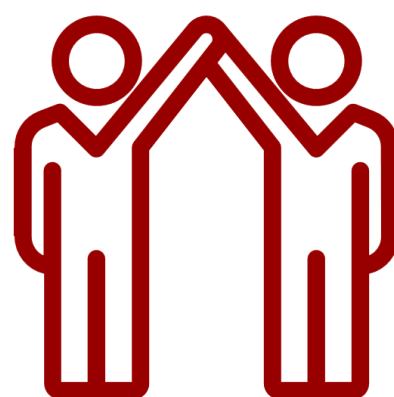
GO LIVE!

3 GO-LIVE

Some customers Go-Live in phases with small batches of similar customers. Other customers Go-Live with all customers and all software functionality at once. During the Go-Live process, the implementation team is there at every step.

4 SUPPORT TEAM

After going live, the customer is transitioned to the Support Team. This provides users full access to the Technical Support Team services as well as additional project-based support as specified in the Service Agreement.



5 STRATEGY MANAGER

Throughout the Customer Journey, the customer is assigned a Client Strategy Manager to discuss new projects, answer questions about their account and advise on business development opportunities.

3PL **CAMELOT**
SOFTWARE

Camelot 3PL Software

10020 Park Cedar Dr. Charlotte, NC 28210

3plssoftware.com (704) 554-1670