

## On-boarding process

Here is the step-wise process of Partner On-boarding:

- ❖ Collecting all the details of Partners including their employees.
- ❖ Partners' registration form along with registering the employees working for him.
- ❖ Arranging product training with the training team.
- ❖ Explaining various processes like billing, sales and bringing customer to on-board to the partners and making aware of raising invoice process and client registering.
- ❖ Introducing with Cloud Support, NextGen support for training, clients on-boarding and regular 24\*7 support.
- ❖ Handover to empowerment team and assign a dedicated account manager.
- ❖ Explaining support team, like we have 24\*7 support different support team for NextGen and cloud products.
- ❖ Account manager creates WhatsApp group to stay in constant touch with the partners.
- ❖ Lead forwarding is done to the partners belonging to their region.
- ❖ Our marketing team conducts email campaign into various countries.
- ❖ Parallely, amount from redeemable deposit will be redeemed whenever new sale comes.