

## Starting your Enterprise Onboarding

A delightful and seamless deployment is a team effort. To ensure the system meets all your unique needs and covers all your business processes, your organization and the OperationsCommander team will bring together key players. We believe this collaborative approach ensures a successful launch.

### Team Accountability

#### Responsibilities of the OPSCOM Team During Rollout

- **Overall Project Manager:** Once your contract is signed, we'll assign you a Project Manager from the OperationsCommander team. Their job is to manage the technical deployment of our solution, coordinate training, assist with setup, and ensure all custom pieces are developed just as you imagined.
- **Setup and Configuration Specialist:** We will also provide a Setup and Configuration Specialist to help you reimagine your current business processes. They will advise you on the best practices for system setup and share inventive solutions that have helped other clients. To ensure we can tailor the system to your needs, you will receive a document with a series of questions about your business, which must be completed before we begin the setup and configuration process.
- **Trainer and Support Liaison:** If included with your installation, a Trainer will be responsible for showing you how the system works and

answering your questions. They will also introduce you to the support processes that will be available to you after you go live.

## Client Responsibilities During Rollout

Every new client must have a Project Manager from their organization. This person should understand your business processes and be familiar with your implementation goals. This role is often filled by the Parking Manager. This person will assemble the rest of the team, which should include the following contacts:

- IT Contact: The person in charge of SSO or other system integrations.
- Hardware Contact: The person in charge of handhels, printers, and cameras, if applicable.
- Financial Contact: The person in charge of gathering hosted payment details.

We are flexible and adaptable to your needs. If you cannot provide a project manager, one will be provided by the OperationsCommander team for a fee. The project managers will work together to create a plan that covers every aspect of your deployment. Your Project Manager should have time to dedicate to the rollout and must attend the Project Kickoff, training and setup sessions.

## Setup of Customer Account & Billing

After your contract is signed, you will be set up in our billing system, and you'll receive a warm client welcome email with your account details. To make this process seamless, we will need the following information from you:

- Accounts Payable contact with an email address and telephone number

- Main Project Contact, with their address, email, and telephone number
- Names and email addresses for the IT Contact, Hardware Contact, and Financial Contact
- Purchase Order number, if available

## Communication of Security Information

We understand the importance of security. Your IT organization may have questions about how we handle data, secure our system, and ensure data safety. We are here to help. Please feel free to share the OperationsCommander Security White Paper with anyone who requires it. If you require more details, please reach out to [support@ops-com.com](mailto:support@ops-com.com) and they will arrange for our security specialist to get in touch.

## Utilizing OPSCOM Support

Our support is designed to be set you up for success! You will be directed to email many things directly to [support@ops-com.com](mailto:support@ops-com.com) over the course of your roll out. Don't hesitate to reach out!

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Take Command of Your Parking and Security - <https://OperationsCommander.com>

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