

# Xpedition

## A Guide on your Xpedition Journey

Working together, we can make sure you get the best solution for your organisation AND give you the best possible experience, whether virtually or face to face, every step of the way.



Let us guide you on your Xpedition journey to show you what you should expect from us and what we need from you:

### Getting Connected



**Xpedition:** Let us introduce ourselves, showcase the Xperience, understand or help you define your requirements with our discovery tools and provide you with any background material you need.



**Customer:** Tell us about yourself and your organisation and let us know what your challenges and needs are.

### Start the Journey



We will confirm your requirements, engage all stakeholders, agree any demos and provide customer stories as well as video demos, discovery tools and ROI builder to help you build your business case.



Gather requirements & engage key stakeholders, review the Xpedition commercial model, set timeframe & commit to next steps.

### Is it a Good Fit?



We will carry out a demo presentation, discovery workshops and outputs and introduce customer advocates.



Agree Executive Sponsor & approve outputs, business case and solution fit.



### A Tailored Solution



We will arrange reference calls/site visits with our advocates and may introduce members of our delivery team.



Plan executive site visits, provide any key information requested.



### Decision Time



We will prepare and present the proposal and final outputs, Statement of Work & Master Service Agreement.



Review ROI outputs & participate in proposal presentation and confirm you have everything to make your decision.

### Getting Onboard



We will ensure you receive any final clarification & talk you through what happens next and customer onboarding.



Review final timelines and delivery timescales, sign contracts and get ready for your project.

### Onward Journey



Your Account Manager will stay with you throughout your journey with us. You will now be onboarded and receive your welcome letter & pack and have an introductory call.



Become part of the Xpedition customer community, join our Xperience programme and read the Getting Ready Guide to prepare for your project.



## Xpedition

If you need any further information, please contact:  
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