



10 Commandments of Epic Onboarding

"You will never get a second chance to make a first impression."

Will Rogers

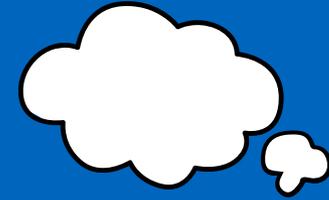
Congratulations! You're launching an exciting new outsourcing partnership.



Getting off on the right foot during the onboarding process will create a positive and lasting first impression.

When your outsourcing partner can shorten the ramp to performance — the time it takes to fully execute on the mission — that positive first impression generates staying power. However, getting out of the gate quickly doesn't happen by accident. Rather, careful planning and execution must combine to produce a robust kickoff and rapid advancement toward full performance. **Does your outsourcing partner follow the 10 Commandments of Epic Onboarding?**

I. Know Thy Partner



Every company is different. They have different business needs, corporate cultures and standards of success.

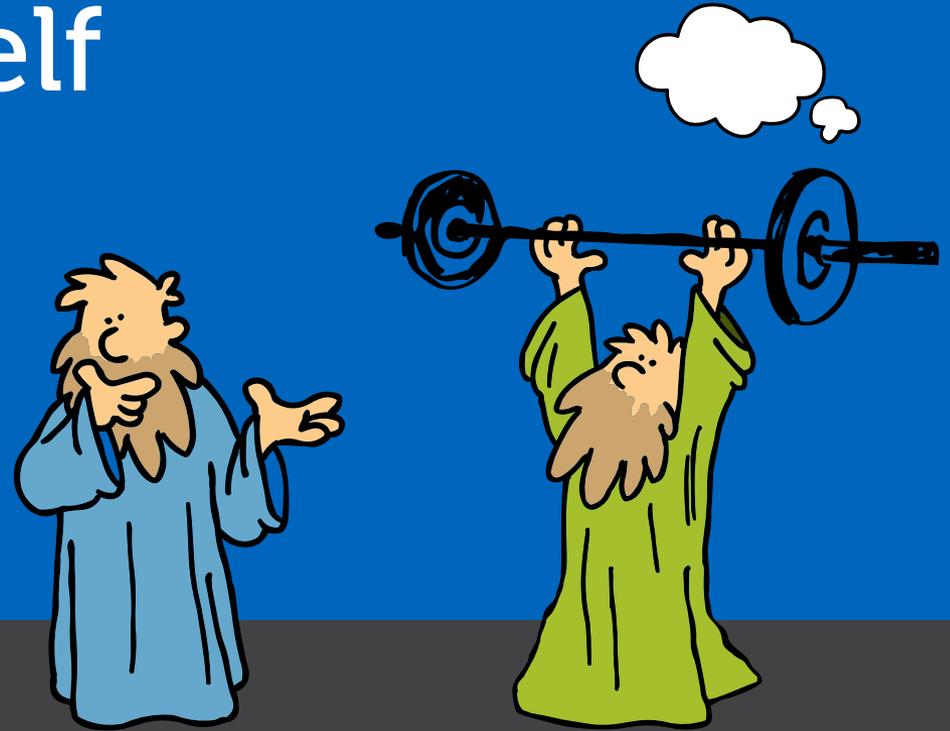
Immerse your key personnel in their culture (We're serious, physically send them to your client's location to soak up everything they can). Learn the keys to delivering on the promise of a new partnership. Seek a win-win for both partners.

II. Know Thy Goals



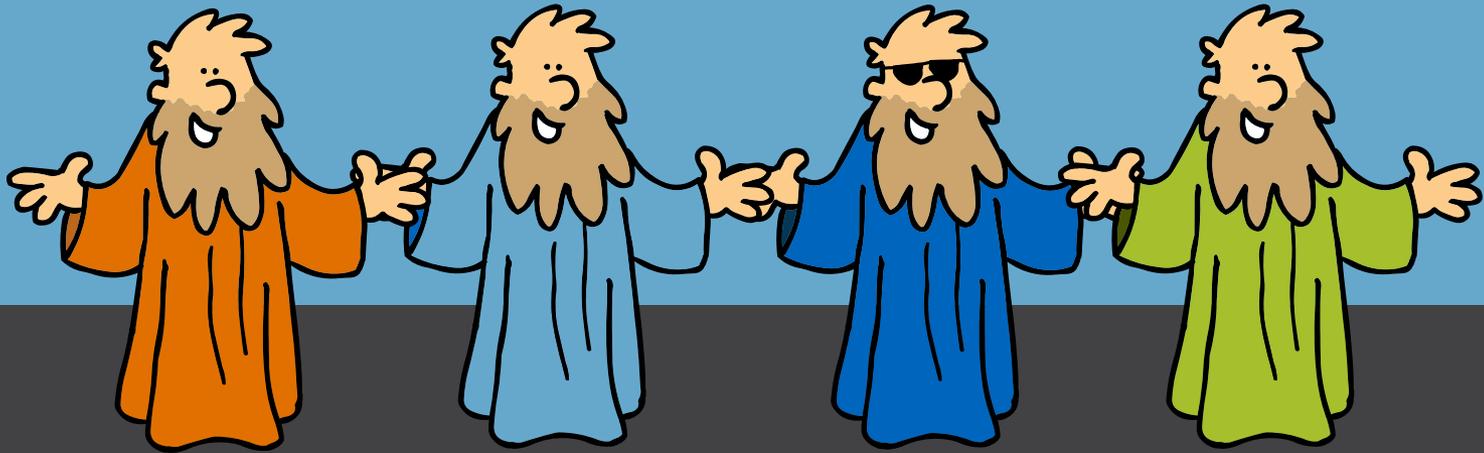
In order to exceed expectations out of the gate, one must be intimately familiar with those expectations. Study the goals, learn where others have stumbled. Evaluate where your company should shine and where it could fall flat.

III. Know Thyself



Identify key team members who will lead your efforts for the new client. Identify strengths required and target people who exemplify them. Make sure those employees are aware of those strengths and give them the tools to build off of them.

IV. Thou Shalt Remember Thy Culture



This new partnership challenge may require new tools, new skills, perhaps even a whole new line of thinking. Don't jump so far that you forget what got you here. Your company culture should push your company forward. Keep it as your base and build from it.

V. Thou Shalt Not Covet



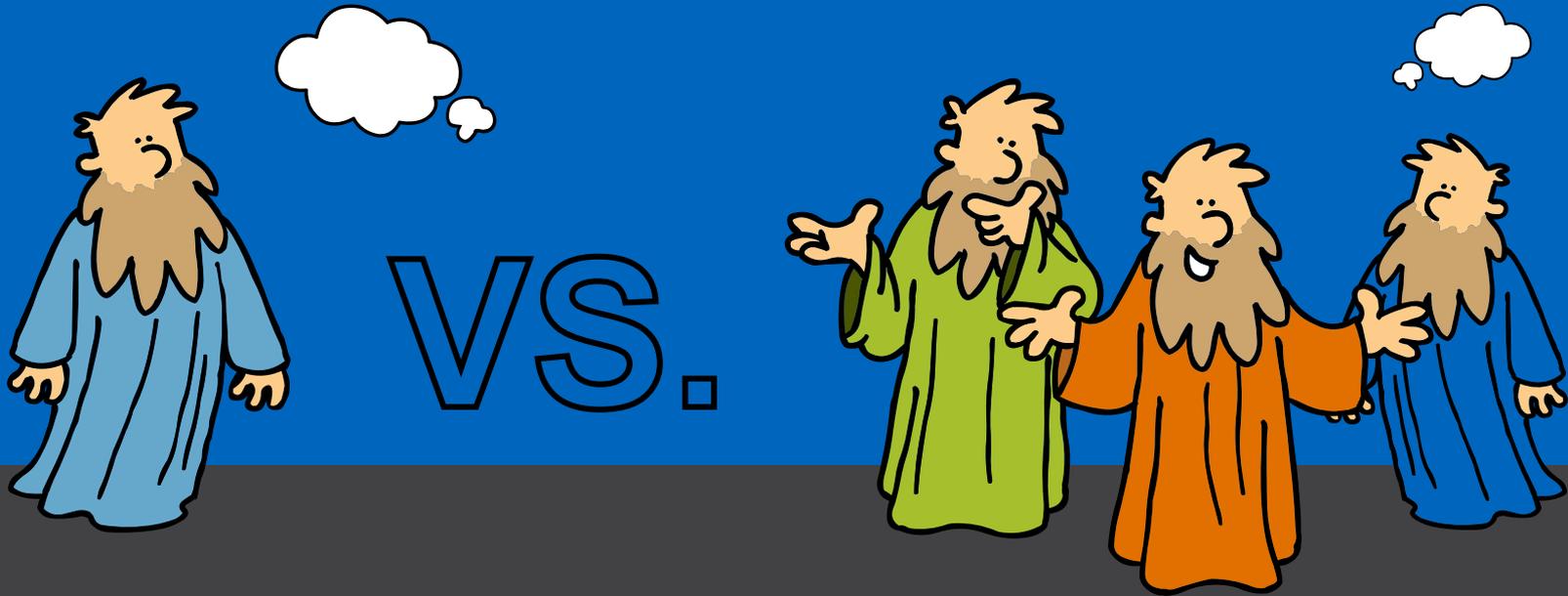
Admit it, sometimes one piece of business is viewed as a stepping stone into even greater opportunities. Focusing on the end goal while giving short shrift to the current project is a surefire way to torpedo both.

VI. Honor Thy Technology



Technology glitches strike fear in the heart of all companies. Get it right the first time. Work closely with the new partner to ensure success.

VII. Thou Shalt Not Act Alone



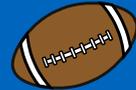
A full team will be needed to implement this new business. A full team will need to be in on the planning. Your team should be collaborating with peers from the partner company along the way to smooth out potential obstacles.

VIII. Thou Shalt Tailor Thy Talent



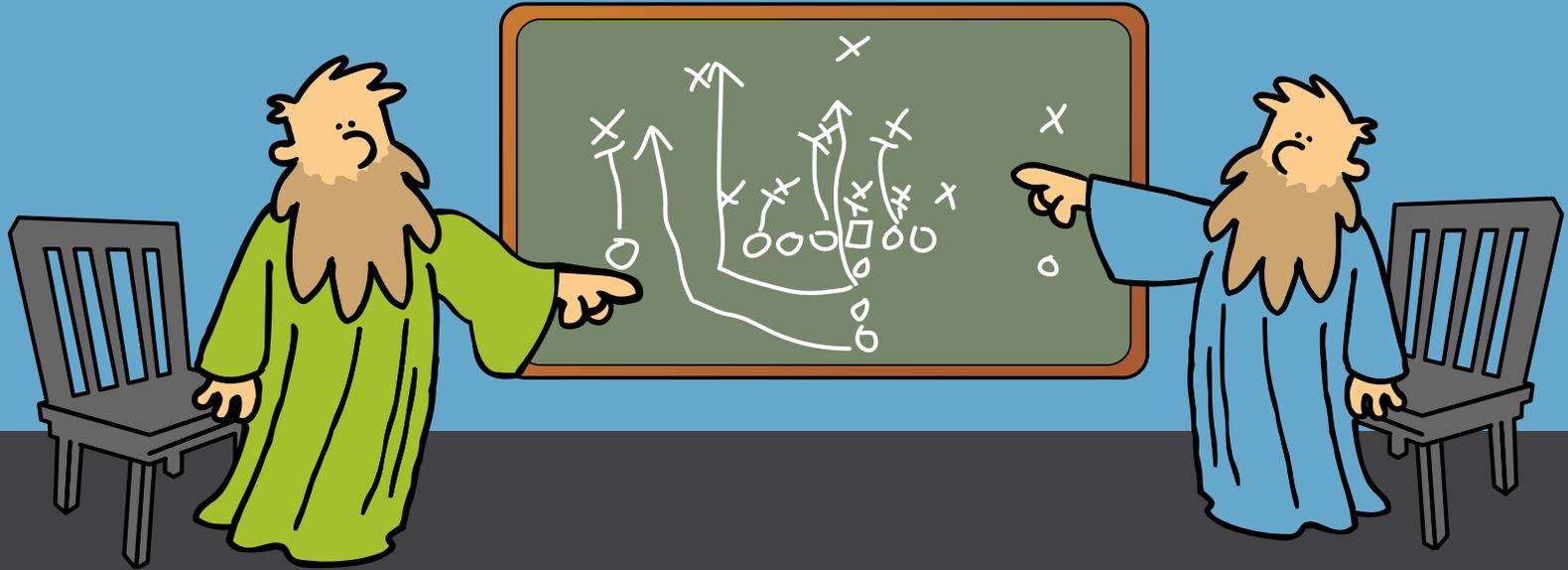
Take the time to develop a rock solid profile of the skills and strengths needed for your project. Hire and train the talent best suited to the project.

IX. Remember thy Kickoff Day, Keep it Holy



All your efforts will be geared toward a smooth start on the day your new project kicks off, rejoice in the little victories along the way. Remember to celebrate the kickoff day, your team has put in a lot of hard work to get this far.

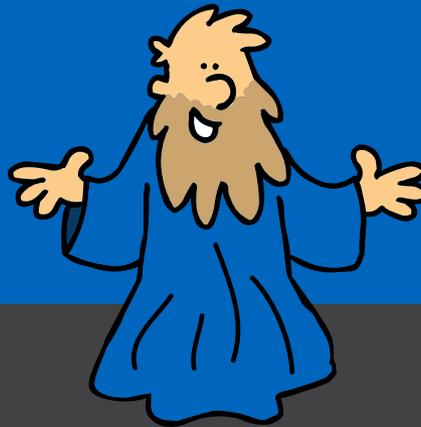
X. Honor Thy Metrics



What metrics do you know you will meet and exceed judging by your past strengths? Play to those metrics early to get out of the gate fast. Create an action plan to better address the metrics you know may give you problems.

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