

Five Steps for Achieving Painless Data Conversion

1. Assign one primary point of contact for implementation

This person should have the authority to make executive and critical business decisions or know the best person to ask about specific topics.

2. Cultivate internal communication

First, assemble an internal team. Then, ensure all decision makers involved either attend or are looped in on all status calls and are involved throughout the implementation process. This is necessary for transparent and consistent communication. Some of the toughest implementations take place when only one person has attended all calls and that person gets sick or goes on vacation during go-live week.

3. Don't be afraid to ask questions

If something becomes unclear or you feel confused about the process, feel free to ask for clarification. Your software's migration team handles implementations daily so any question that may seem daunting or complex is likely something they handle regularly.

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4. Do not miss deadlines

To keep the implementation on track, it is vital to provide deliverables by the agreed upon deadline. If something comes up that will force a delay, it is important to communicate with your Implementation Project Manager as early as possible so that he/she can make accommodations or update the go-live schedule.

5. Validation is key

Validate that your reports and deliverables are up-to-date and accurate before sending them to your software provider. Before the actual import, validate the files that your Implementation Project Manager prepared. After import, check the data for accuracy by running various reports. Remember, having to correct data-related mistakes and issues during any one of these steps is significantly less challenging and risky than doing so after your staff has started using the software.

"The ResMan conversion process prior to the property management software launch was incredibly organized and conducted with continuous transparency."

**- John Carlson, President
Mark-Taylor Residential**