



Onboarding Packages

Powered by **Integrass**



We are here to help new users get the hang of using the iSportz Sports Management Platform and fulfilling their requirements.

Package	Managed Services		Cost
	Total Duration	Time Frame	
Standard	8 hours	1 week	Free
Bronze	20 hours	4 week	\$1000
Silver	40 hours	8 week	\$2000
Gold	80 hours	12 week	\$3500
Custom	Please contact us		

What's Included?

Standard

- ▶ Complimentary 1:1 sessions on key product features
- ▶ Configuration of the system
- ▶ Business flow set up
- ▶ Payment set up
- ▶ Best practices
- ▶ Basic training and support management

Bronze

- ▶ Everything in the Standard package
- ▶ Additional support from our experts to quickly deploy your solution

Silver

- ▶ Everything in the Bronze package
- ▶ Comprehensive configuration guidance and lean on our team for assistance

Gold

- ▶ Everything in the Silver package
- ▶ We'll dive deep into your use cases and build a solution to achieve your desired business outcomes

Configuration of the system

includes helping you set up the iSportz Platform to meet your specific needs

Business flow set-up

We'll work with you to create your custom forms, reports, and dashboards.

Payment set up

Helps you to integrate your payment processor and configure the system to process payments for your events, memberships, and other products and services.

Best practices

We'll share our best practices, including tips on how to get the most out of the system, troubleshoot common problems, and use the system to achieve your business goals.

Basic training and support management

We'll provide you with basic training on how to use the iSportz Sports Management Platform. We'll also provide you access to our Customer Success Manager (CSM), who can help you with any problems

Note:

- Support is available only on business days and excludes add-on items.
- You'll be assigned a Customer Success Manager as your primary contact.
- You'll also receive access to our Ticketing system.

Add Ons for Custom Package

Migrations:

Seamlessly transfer your data to iSportz, ensuring a smooth transition

Custom Integration:

We offer tailored integration solutions if you need to integrate with systems outside our iSportz Marketplace.

Additional Training:

Enhance your team's skills and maximize the software's potential through extra training sessions provided by our experts.

Additional Engagement:

If you require a duration exceeding your package duration, it'll be classified as additional engagement, ensuring continued support and dedicated assistance

On-Site Visits:

Experience personalized support and expert guidance.

All add-ons are billed separately based on your specific requirements, ensuring transparent pricing and flexibility in choosing the services that best suit your organization.

