

## **Implementation Champion**

A good Implementation Champion brings all the pieces of the implementation together in a timely, effective manner, which builds and keeps team company morale high on Zoniac. He/She, keeps the company and its managers focused on the new system, keeps distractions out of the way, and leads the company into the new system.

Every client is encouraged to designate an **Implementation Champion** to assume the responsibility for implementation of Zoniac throughout the company organization and culture. This is crucial for maximizing the benefits of Zoniac.

## **Responsibilities of an Implementation Champion**

The Implementation Champion will be the SPOC (Single Point of Contact) for Zoniac. He/She will be a part of the implementation discussion and incubation/roll-out phase.

All feedbacks will flow from the Implementation Champion to Zoniac Support and escalation (within the client place) will happen through the Implementation champion.

The Implementation Champion should

- Discuss with Zoniac Support the means and methods for implementation, marshaling the necessary resources to accomplish implementation, and providing support and guidance to implementation efforts.
- Interface with Zoniac Support on implementation efforts and results achieved.
- Identify implementers within the company in various branches/teams, promoting the use of Zoniac within the organization, and following up to assure implementation or validate decisions to implement.
- Attend all the training sessions of Zoniac.
- Be aware of the latest features in the product (based on the release notes made available by Zoniac Support) and should train the users on those features.
- Log, track and report technical problems and gaps identified in the process/product. He should provide it as a feedback to Zoniac Support.
- Provide first level configuration support (e.g. creating roles, users and assigning privileges to those roles, installing Zoniac Resume Parser, downloading components (if necessary) in individual desktops etc)
- Be able to simulate/replicate an issue if requested by Zoniac support (this becomes important for reducing the TAT for resolution)
- Identify INTERNAL PROCESSES that has to be identified and set for the implementation of Zoniac. (For e.g. all resumes MUST be verified before

uploading into the database or recruiters would only pipeline but will not do client submission etc)

- Interact with their System Admin/IT team to ensure that the required infrastructure is in place (Necessary Hardware, Bandwidth, and Opening of ports by the ISP etc)
- Should ensure that **regular backups** are being taken (**outside the Zoniac server**)