

# Implementation process

## Getting started with Aiwyn Payments

### What to expect

Before launching Aiwyn, your firm will go through a structured implementation process. This includes meetings, tasks, and testing, all guided by your dedicated Aiwyn implementation manager.

### A dedicated guide



Your implementation manager will serve as your dedicated guide to:



- Assign tasks and action items
- Coordinate meetings
- Guide the testing process



- Provide training
- Manage implementation

### Key firm partners

Identify a single point of contact from your firm and involve additional team members as needed. This may include the following departments:

#### AR / Billing

These quick, high-impact tasks ensure your firm is ready to go live without delays:

- Submit a sample invoice
- Set up a bank account
- Read the Aiwyn user guide
- Join training and testing session

#### Information Technology (IT)

Aiwyn will work with your IT resource to provide technical guidance in key areas including:

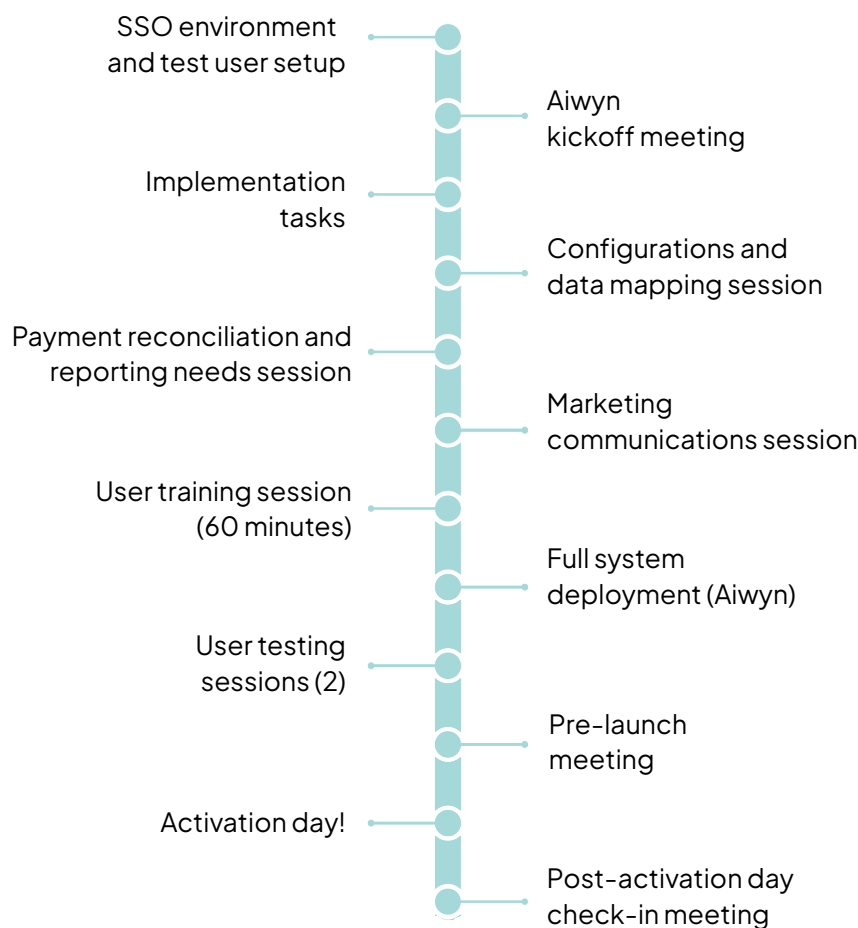
- System access and permissions
- Network and security alignment
- Testing environment configuration
- Integration support

#### Marketing

Aiwyn's marketing communications guide supports your internal and external communications with:

- Pre-drafted content for internal and client-facing announcements
- Email templates to streamline firm and client communications
- Suggested schedule to align messaging with key implementation milestones

### Timeline overview



### Your long-term partner

Every step of the implementation is designed to make your launch smooth, efficient, and stress-free. We're here as your long-term partner in modernizing collections and building stronger client relationships.