

Making the Move from INFO5™ to Fusion



We've interviewed customers that have made the move from INFO5™ to Fusion. They gave us great information on their experience during their Fusion implementation to share with all of you considering the change.

“ Everybody thought ‘here we go again.’ We were **pleasantly surprised** at how **easy it was to transition to Fusion**. ”

– Bill Thompson, Parts Manager, Cerni Motors

Advanced Planning

- **Assigned Karmak™ project manager**
- **Timeline** laid out before bring-live and **agreed upon** by the customer and Karmak
- **Guided steps** through entire implementation process with milestones and dates
- **Checklists and checkpoints** on set-up, terminology, installations, and much more
- **Support transition** and post bring-live **touchpoint calls** so nothing falls through the cracks

Joint Accountability

- **Joint buy-in and planning** from the customer and Karmak ahead of time and continuing through the entire implementation
- **Assigned customer project manager**
- **Commitment** from the customer that their team will **complete eLearning courses in advance**, allowing them to focus on processes instead of learning to navigate the system at the bring-live
- **Reports** from Karmak that **track eLearning course completion** by user so the customer can ensure training is completed

“ **Fusion training classes are critical**. You have to **find the time** and have people cover so everyone is **ready for the transition**. ”

– Pat Young, Assistant Parts Manager, Cerni Motors

“ I would recommend to anyone moving to Fusion to **spend some time** in eLearning so that the system isn't a foreign entity **when you are trying to get set-up** of when to go live. ”

– Judy Swan, Assistant Controller, Currie Truck Center

Comprehensive, Convenient Training

- **Interactive online training** available to customers 24/7
- “Bite size” chunks of **videos** to dive into a **specific area** they need to learn
- **Shorter videos** that are easier to consume (4-5 minutes long compared to 45 minutes)
- Guided preliminary training via **webinars**

Hands On in “Sandbox” Test System

- Customers get to **play with the system** – doing versus watching helps the information sink in
- Can use their **own data** to make invoices, POs, open parts tickets, etc.
- **Integrates their data** into their daily processes to help train them on the system

“ The fact that we were able to **learn Fusion hands-on** definitely made the **migration process a lot easier.** ”

– Gina Carello, Parts Director, Regional International

“Everything I wanted Karmak Fusion™ to be, it is. It is ready for you to switch.”

Make the move to Fusion today.
Give us a call at **800-622-6311**.

WWW.KARMAK.COM

