

Making the Move from Legend™ to Fusion



We've interviewed customers that have made the move from Legend 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.”

~ Chris Thom, President, Rocky Mountain Diesel

Make the move to Fusion today.
Give us a call at [800-622-6311](tel:800-622-6311).

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