

BEHIND THE PLATFORM: ONBOARDING

For Alem, onboarding isn't about deploying software. It's about helping dealerships embrace change with confidence, knowing they have the right people guiding them every step of the way.

Hear Alem explain why successful implementation isn't measured by go-live - it's measured by how confidently your team uses the platform.

Alem Cokljat

Customer Success Officer

youX

youX

EVERY SUCCESSFUL JOURNEY STARTS WITH CONFIDENCE

Experience an onboarding process designed to make implementation simple, supported and successful from day one.



**WATCH
THE VIDEO**

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Great technology deserves a great start.

Implementing new technology shouldn't feel overwhelming. With the right planning, guidance and support, onboarding becomes more than a project plan - it becomes the foundation for long-term success.

That's why every implementation is designed to help your team adopt the platform with confidence, ensuring your dealership is ready from day one and supported well beyond go-live.

MORE THAN IMPLEMENTATION

Successful onboarding isn't measured by how quickly a platform goes live, it's measured by how confidently your people use it every day.

From initial planning and configuration through to training, activation and ongoing support, we're with you at every stage of the journey - helping your team embrace change, build capability and realise value sooner. Because when your people feel confident, your customers feel the difference.

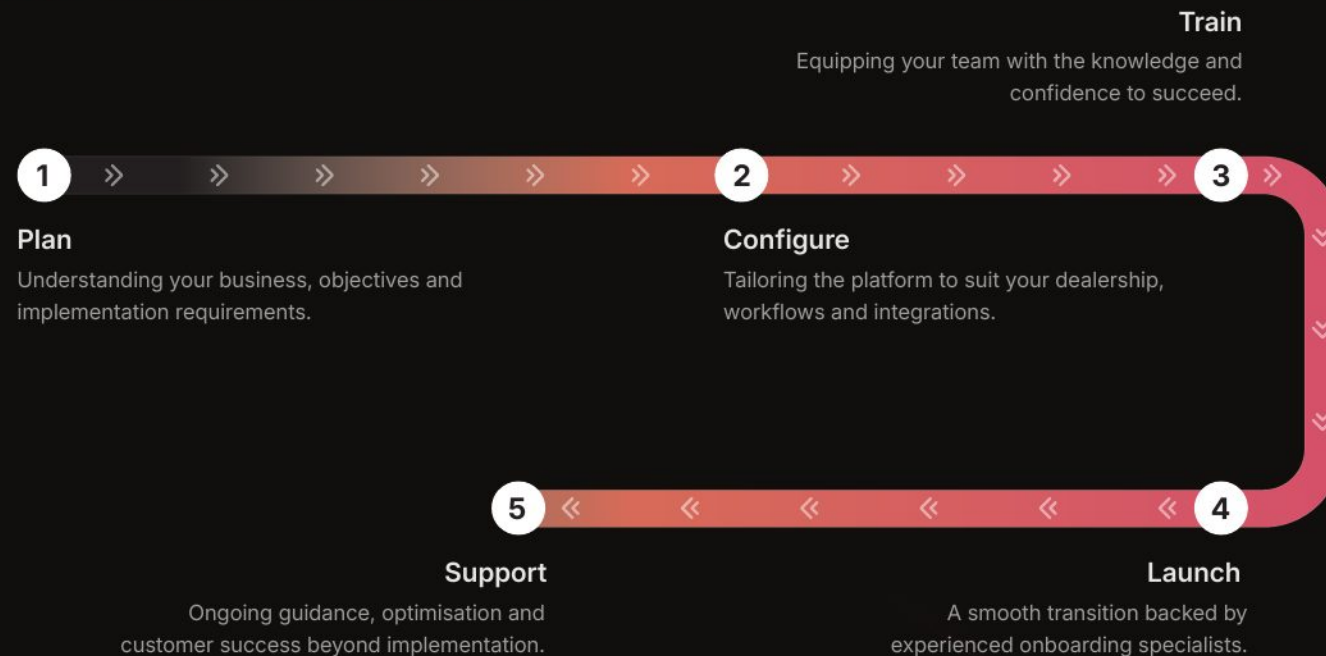
SUPPORT THAT DOESN'T STOP AT GO-LIVE

The goal isn't simply to launch a platform - it's to ensure your team feels confident using it every day.

That's why onboarding is built around clear communication, experienced guidance and ongoing support, helping your people transition smoothly while keeping your dealership moving.

Because success isn't measured by the day you go live. It's measured by the day your team stops thinking about the technology and simply gets on with serving customers.

YOUR ONBOARDING JOURNEY



Every step is supported.

- Discovery & planning
- Platform configuration
- Team training
- Go-live support
- Ongoing optimisation
- Dedicated Customer Success