

# 5 Ways We Make Transitioning to TPx Easy



## Why the First 45 Days Matter

Changing IT providers is just as much a trust decision as it is a technical one. After you've invested time, budget, and relationships into your current setup, hesitation is completely understandable.

That's why TPx treats onboarding as a core part of the experience.

In fact, **98% of new TPx customers report a smoother-than-expected switch**, thanks to our dedicated onboarding team and detailed transition planning – an approach designed to remove uncertainty and make the transition predictable.

Here's what that looks like in practice:

## 1. We Assign a Dedicated Team – So You're Never Guessing Who's Responsible

From day one, you're supported by a clearly defined onboarding team at TPx that includes:



### Project Manager

Owns the timeline, coordination, communication, and milestones.



### Technical Lead

Oversees solution design, implementation, and technical validation.



### Customer Success Manager

Ensures continuity beyond onboarding and long-term success.

You're never handed off blindly, and you'll always know who to contact, who owns what, and what's coming next.

## 2. We Start with a Structured Kickoff

Every transition begins with a kickoff meeting designed to align expectations before any changes are made.

During this session, we:

- Review your current environment
- Confirm scope and priorities
- Identify dependencies and risks early
- Align on success criteria and timing

This planning-first approach prevents surprises later and ensures the transition fits your business.

### 3. We Do the Heavy Lifting Behind the Scenes

One of the biggest misconceptions about switching providers is that it creates more work for your team.

TPx takes on much of the transition work, including:

- **Detailed transition planning**
- **Environment validation and testing**
- **Coordination with carriers and third-party vendors**
- **Cutover planning designed to minimize disruption**

Your team stays informed and involved but is not buried in the execution.

### 4. We Transition in Phases

Instead of forcing a single, all-at-once cutover, TPx takes a phased approach whenever possible.

This allows us to:

- **Phase deployments strategically**
- **Test before making changes live**
- **Schedule transitions around your operational needs**
- **Monitor closely during and after cutover**

This approach reduces risk, limits downtime, and gives everyone confidence before moving forward.

## How We Plan for the Unexpected

Switching providers can feel uncertain. Which is why risk management is built directly into our onboarding process, not treated as an afterthought.

We actively manage risk during every transition by:

- **Identifying risk early**  
Potential risks and dependencies are assessed during planning and reviewed at key checkpoints throughout the transition.
- **Establishing clear escalation paths upfront**  
If an issue arises, you always know who to contact:
  - The **Project Manager** coordinates response and communication
  - The **Technical Lead** addresses solution design or technical issues
  - The **Customer Success Manager** focuses on business impact and continuity

Critical issues follow a defined escalation path to ensure rapid response and resolution.

- **Response expectations are clearly defined**  
During transition, response and resolution expectations are tracked to ensure issues are addressed promptly, and operations remain protected.

The goal isn't to hope nothing goes wrong, but to be prepared if it does.



## 5. We Stay Engaged After Go-Live

Transitioning to TPx doesn't end when services go live.

Post-launch, we:

- **Monitor performance and stability**
- **Validate outcomes against expectations**
- **Address any issues quickly**
- **Transition you smoothly into ongoing support and success management**

You don't lose momentum after onboarding, instead you gain consistency and clarity.

### What This Means for You

#### For IT Leaders

You get clear ownership, defined escalation paths, and a partner accountable for outcomes.

#### For Business Leaders

The focus stays on continuity. Our process is designed to protect productivity, customers, and revenue throughout the transition.

#### For Operations Team

Change is minimized, communication is clear, and disruption is kept to a minimum.



### The Bottom Line

Switching providers shouldn't feel risky or overwhelming.

With TPx, transitioning is a guided process built on planning, accountability, and preparation.

Schedule a quick session to review how TPx will handle your transition from start to finish, including risk management and continuity planning.