



CUSTOMER SUCCESS

Implementation Methodology & Continuous Success

Built with you. Always in control.

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01 • OUR APPROACH

Built with you. Always in control.

We start from proven solver blueprints: pre-built templates for the quality processes you run every day, from final product inspection and raw material control to calibration and deviations.

We found that it's easier to start with a standard, generic setup rather than from a blank page, and you're never left to figure it out alone either.

We shape the setup together starting with a deep-dive session on your current process and desired outcomes, which allow us to create a fast first-draft configuration proposal. We start the build using what we learn in your discovery conversation and shape it by applying proven patterns from hundreds of past implementations. Your onboarding consultant is with you at every step to review it, adapt it, and validate it with your team to ensure the build is fit for your business problem.

We sit with your team, map how your processes actually run today, and translate that into AlisQI: we suggest best practices and configuration options so your team can get the best outcomes out of what the AlisQI platform offers.

As we build the first processes with you, we explain every decision along the way — why a field is set up a certain way, why a workflow triggers where it does — so the logic is transferable and not locked in our heads.

Training happens inside the build, not bolted on afterwards. By the time we're done, your team can add a new product, test, or specification themselves, without waiting on us or your IT department.

That's the balance we build for: real ownership on your side, without being left on your own to get there. You end up owning a system your own team understands, can run, and can grow.

The partnership doesn't end with the Onboarding and, even after the implementation is complete, we'll keep collaborating and ensuring you and your team truly see the outcomes and the value of AlisQI at all stages.

Our principles

Principle	What it means for you
Blueprint-led	Every solver starts from a proven template, not a blank page, and gets incrementally completed as the team understands and tests the setup.
Built together	We build the first processes with you and explain every decision, so you have a clear record of what changed and why.
Live in stages	Each process goes live as soon as it's ready. Different teams can build different processes in parallel, shortening the implementation window and providing early wins.
You stay in control	The system is set up so your team runs it and can adapt to future needs. AlisQI is updated and improved regularly, but nothing in your setup depends on us or your IT department. We don't charge for new releases, and our development is shaped in part by your feedback.

A few things that speed this up

We leverage technology and our AI-powered tools to set things in motion quickly. None of this replaces the expertise of your team and our onboarding consultant, but it ensures you're never starting from zero and never stuck waiting on one person.

- **Blueprint-driven configuration.** Your first draft configuration is shaped using patterns from hundreds of past implementations and industry best practices. Your onboarding lead still reviews and adapts every recommendation before it's built with you.
- **Configuration tooling that stays with you.** You get access to our set of configuration tools, even after onboarding is complete, so you can generate analysis sets and test additional setups in minutes.
- **Help when you need it.** Chat, Help Centre, and a Support team are there alongside your CSM and onboarding consultant, so there's always more than one way to get unstuck.

02 • THE JOURNEY

From signed to live. Stage by stage.

Stage	What happens
01 Welcome Aboard	Your project is confirmed and your onboarding owner is assigned.
02 Warm Handover	Your Customer Success Manager connects with your project champion, and together you align on your team, your goals, and the first priority process.
03 Kickoff	Usually within your first week. We confirm your success plan, agree your Key User team, and lock in which process comes first.
04 Co-build Sessions	We deploy a standard template for your first solver, adapt it with your real data, and train your Key Users as we go, handing over more of the driving with every session.
05 Go Live	Each process goes live as soon as it's ready, so your team gets value early and can give us real feedback before we move to the next one.
06 Continuous Success	Support and your CSM stay attached for the life of the relationship, with regular business reviews and optimisation sessions.

Warm Handover

It starts before anything technical happens. Your Customer Success Manager connects with your project champion, and together you align your team, your goals, and the first priority process, while getting the practical groundwork moving.

Kickoff

From there, kickoff happens fast, usually within your first week. It brings your wider team into the picture, and it's where we align, not where we start building: we confirm your success plan, agree on your Key User team, and lock-in which process comes first.

By the end of week one, you're set up and ready to go.

Co-build sessions

Once that's settled, we get going together. We deploy a standard template for your first solver, adapt it with your real data, and train your Key Users as we go, handing over more of the driving with every session.

What that actually looks like: in a typical co-build session, you, your Key Users, and your AlisQI lead are on one call, usually about two hours. We open the template for your first solver and configure it live using your real data and examples, explaining every choice as we make it, so your team is learning the logic, not just watching it happen. There are no slides and no theory. By the end of the session, something in your setup works that didn't before, and your team knows why.

Go live, incrementally

There's no big-bang go-live moment. Each process goes live as soon as it's ready, so your team gets value early and can give us real feedback from the floor before we move to the next one. Right after go-live, we stay close through a short stabilization period.

How fast this goes depends on your scope and how much time your team can give it. For a typical full implementation with multiple solvers rolled out in parallel, your team is live and fully working in AlisQI within around three months. Non-standard processes, multi-site rollouts, regulated environments, or heavy integration needs usually call for a tailored plan and timeline, and we'll flag that with you at kickoff, not halfway through.

One distinction worth being explicit about: deploying your first solver **template** happens early, usually within the first few days.

As the template is a standard blueprint, which is used to map your actual design and train the team, it might need tailoring and adjusting, especially to workflows.

Going live in production with that solver means your team has tested it with real data after making all the changes to fully adapt to your specific scenario. The table in the next section keeps those two apart on purpose.

Continuous success

Onboarding and your first implementation have an end point but the relationship doesn't. At project close, we sit down together, review what was agreed against what was delivered, and agree next priorities with your CSM.

The project close is the start of Continuous Success, not a quiet fade-out. Once you're live, support and your Customer Success Manager both stay, and neither one costs extra.

On the technical side, you get access to our support team by chat, email, and phone for as long as you're an AlisQI customer, not only during onboarding. It's included in your license cost and covers any issue you run into, with a 2-hour response commitment for critical issues, backed by 24/7 platform monitoring.

Alongside that, your Customer Success Manager stays attached to your account for the life of the relationship.

Once onboarding and your first implementation are done, you can expect regular business reviews and touchpoints where we look at how you're using AlisQI, keep improving and optimizing it together, and explore new use cases as they come up.

That cadence includes structured business reviews and dedicated optimisation sessions, not just ad hoc check-ins.

Need something extra along the way, like training for new team members or focused help on a specific process? You can purchase vouchers for dedicated services on top of your standard plan.

Continuous Success isn't limited to your CSM either. It includes periodic opportunities to meet with our Product team to shape what we build next, and with our Exec team when you want to discuss bigger improvements or strategic priorities.

A typical implementation, phase by phase

Here's the same journey with more detail, so you can see how it maps onto your own planning. This reflects a typical implementation with clear scope and available resources. We'll agree your real plan together at kickoff, and will tailor it further for a multi-site rollout of your scope.

Phase	Typical timing	What happens
Getting organized	Week 0	We assign your onboarding owner, confirm what was agreed, and prepare your tenant and workspace, before you hear from us.
Warm handover	Week 0	Your Customer Success Manager connects with your team, confirms goals and stakeholders, and requests the first data and process input.
Kickoff & setup	Weeks 0–1	We formally align on your success plan, roles, and cadence, confirm platform access, and lock in which process comes first. You're set up and ready to start using the platform within the first week.
Foundation setup	Weeks 1–6	We deploy and adapt your first solver template together, mapping your master data and configuring the first workflows. Multiple processes can be rolled out in parallel during this phase.
Capability enablement	Weeks 5–9	Your team tests the setup with real data, we resolve open issues, and confirm you're ready to go live.
Go-live & stabilization	Weeks 8–12	Your first solver moves into real production use, with us close by to support early adoption.

Milestones you can track

These are the checkpoints we'll both be watching for, and exactly what "done" means at each one.

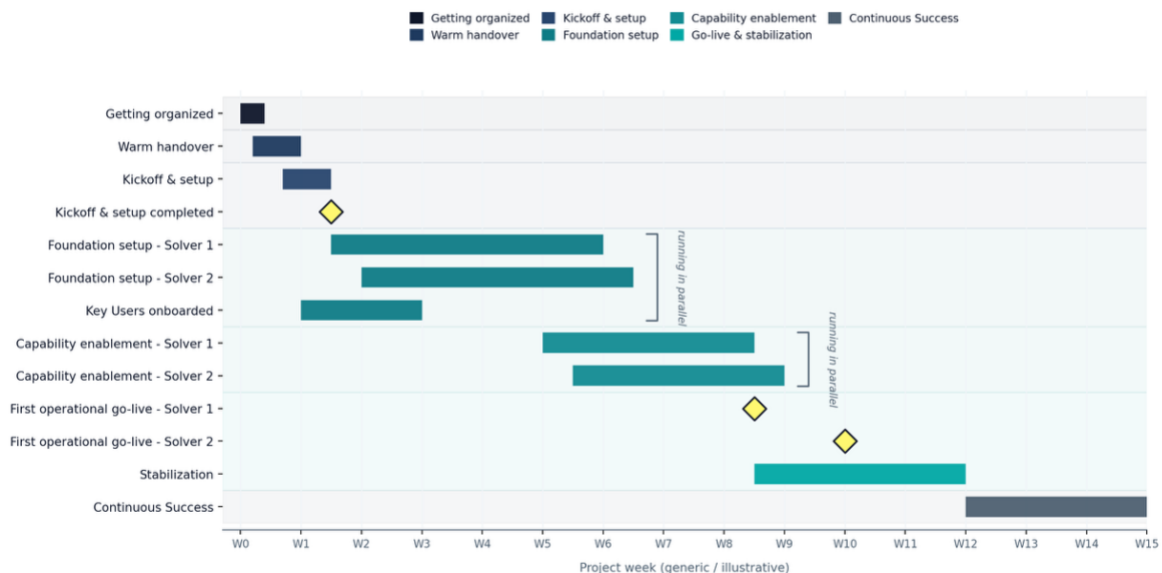
Milestone	Target timing	Definition of done
Kickoff & setup completed	Week 1	Success plan, roles, cadence, and first process are confirmed. Platform access is live.
Key Users onboarded	Weeks 1–3	Your Key Users have access, orientation, and a first learning path.
First solver template deployed	Weeks 1–5	The template is adapted, finalised, and ready for your team to validate. Multiple teams can work in parallel on different processes.
First solver validated	Weeks 5–9	Your team confirms the workflow is fit for real production use.
First operational go-live	Weeks 8–11	Your team is running the process in AlisQI with real data.
Project close, into Continuous Success	Weeks 11–12	Success criteria reviewed and next steps agreed with your CSM.

Seeing It on a Timeline

The same phases and milestones, laid out on a generic project timeline. This is illustrative, not a commitment: your real plan, with your real dates, gets agreed together at kickoff.

A Typical Implementation - Generic Timeline View

Illustrative example only - anonymized, not tied to any specific customer or contract



AlisQI · Onboarding - internal reference · weeks are indicative and vary by scope and tier

What you can expect from us during onboarding

- One AlisQI owner coordinating your project from kickoff through go-live
- A written success plan defining goals, priorities, and what onboarding covers
- A structured project plan co-owned and created in Asana, tracked from kickoff to go-live
- Hands-on co-build sessions with your Key Users
- Incremental go-live, with your first solver live as soon as it's ready
- A clean handover into Continuous Success once you're live

How we'll know it's working

We call a solver well implemented and “done” when your team can:

- explain the purpose of the solver in your own process
- use the core workflow with your own data
- understand the main setup logic
- maintain and update the basic master data
- name who owns it internally going forward
- find the internal documentation and reference it for decisions



AlisQI Platform

**"Very smart and easy to set up system
that is easy to use by multiple levels
of the organization."**



Associate - Manufacturing

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03 • WHAT WE ASK OF YOU

Real time, not open-ended time.

AlisQI is built so your quality team can run it without IT holding the pen. Building it together does take real time from your side, but it's structured and front-loaded into the build sessions, not open-ended. As a rule of thumb:

- **Sponsor:** 2–4 hours a week. Unblocks decisions and keeps the project backed internally.
- **Project Lead:** 2–4 hours a week. Day-to-day owner who coordinates your team.
- **Key Users:** 1 to 2 days a week during the busiest build weeks. Build and test the processes they'll run.

We agree the exact plan and pace with you at kickoff, based on the scope we're building together.

Your team

Your team	What they own
Sponsor	Exec backing. Unblocks decisions, confirms priorities, protects the project internally.
Project Lead	Owns the project day to day. Your main point of contact for us.
Key Users	3–5 process experts. Attend sessions, validate templates, test, become internal champions.
IT / Systems Contact	Supports SSO, integrations, exports, and data access questions, as needed rather than full-time.
End Users	Test real workflows, give feedback, and adopt the process after go-live.

Who does what

A quick reference for who's in the driver's seat at each stage of the build. R = Responsible · A = Accountable · C = Consulted · I = Informed

Activity	Sponsor	Project Lead	Key Users	IT Contact	AlisQI
Confirm success plan & scope	A	R	C	I	R
Provide process input & data	I	A	R	C	C
Deploy & configure the first solver	I	A	C	I	R
Map master data	I	A	R	C	R
Validate & test the setup	I	A	R	C	C
Set up integrations / SSO	I	A	I	R	C
Decide to go live	A	R	C	I	C
Manage users & permissions after go-live	I	A	R	I	I

What a typical week actually looks like

When	What	Who
Start of week	Short status sync, 15 to 30 minutes	Project Lead + CSM
Midweek	Co-build session, around 2 hours	Key Users + CSM
Ongoing	Reviewing and validating what we've built, plus anything extra as it comes up	Key Users

When	What	Who
As needed	Unblocking a decision	Sponsor

How escalation works

Nothing sits unresolved because no one knew who to tell. If something stalls, it moves up a clear chain, quickly:

- No user testing happening → escalate to Project Lead → escalate to Sponsor.
- Data or input isn't arriving → escalate to your CSM → escalate to Project Lead.
- Scope keeps shifting → escalate to Onboarding Consultant → escalate to Sponsor.

Naming these roles before kickoff is the single biggest predictor of a smooth build.



04 • YOUR OTHER SYSTEMS

Your systems stay yours.

Your ERP, MES, lab instruments, and data lake stay yours. We don't govern them, and we shouldn't. What we do is partner with you on the data-structure conversation: what should flow where, which system is the source of truth, and how fields map between your systems and AlisQI.

We provide a full set of documented API endpoints (read and write) and a native connector for the Microsoft Power Platform. All your AlisQI data is also available through Power BI and Tableau, so it flows into whatever BI tools you already use.

Where the conversation gets technical, for example connecting instruments or mapping an ERP data model, we run it as a dedicated workshop, so you're not figuring it out cold.

For the most complex scenarios, we scope and prepare a dedicated Integration project offer, separate from the standard Onboarding.

Bringing your history with you

Switching from a legacy LIMS or spreadsheets? We import both the structure (your sample types, parameters, and tests) and the content (historical results), so your compliance and traceability history comes with you.

One honest caveat: for specifications, we bring across the current version per product, not the full history of how a spec changed over time. Test results come across in full.

Rolling out to more than one site

We usually recommend starting with one site as a blueprint. We prove the model on your priority processes, then reuse what we built for the next site, faster and cheaper each time. Where your sites differ, we adapt, and where they're identical, we replicate. For a multi-site rollout the pattern we'd plan around is : one pilot site first, then a phased wave across the remaining sites.

05 • SETTING YOURSELVES UP

A few things make the difference.

A few things consistently separate a smooth build from a slow one:

- Shared clarity before we start. Agree how the process runs and put it in writing ahead of kickoff, so everyone starts from the same page.
- Clarity on what's in scope. Anything outside your agreed solvers goes through a separate conversation with your Project Lead first.
- Room to adjust. When priorities shift mid-project, we sit down together and re-agree the plan.
- The right people in the room early. Confirm your Key User team and IT contact at kickoff, so they're already in place once the build begins.
- Data and input flow both ways on time.
- Don't let it live in one head. One person knowing how it was built is a single point of failure, so appoint a knowledge owner who documents it.
- Protected time. The build only moves as fast as the time your team can give it, so block real working hours on the calendar, beyond the meetings themselves.

What could slow things down, and how we handle it

None of this is left to hope. If we notice something drifting off track, we raise it with you directly and say exactly what we need, so you won't hear about it for the first time once it's already a problem.

If this happens	Here's what we do	Escalation path
Scope or expectations aren't clear	We validate scope before kickoff and review the success plan together, so we're building against something specific.	Onboarding Consultant → Project Lead → Sponsor
Data or input arrives late	We agree homework before kickoff and keep a weekly cadence, so delays get caught early, not at the end.	CSM → Project Lead → Sponsor

If this happens	Here's what we do	Escalation path
The wrong people are in the room	We map stakeholders and confirm your Key User team at kickoff, not halfway through the build.	Onboarding Consultant → Project Lead → Sponsor
Integrations threaten to delay go-live	We separate integration work from core solver onboarding wherever we can, so one doesn't block the other.	Onboarding Consultant → IT Contact → Project Lead
Adoption drops after go-live	We validate the setup with real use before go-live and stay close through stabilization.	CSM → Project Lead → Sponsor
Progress isn't tracking as expected	Your Project Lead and our onboarding owner meet directly to reset expectations and adjust the plan.	Project Lead → Sponsor

06 • HOSTING & SECURITY

Fast support. No surprises.

AlisQI's infrastructure is hosted via Upsun (formerly Platform.sh), a hosting platform that provisions capacity from major cloud providers (AWS, Google Cloud Platform, and Microsoft Azure) across multiple regions, including the US, Canada, Australia, Ireland, Germany, and France.

AlisQI's current production deployment runs on Microsoft Azure, with a choice of EU or US data region; other regions can be discussed if required for a multi-site global rollout. As a European vendor, our baseline security and data-protection posture is built to EU standards.

The hosting region can be selected to address data-residency requirements, and backups remain within the agreed region. AlisQI uses isolated databases per customer in its standard multi-tenant architecture; dedicated single-tenant deployment can also be provided where required.

Support isn't reserved for admins or your Project Lead. Any user on your team can reach us anytime, by chat, email, or phone. Most questions don't even need to wait for a reply: our knowledge base uses AI-assisted search, so your team can find real-time answers themselves, any time.

Platform availability and stability are monitored 24/7, with a 2-hour response commitment for critical support issues. We'll share the full SLA and platform security documentation so your IT and procurement teams have everything they need in writing.

Don't just take our word for it.

"LNS Research recognizes AlisQI as a fully featured EQMS solution, highlighting its highly flexible, composable platform, robust data and device connectivity, and growing international market traction, including recent wins in North America."

Source: LNS Research, Enterprise Quality Management Software Solution Selection Matrix Guidebook 2025.



AlisQI Platform

"it provides good visibility into quality processes, helps standardize workflows, and makes it easier to track issues and corrective actions."

★★★★★

Supply Chain Associate - Consumer Goods

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AlisQI Platform

"AlisQI has really helped streamline our process work-flows and reduced our environmental impact with implementation of reports and forms for our QMS in an electronic system."

★★★★★

Operations Associate - Healthcare and Biotech

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AlisQI Platform

"Document control is very easy to use and gives good signals when documents expire, need reviewing and when new ideas are initiated through modification requests."

★★★★★

Engineer - Manufacturing

Gartner
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QUALITY IS TEAM PLAY

**We challenge complexity so
your team can stay in control.
Let's get started.**

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