Your Webexpenses onboarding journey

Five stages from contract to go-live, with a dedicated onboarding team and a shared project plan throughout. Key milestones and what we'll need from you at each one.

1 Onboarding

You receive your onboarding email with your process overview and a link to Kantata, our secure project platform. You complete your key project data, and our onboarding team gets in touch to schedule your first session.

2 Presentation

A walkthrough of your Webexpenses system. We establish and add your pilot users, and confirm your user data is ready.

3 Integration

Where your contract includes one

A pre-integration call completes the prerequisites and establishes a successful connection. The integration call then covers mapping and live configuration.

4 Testing & migration

You test the system end-to-end using our testing guides and complete training on Learniversity. We refine the setup from your feedback and agree your internal change-management approach. Then we migrate from sandbox to live, complete final mapping, migrate users and confirm go-live.

5 Launch & hypercare

Internal comms go out and welcome emails land with your people on launch day. One month of hypercare support follows, then a handover to your Account Management and Support team.

One team

A named onboarding consultant from kick-off to go-live.

One plan

Every milestone, action and owner visible in Kantata.

One month

Hypercare support after launch before handover.