

GETTING STARTED WITH LUCID.

Whether this is your first time working with a Managed Services Provider or you've decided to make the switch to work with us, our proven process aims to make the transition to Lucid as smooth as possible. Our human approach and dedication to always going above & beyond is what sets us apart from other managed service providers. We want to inspire you to make the most out of technology. After all, we're in this together!

1 DISCOVERY

Taking the time to understand your business, we will start with an audit of your network and provide a Business Technology Review.

2 KICK-OFF

If we're the right fit for you, we will perform a deep dive into your business to gain further understanding of your business structure, key stakeholders & network.

3 LUCID SERVICE PORTAL

We're always there for you! The Lucid Service Portal is the easiest and fastest way to contact us if you need support or have any questions.

4 TAILORED STAFF TRAINING

We offer group or champion training on new processes and technology to ensure all your staff are on the same page and can make the most of your new IT solution.

5 CUSTOM ONBOARDING PLAN

To get your new IT set up as quickly as possible and with the least amount of disruption to your business, we will tailor our onboarding plan to suit your business methods and hours of operation.



DON'T JUST TAKE OUR WORD FOR IT.

"BNR have been a very satisfied client of Lucid IT for over 25 years. The **service level, expertise and assurances** we have received and benefited from working with such an experienced and dependable IT team, has not only been essential, but equally **critical in supporting the success and continued growth of our practice**. A big vote of confidence and thanks to the Lucid team."

IAN RASPIN TEP, FCPA, FCA, CTA

Managing Director / Chair of STEP Australia



6 REMOTE SETUP

Initial onboarding will begin remotely as we identify key vendors, services and licenses to develop a service transition plan with zero downtime during this process.

7 ONSITE SETUP

For the tasks that cannot be completely remotely, we will set a time and date that is suited to your business.

WE'RE HERE FOR YOU.

Our services don't stop once you're set up and ready to go with your new IT solution - we're here for you every step of the way on your IT journey.



WEEKLY CHECK-INS



DOCUMENT YOUR ENTIRE NETWORK



CONNECT WITH 3RD PARTIES



OUR PROVEN PROCESS.

Our smooth onboarding process is only a small part of setting your business up for success. Once we have established strong technology foundations, it's important that your business continues to evolve with the latest technology.

That's why we provide regular Technology Business reviews to assess your network, optimise and re-align infrastructure as required, then continue to manage, maintain and support your business.

FIND OUT HOW LUCID CAN HELP YOU.

CONTACT US TODAY →



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