Step 5: Go-Live

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> This guide describes expectations for the go-live phase of aACE implementation. It is intended for new users.

After migrating your business data (https://aace6.knowledgeowl.com/help/step-3-data-migration) and training your users (https://aace6.knowledgeowl.com/help/step-4-end-user-training), you are ready to set a go-live date.

Go-Live

Your Go-Live takes place over a two-week period. This phase starts when your staff begins implementing aACE for real transactions. In this phase, your company's end users are interacting with the system for the first time. During this initial release, aACEsoft support and your aACEsoft advisor are readily available to respond to inquiries and user needs as they arise.

Technical Support

During Go-Live, the Discovery Team is central to end-user support:

Questions, problems, and concerns from downstream initially filter through the Discovery Team — your on-staff, trained super users. End users and the Discovery Team will talk in a common language. This group of leaders will best understand the context of the problem and be able to solve issues in coordination with your internal, technical team.

The Discovery Team will know how to translate questions or concerns into detailed descriptions for the aACEsoft developer and customer support teams.

Please see the guide on submitting support tickets.

Prior to Go-live

During the few weeks before your Go-Live date, you will train your staff, release support documents, and prepare company-wide for the change-over. aACEsoft's senior developers invest time to carefully orchestrate the final system installation and prepare your final data migration.

Go-Live Day

This is the day your company makes the switch to aACE! Our staff stands by, ready to

answer questions and resolve any issues. Because of the care and consideration throughout the aACE implementation process, the transition to the software can be seamless.

Post Go-live

The few weeks following your go-live date, your users may identify adjustments that need to be made. The aACEsoft team works with your company to resolve any issues.

aACE is completely scalable on an ongoing basis. It can adapt with the evolving requirements of your business. The ongoing attention to customer needs allows the aACEsoft team to provide a business system that supports your business growth and grows with you.

The items that require new customizations will be noted and reviewed in the final step.

Next Step

Step 6 — aACE Optimization (https://aace6.knowledgeowl.com/help/step-6-aace-optimization)