

# Business workflow

- Upon client`s interest, SupportHub360`s transition manager will schedule a meeting to understated the business model and identify which all positions SupportHub360 can manage and submit a final proposal along with contract.
- Once the client signs the contract, SupportHub360 HR team will source the resource, according to the client requirement. Direct client interviews scheduled for shortlisted candidates
- After resource joins in, the client need to provide necessary training on a remote session. The training schedules fix as per the client convenience by the transition manager. The transition manager will be continuously in touch with the point of contact from the client side for the smooth transition of the project
- The client has to provide all necessary software's and access to client network for the employee ( Eg. For IT support person, access to remote management and service desk tools)
- If the resource need to take calls, we would recommend to provide an extension of client telephone line(VOIP preferred) - If VOIP service not available, SupportHub360 technology team find other alternate solution.
- Day to day meetings and monthly performance reports will be shared with client.
- For any escalations, client can contact the Key accounts manager, based in Perth at any time and necessary support will be extended to resolve the issue.