

TILMA*

Tilma Onboarding

We walk with you so you can walk with others.

**Built for ministry people,
by ministry people.**

You don't have to do it all.

What should you expect with Tilma?

1. WELCOME

- We are here to serve your parish needs.

2. IMPLEMENTATION PLAN

- Our first meeting will outline how we will help onboard your team and parish vision into Tilma.

3. ASK US ANYTHING

- Don't hesitate to ask any questions you may have! Our onboarding specialists are also product specialists.

4. TELL US MORE ABOUT YOU

- To ensure we are able to tailor Tilma to the needs of your parish. We want to know everything about your team, vision, goals and dreams.



People are the center of a parish and the same is true in Tilma.

Let's equip your team to make more impact right now.



Train the Experts

- We work with your leaders to ensure Admins have a comprehensive understanding of Tilma.
- Strategy & best practices shared.



Regular Training Workshops

- Live training sessions on a monthly basis for anyone on your team to join.
- Every workshop is setup to ensure we answer your questions and provide real time feedback.



Tilma Resources

- Robust knowledge base of content and walkthroughs.
- New feature launches shared with appropriate resources to activate.

Onboarding Stages



Onboarding Kickoff

Goal & Vision Alignment

Start off with a meeting with your onboarding specialist to discuss what makes your parish unique and how we can tailor Tilma to your needs. This will be a great opportunity to discuss your vision, use cases, transfer website hosting and build a plan for implementation of your Tilma platform



Data Migration

Setup & Data Synchronization

We will better understand your data needs and plan the migration of your old website into Tilma. Simultaneously we will finalize your Tilma implementation plan based on your use case and unique needs.



Team Onboarding

Training and site build

We will work with your team to train, onboard and execute the migration plan. Alongside our onboarding specialist we run regular webinars/trainings around the product and all the tools. Our aim is to ensure your team has the expertise to train your parish to operate Tilma easily and efficiently.

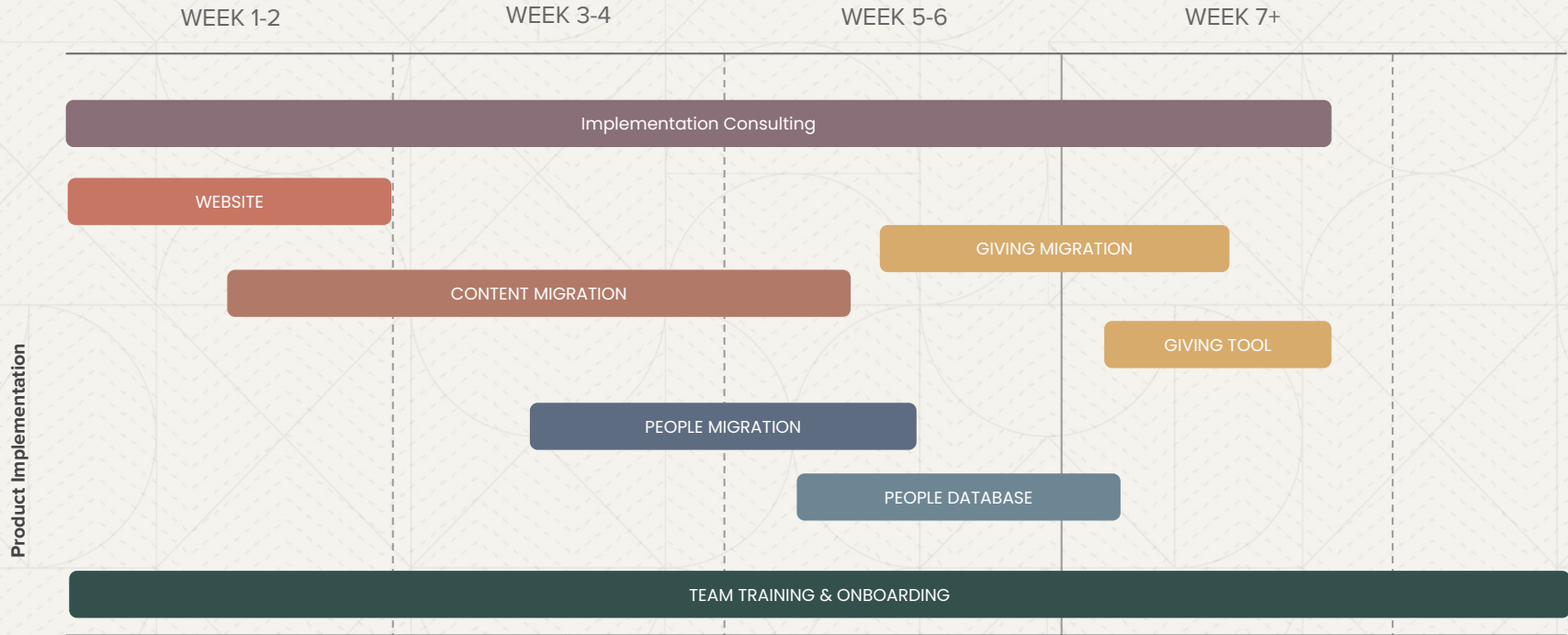


Tilma Launch!

Final touches and tweaks

We are almost ready to launch but before everything goes live we will completely review your Tilma platform. Any additional tools, features, and implementation outcomes will be covered in this phase. We may even launch your Tilma website sooner and concurrently work with your team to build out the remainder of the platform behind the scenes.

Sample Implementation Timeline*



*Implementation timelines will differ greatly based on the needs and priorities of each parish.

Tilma onboarding included at no cost.

Get the most out of Tilma with assistance from our team in helping you get setup and launched.



- **Onboarding Kick-off**
 - Initial onboarding meet and review
 - Setup Tilma admin accounts
 - Domain set-up/purchase
- **Migrating Content**
 - Initial website setup
 - Add basic parish information
 - Setup redirects as needed
- **Tilma Website Launch**
 - Activate pertinent web address records
 - Inform, confirm and celebrate launch
- **People Migration**
 - Setup migration plan with parish team
 - Export people from parish
 - Import into Tilma
 - Set follow up tasks as necessary for addt'll data
- **Giving Migration**
 - Request giving migration data
 - Engineering team to setup migration
 - Complete import
 - Parish setup for weekly or monthly reporting

Onboarding packages to meet your unique needs.

We provide additional consultation and complex support via our competitively priced packages.



Full Content Migration

We'll create or move all your existing content.

\$650 - \$2,000*



Integrations Consulting

Advice on how to use Tilma with your existing tools.

\$500*



Digital Planning & Setup

Personalized strategy and platform recommendations.

\$600 - \$1,000*

*All prices in USD. Prices will differ based on your parish's size and needs.

Be equipped to go deeper in your ministry.

Onboarding is just the beginning.



SUPPORT

- Critical** - tickets are monitored & engaged 24/7.
- Urgent** - tickets will be managed in 24-48 hour window.
- Other** - All other tickets are turned around based on need and impact.



CHECK-IN

- 30-60 Min**
- 1x per year**
- Topics:** Adoptions, feedback, strategy, best practices and Parish impact.

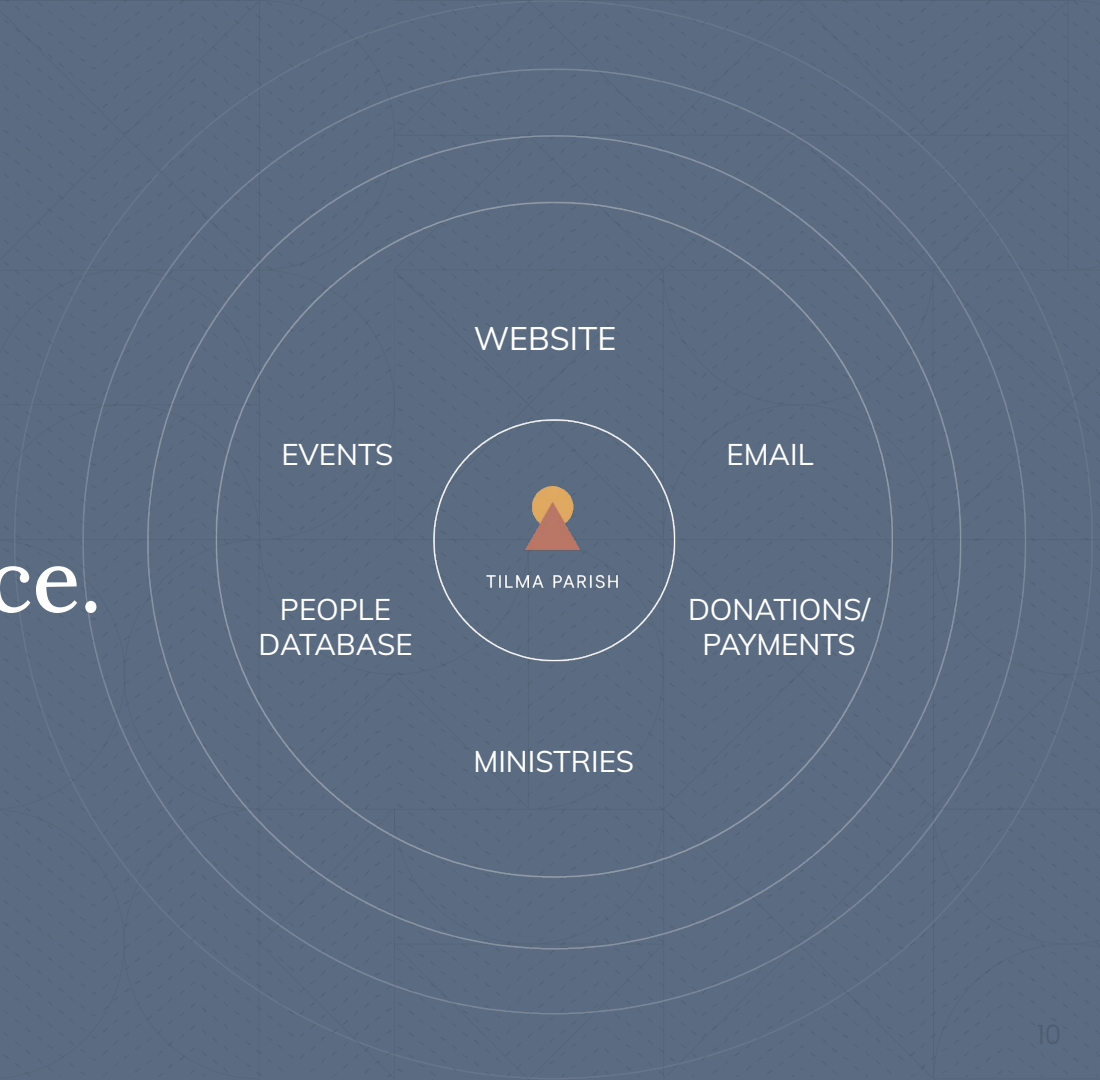


PARISH ACCOMPANIMENT

- Monthly**
- Full access to our webinars, workshops, and knowledge base. Including support from customer success and the onboarding team as you need year around!



All your parish
tools in one place.



TILMA*

Learn more at tilmaparish.com