covetrus pulse™

Covetrus Pulse™ Non-Migration Implementation Experience

TIMELINE	👥 WHO	📋 WHAT
● STEP 1	Practice Owner, Covetrus® Technology Implementation Manager	✔ You will receive a Welcome call and email ✔ Initial setup of your site
● STEP 2	Practice Owner, Lead Veterinarian, and/or Practice Manager, Lead Technician(s), and Lead CSR, if possible	✔ Staff training webinars ✔ Site customization
● STEP 3	Practice Owner, Lead Veterinarian, and/or Practice Manager, Lead Technician(s), and Lead CSR, if possible	✔ Live Q&A with staff ✔ Final Go Live preparedness check
● STEP 4	Practice Owner, Lead Veterinarian, and/or Practice Manager, Lead Technician(s), and Lead CSR, if possible	✔ Go Live
● STEP 5	Practice Owner, Lead Veterinarian, and/or Practice Manager, Lead Technician(s), and Lead CSR, if possible	✔ Post Go Live Q&A

YOUR IMPLEMENTATION SCHEDULE

WELCOME   →   TRAINING   →   GO LIVE

Once implementation begins, it will take 30 days until completion

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Covetrus Pulse™ All-In Migration Implementation Experience

TIMELINE	WHO	WHAT
STEP 1	Practice Owner	✔ You will receive an email with links to schedule training and data retrieval
STEP 2	Covetrus® Technology Implementation Manager	✔ Initial setup of your site and welcome call
STEP 3	Practice Owner, Lead Veterinarian, and/or Practice Manager, Lead Technician(s), and Lead CSR, if possible	✔ Staff training webinars ✔ Site customization
STEP 4	Practice Champion & Covetrus Technology Implementation Manager	✔ A data audit will be conducted with you
STEP 5	Practice Owner, Lead Veterinarian, and/or Practice Manager, Lead Technician(s), and Lead CSR, if possible	✔ Live Q&A with staff ✔ Final Go Live preparedness check
STEP 6	Practice Champion & Covetrus Technology Implementation Manager	✔ Go Live
STEP 7	Practice Champion & Covetrus Technology Implementation Manager	✔ Post Go Live Q&A

YOUR IMPLEMENTATION SCHEDULE

WELCOME	→	DATA TRANSFER	→	TRAINING	→	GO LIVE

Once implementation begins, it will take 90 days until completion

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