
Pathway Comparison Matrix

3 Pathways · Included Deliverables · Add-On Services · Pricing · Contractual Provisions

PATHWAY A

Standard Self-Start

PATHWAY B

Standard – Data Conversion

PATHWAY C

Full-Service – Data Conversion

About Pathways

Every Neos implementation follows one of four defined Pathways. Each Pathway is matched to a firm's size and data-conversion needs, while every Pathway moves through the same seven-stage implementation journey — from Kickoff through Handoff to Customer Success — with clearly defined roles on both sides.

CHOOSING A PATHWAY

Pathway A (Standard Self-Start) and **Pathway B (Standard Data Conversion)** suit most 3-70 user firms.

Pathway C (Full-Service Conversion) is built for larger or more complex firms needing custom configuration and formal UAT.

See the following Pathway Overview pages for details on each.

TYPICAL QUESTIONS

Which Pathway is right for our firm size?
How much effort will this take from our team?
Will our data convert, or do we manage that ourselves?
What support do we get after go-live?

OUR RESPONSE

Every Pathway maps directly to your firm size and data-conversion needs

Roles & responsibilities are defined for Assembly and your firm before kickoff with average effort commitments based on Pathway

A named PM and Systems Engineer lead you through all seven stages

Kickoff is scheduled within 10 business days of contract, with milestone updates throughout

OUR COMMITMENT

A defined Post Go-Live Stabilization period (7-30 days based on Pathway) before handoff to Customer Success

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A named PM and Systems Engineer with you from Kickoff through Handoff

“Three Pathways. One proven seven-stage journey. Every firm gets a dedicated Assembly team, transparent effort expectations, and a defined path to go-live.”

Pathway A Overview

Standard · Self-Start

CUSTOMER PROFILE:

For firms of 3-30 users who want to launch Neos quickly and manage rollout themselves, using Assembly-standard configuration, reporting, and training out of the box.

PATHWAY OUTCOMES

The Pathway includes:

New Neos environment provisioned and connected to MS365 / SharePoint & OneDrive

Support user access configured for the Assembly PS team

Standard reports & templates ready to use out of the box

Admin training (1 session) and end-user training (2 sessions) delivered live virtually

Go-Live and post-go-live virtual Q&A / open mic sessions completed

Handed off to Support & Customer Success at go-live

CUSTOMER EFFORT

Self-directed. Your team owns setup and configuration using the included training (1 admin + 2 end-user sessions) and standard templates — best suited to firms ready to self-manage rollout.

KICKOFF WINDOW

10 business days from contract to kickoff, the same as every Pathway.

AVERAGE TIME TO LIVE

Firms that dedicate the time are live in an average of 10 business days from kick-off.

POST GO-LIVE STABILIZATION

7 days of Assembly implementation-team support after go-live — the shortest of the three Pathways.

PATHWAY EXPERIENCE

The lightest-touch Pathway. Discovery and Data Conversion are not applicable — readiness is validated at kickoff, and you move straight to Go-Live Prep.

Pathway B Overview

Standard · Data Conversion

CUSTOMER PROFILE:

For firms of roughly 3–70 users migrating existing data into Neos, who want Assembly to handle data conversion and staff profile setup with full Onboarder-led training before go-live.

PATHWAY OUTCOMES

The Pathway includes:

Existing data mapped, converted, and migrated into Neos (standard fields plus up to 10 UDFs)

Staff profiles configured and support user access set up

Admin, end-user, advanced search & document coding training delivered live

14-day PPE data review window completed ahead of go-live

Post-conversion data clean-up and production cutover completed

Go-Live and post-go-live Q&A sessions plus handoff to Customer Success

CUSTOMER EFFORT

Moderate. This is an On-boarder-led Pathway — your team provides source data, attends data-mapping and discovery calls, and completes training.

KICKOFF WINDOW

10 business days from contract to kickoff.

AVERAGE TIME TO LIVE

Firms that dedicate the time are live in an average of 20 business days from kick-off.

POST GO-LIVE STABILIZATION

14 days of Assembly implementation-team support after go-live.

PATHWAY EXPERIENCE

A full Kickoff → Discovery → PPE → Stabilization journey, with a named Onboarder guiding data conversion and go-live. ETAM is available for MM2/Enterprise firms.

Pathway C Overview

Full-Service · Conversion

CUSTOMER PROFILE:

For the largest (up to 100 users), or more complex smaller, firms that need full-service data conversion across all Neos fields, custom case type & intake design, and formal user acceptance testing before go-live.

PATHWAY OUTCOMES

The Pathway includes:

Full data conversion across all Neos fields plus up to 10 UDFs, with a 14-day PPE review window

Case type, checklist, and intake layout configured for your practice

Comp/guest program, staff profiles, and advanced reporting set up

Full training curriculum delivered, including advanced search & document coding

UAT (user acceptance testing) completed and signed off before go-live

Eligible for ETAM (Enterprise Technical Account Management) for ongoing support

CUSTOMER EFFORT

Highest. Your team participates in UAT (required for 11+ users), reviews custom configuration, and signs off on data mapping.

KICKOFF WINDOW

10 business days from contract to kickoff.

AVERAGE TIME TO LIVE

Firms that dedicate the time are live in an average of 40 business days from kick-off.

POST GO-LIVE STABILIZATION

30 days of Assembly implementation-team support after go-live — the longest of the four Pathways.

PATHWAY EXPERIENCE

The most comprehensive, Onboarder-led Pathway: full conversion, custom configuration, and a formal UAT gate before go-live.

Roles & Responsibilities

A successful implementation is a shared effort. The table below defines what each Assembly role owns and what your firm needs to commit — and which project phases each customer role is most active in.

ASSEMBLY PROFESSIONAL SERVICES TEAM		YOUR FIRM — REQUIRED CUSTOMER COMMITMENTS	
PM	Project Manager Leads the engagement end-to-end. Plans, executes, communicates, and closes the project. Manages expectations, resolves conflicts, and owns the CSAT handoff to CSM.	Project Manager(s)	Tracks firm-side deliverables and attends all PS calls. Responsible for all customer side change management activities. Coordinates homework, responds to Assembly within 24 hrs. Most active: All phases
SE	Systems Engineer Owns all technical delivery: data conversion, Pre-Production Environment (PPE) provisioning, graph mapping, integrations, cutover runbook, and production deployment.	Neos Admin	Neos Administrator Main POC with Assembly. Attends all implementation meetings. Configures Neos, owns all post-deployment admin decisions. Most active: All phases
Trainer	Trainer Delivers admin training, end user training, and UAT sessions. Runs the go-live Q&A / open mic call. Ensures UAT is completed before go-live (required for 11+ users).	IT Admin	IT Admin Authenticates, with Global Administrator (GA) credentials, to provide programmatic access for the implementation project at kickoff. Confirms M365 licensing. Manages SharePoint capacity before doc migration. Most active: Kickoff · Conversion
Coord	Implementation Coordinator Initiates first customer comms, schedules kickoff and go-live meetings, manages the Neos Resource calendar, and maintains CRM accuracy throughout.	Decision Maker	Decision Maker Attends initial admin overview. Approves standardized workflows. Signs off on data mapping appendix. Most active: Kickoff · Go-Live Prep
DCE	Data Conversion Engineering Handles all non-customer-facing conversion code development. Liaisons between dev team and PS. Responsible for all conversion tooling and code quality.	Super Users	Super Users Completes all training sessions. Participates in UAT (required 11+ users). Reports data/config issues during PPE window. Most active: Training · UAT · Go-Live

Your Seven-Stage Implementation Journey

Every Pathway flows through the same project states. Each state has a defined owner, tasks, and definition of done before advancing. The final two stages (Go-Live and Handoff to CSM) are shown separately to reflect the distinct customer experience milestone of being introduced to their ongoing success team.

1

Kickoff

PM

- Coordinator schedules kickoff & sends welcome pack
- PM introduces team, presents scope, timeline & firm responsibilities
- M365 licenses, primary domain & GA credentials verified
- Kickoff summary email sent with deck and next steps

All Pathways

Gate to Discovery: Tasks complete · Customer confirmed ready to proceed

2

Discovery

SE

- SE collects all relevant technical info and analyzes results
- Data mapping, workflow, and document discovery calls with firm
- Findings documented and customer homework assigned
- Not applicable for Self-Start — readiness validation only

Pathways B & C

Gate to Conversion: Tasks complete · Homework verified · verified · Custom objects, as applicable, scoped

3

Pre-Production Environment (PPE)

SE

- Data Mapping finalized and reviewed
- Data converted & documents migrated into Pre-Production Environment (PPE)
- M365/OneDrive integrations set up with firm's GA
- Billing clock starts 30 days from contract
- PM schedules training tasks if purchased

Pathways B & C

Gate to Go-Live Prep: SOW complete · PPE provisioned · M365/OneDrive integrations set

4

Go-Live Prep

SE

- SE links migrated documents and completes Sanity Test
- Customer does validation on PPE
- SE builds cutover runbook for production deployment
- Trainer conducts UAT with firm as applicable and any other training tasks purchased

Pathways B & C

Gate to Go-Live: Training · Sanity Test Executed · Customer Customer Validation · UAT signoff (11+ users)

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Go-Live

PM

- SE executes cutoff call, deploys production, passes final sanity
- Go-live email sent with Company ID and support contact info
- Project marked Deployed in Assembly CRM
- Open mic call conducted by Trainer on day of go-live
- Follow-up open mic within 7 days

All Pathways

Go-Live: Email sent with Company ID · Open mic day-of day-of

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Stabilization

PM

- Self-Start: none · Micro (3–10): 1 wk · SMB/MM (11–70): 2 wks · Enterprise (71+): 4 wks
- Trainer runs open mic call day-of and follow-up within 7 days
- PM checks in per contract agreed cadence; manages Post-Go Live Incidents (PGLI)
- PGLI updates every 2 days until resolution
- ⚠ PGLIs reported after 90 days post go-live subject to standard PS rates

All Pathways

Gate to Handoff: Open mic complete · Cadence check-ins check-ins done · Stabilization closed · Critical PGLIs resolved resolved

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Handoff to CSM

PM

- PM conducts CSAT survey with firm
- CSM formally introduced; CSM becomes primary contact

All Pathways

Closed: CSAT done · CSM introduced

EFFORT SPLIT BY PHASE

Kickoff

Assembly 90% · Firm 10%

Discovery

Assembly 60% · Firm 40%

Conversion

Assembly 80% · Firm 20%

PPE / UAT

Assembly 50% · Firm 50%

Training

Assembly 30% · Firm 70%

Go-Live

Assembly 50% · Firm 50%

Handoff

Assembly 20% · Firm 80%

Indigo = Assembly share · remainder = your firm

Environment Setup

● Included — Not applicable

DELIVERABLE	Pathway A Standard · Self-Start	Pathway B Standard · Data Conversion	Pathway C Full-Service · Conversion
ENVIRONMENT SETUP			
New Neos environment provisioning	●	●	●
MS365 / SharePoint & OneDrive integration (set up during PPE/Conversion for all pathways)	●	●	●
SharePoint site configuration required for Neos setup	●	●	●
Staff profile set up	—	●	●
Support user access for Assembly PS team	●	●	●
Standard reports & templates	●	●	●
Case type setup (incl. checklist)	—	—	—
Intake layout design (1 case type)	—	—	—
Advanced search reports	—	—	2
Merge template – Standard (up to 15 tags/fields)	—	—	3

Data Conversion

● Included — Not applicable

DELIVERABLE	Pathway A Standard · Self-Start	Pathway B Standard · Data Conversion	Pathway C Full-Service · Conversion
DATA CONVERSION			
Data mapping appendix: source system to standard Neos fields only — one 7-day review period	—	●	—
Data mapping appendix: source system to all Neos fields — one 14-day review period	—	—	●
Standard Neos fields converted	—	●	●
All other fields converted	—	—	●
User-defined fields (UDFs) converted - 10 UDFs	—	●	—
PPE environment — 14-day data review window (data review only; copy does not carry to Production; some config may carry over)	—	●	●
Post-conversion data management / clean-up	—	●	●
Production data cutover	—	●	●

Training, UAT & Project Management

● Included — Not applicable

DELIVERABLE	Pathway A Standard · Self-Start	Pathway B Standard · Data Conversion	Pathway C Full-Service · Conversion
TRAINING & UAT			
Administrator training (live virtual classroom) — 2 hrs/session, no more than 3 admins per session	1	1	1
End user training (live virtual classroom) — 3 hrs, split into two 1.5 hr sessions (part A and part B), for up to 20 users	1	1	1
Advanced search (live virtual classroom) — 1 hr/session, up to 5 attendees	—	1	1
Document coding (live virtual classroom) — 1 hr/session, up to 5 attendees	—	1	1
Go-Live virtual Q&A / open mic session	—	1	1
Post go-live virtual Q&A / open mic session	1	1	2
Assembly-led UAT— user acceptance testing	—	—	●
PROJECT MANAGEMENT — INCLUDED IN ALL PATHWAYS			
Kickoff call & welcome pack	●	●	●
Roles, responsibilities & timeline confirmed	●	●	●
Regular milestone updates throughout project	—	●	●
Handover to Support & Customer Success	●	●	●

Note on included training: firms have 45 days from go-live to schedule. Additional sessions and 1:1/in-person options are available for purchase

Capability Bundles and Key Add Ons

• Included — Not applicable

BUNDLE / ADD-ON	Pathway A Standard · Self-Start	Pathway B Standard · Data Conversion	Pathway C Full-Service · Conversion
CAPABILITY BUNDLES			
Intake Pro: 1 Intake configuration (layout, checklist, automation); Intake Pro dynamic questions setup; 2 hrs. intake admin/user training	—	Choose 1 of 5	Choose 2 of 5
Case Type: 1 Case type configuration (layout customization + checklist); 2-hrs case-config admin training	—	Choose 1 of 5	Choose 2 of 5
Training: 8-hours, usable for admin and/or user training sessions	—	Choose 1 of 5	Choose 2 of 5
Reports: 2 custom reports; 2 Advanced Search reports	—	Choose 1 of 5	Choose 2 of 5
Starter Pack: 3 templates, 2 Advanced Search reports, 1 Dashboard, 1 custom report	—	Choose 1 of 5	Choose 2 of 5
Key Add-Ons			
Document migration	—	For Fee Add On	For Fee Add On
Additional document source migrated to SharePoint	—	For Fee Add On	For Fee Add On
Folder hierarchy restructured	—	For Fee Add On	For Fee Add On
Populated Excel template review & upload	For Fee Add On	—	—
UDF migration add-on (10 UDFs) – Max 2	—	For Fee Add On	—
Settlement memo - new from scratch	For Fee Add On	For Fee Add On	For Fee Add On

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Contractual Provisions

● Included — Not applicable

PROVISION	Pathway A Standard · Self-Start	Pathway B Standard · Data Conversion	Pathway C Full-Service · Conversion
CONTRACTUAL PROVISIONS			
Admin Hold Fee — \$250/day after 30-day customer delay; max 60 days (\$15,000 cap)	●	●	●
PPE / acceptance window	—	UAT or 30 days	UAT or 30 days
Offer Expiration Clause— Assembly reserves right to revise pricing/terms	30 days	30 days	30 days
Limitation of Liability	GTC	GTC	GTC
Post Go-Live Stabilization (Implementation Team) period	7 days	14 days	30 days
Kickoff window	10 business days	10 business days	10 business days
Post Go-Live Issues (>60 days)	Std PS rates	Std PS rates	Std PS rates

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