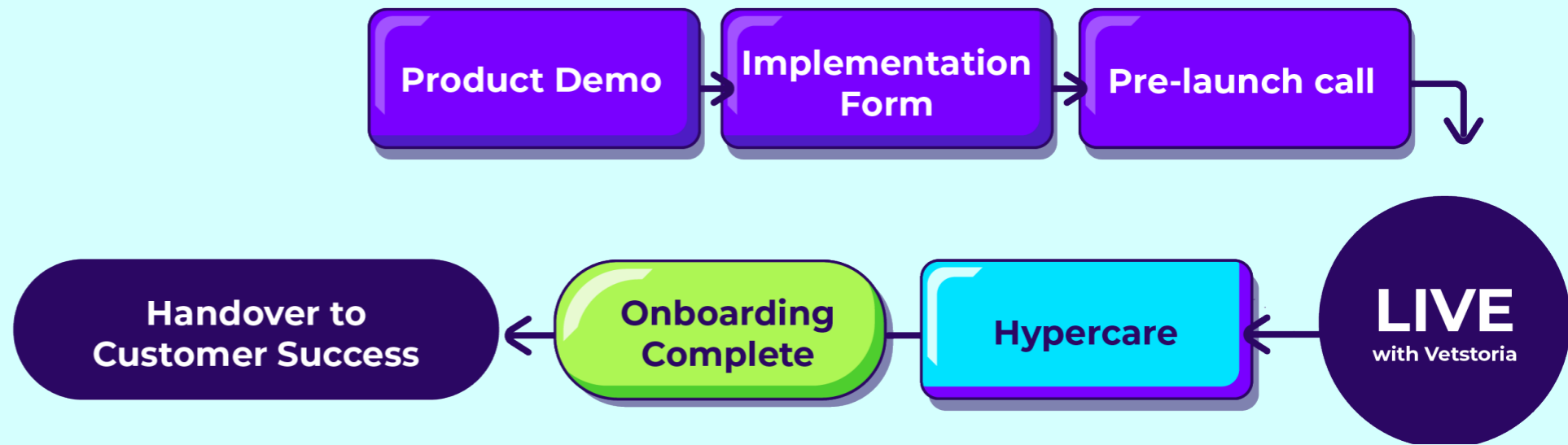# How easy is it to go live with Vetstoria?

Two easy ways of getting started

Standard onboarding: With standard onboarding, we will aim to go live with each of your hospitals or clinics within 30 days. All your clinic teams need to do is complete one form and attend one meeting.Clinics will onboard ad hoc eg no fixed timeline.

Fast track onboarding: With fast track, we aim to onboard each of your clinics or hospitals within a dedicated 2-week period based on the agreed date to go live.
All your clinic teams need to do is complete one form and attend one meeting.

Product Demo → Implementation Form → Pre-launch call →

Handover to Customer Success ← Onboarding Complete ← Hypercare ← LIVE with Vetstoria

To start, each practice needs a "Vetstoria champion" for smooth implementation. This
would be a team member from each practice that takes the lead in coordinating with your team to go live with Vetstoria. You can learn more about the champion over here.

Complete the implementation form
√ Practice to share their details, clinic requirements and PIMS details

Go Live meeting - 60 or 90mins depending on the back end access
√ Recap of settings and customizations, refine if necessary
√ Training where applicable
√ Perform a few test booking to ensure everything is good to go

Go Live!
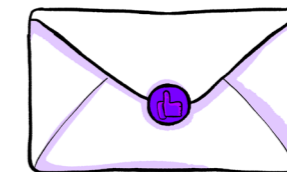√ The practice team will liaise with you to go live and start using Vetstoria!

Hypercare Phase
√ During this phase, your dedicated customer service representative will respond to any queries you have or action any additional changes. This will be for a 2-week period following the go live date. After this time onboarding is complete, and our customer success & live support team will continue to help you.

How to access our support team

Chat with our team

Log a support ticket

Request a meeting

vetstoria