

# THE DEFINITIVE GUIDE TO ONBOARDING

How Leading Managed Services  
Providers Deliver an Outstanding  
First Impression

DO MORE.  
WORRY LESS.



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How Leading Managed Services  
Providers Deliver an Outstanding  
First Impression

## CONTENT SECTIONS

- Standardized Processes
- Deep Discovery
- Customer Experience
- Detailed Documentation
- Continuous Onboarding
- Success Metrics
- Onboarding Checklist

# Onboarding Sets the Tone for Customer Relationships

The first weeks of a new managed services contract are the most critical. If done correctly, onboarding serves as a springboard into a mutually beneficial, comfortable and reliable relationship between Managed Services Providers (MSPs) and customers. Customers see they can depend on your team and immediately find value in your services. Over the long run, this relationship will result in greater revenue and higher satisfaction for your customer—and your team.

However, inadequate onboarding creates a terrible first impression, leaving the customer angry or anxious and setting up a relationship lacking trust. You'll have to work twice as hard to regain this customer's confidence, which puts a strain on your resources. Poor onboarding practices can easily reduce customer lifetime value and increase churn.

In this definitive guide, onboarding experts from the managed services industry—including Liongard's COO Vincent Tran and Director of Partner Success Kendrics Hawkins—share advice about how MSPs can:

- Develop a consistent onboarding process and a standardized approach to service.
- Deliver an excellent customer experience that builds loyalty and satisfaction.
- Leverage automation to perform discovery and update it continuously.
- Create detailed documentation, empowering everyone on the team to help customers.



VINCENT TRAN



KENDRICS HAWKINS



## → STANDARDIZED PROCESSES

# Build a Crystal Clear, Standardized Process for Your Team

Successful MSPs develop a clear, repeatable process for onboarding every new customer. Standardizing the onboarding process improves your quality of service and ensures the consistency of the customer experience.

### THREE TOOLS FOR ONBOARDING STANDARDIZATION

- **Onboarding checklist:** Lay out the tasks in every step of the process for your staff. Deploy the checklist at the start of each onboarding engagement. (We've included a sample checklist at the end of this e-book.)
- **Automation:** Choose the right integrated technology platforms for your operation. Automate onboarding tasks in your Professional Services Automation (PSA) software. Automate discovery and documentation.
- **Incentives:** The best standardized process is worthless if your staff won't follow the procedures. Build incentives for compliance into your compensation plan.

## ADVANCED ONBOARDING TIP

"We spend a month with the customer before we take ownership of the network. Even if we don't have access to the environment, we learn everything we can about the business, the software, and the network layout. We invest time upfront documenting and sitting with them in their offices saying, 'show me all the applications you use. Show me how you use them. Tell me about common problems.' We want to figure all that out before the first time they call us with a problem."

Jerel Howland, CTO, Mytech Partners

### INVEST STAFF TIME AND RESOURCES UPFRONT

Onboarding is your most important investment in the customer relationship. Spend the time and money necessary to make sure each customer will find long-term success with your MSP.

### REFUSE "EMERGENCY" ONBOARDING

Never agree to emergency or rush schedules. As the old saying goes: "You can have it fast or you can have it right." For the sake of your business, insist on getting onboarding right.



## → STANDARDIZED PROCESSES

# Standardize the Tech Stack



Leading MSPs create a standardized technology stack they use with all customers. This helps ensure the onboarding process works well—and more importantly, it improves the efficiency and effectiveness of continuing support operations.

Some customers will resist changing their IT systems. It's important to discuss this during the sales process. Demonstrate how switching to your offering would benefit them, and highlight any risks inherent in their prior systems.

Don't be afraid to insist on using the systems you've chosen as a condition of doing business. As an MSP, you eat, sleep and breathe technology; there is no one in a better position than you to determine the most reliable, secure tech stack.

Without the ability to standardize on technology, your team will be forced to use unfamiliar tools and environments. Worse yet, they'll have to switch between tools from one customer call to the next—a guaranteed recipe for inefficiency and mistakes. MSPs that standardize can offer faster, smoother onboarding and better support.

## ADVANCED ONBOARDING TIP

“Before onboarding them, you need to get your clients to buy into using your preferred system to reduce wasted time. At the very least, the onboarding process should include the path to get them up to your company's MSP standards. They will be infinitely easier to support.”<sup>1</sup>

Vincent Tran, Founder and COO, Liongard

<sup>1</sup>Vincent Tran, “How the MSP Onboarding Bottleneck Affects Customer Experience,” *ChannelFutures.com*, August 26, 2019.



## → STANDARDIZED PROCESSES

# Automate and Integrate for a Happier Staff

The most profitable MSPs willingly invest in technology that can help them create standardized internal processes and better utilize their technical talent. Finding and hiring great technicians and engineers takes a lot of time and effort. When you have a team that works well together, you want to keep them productive and satisfied. Adopting good technology helps retain your onboarding staff in three ways:

- **It automates routine work** that techs a) hate doing, and b) often skip or cut corners on. A great example is documentation—a universally disliked task for techs and yet critical to your ability to deliver great customer support.
- **It standardizes processes** so customers receive the same service no matter who answers the phone. Roll out the same inspectors, document the corresponding items, and set the same alerts for every customer. Everyone on your team knows where to find information. Your techs build better relationships with customers and enjoy their jobs more.
- **It eliminates double data entry and useless tasks with integration.** Each tech can work at maximum efficiency, increasing your labor utilization while shortening the onboarding window. This helps ensure your techs can work reasonable hours, take vacations without constant calls from the office, and generally avoid burnout.

### SPEND LESS TIME ON MANUAL TASKS

Liongard automatically inspects your systems to document configurations so your team doesn't have to. With automated and up-to-date documentation, your onboarding team can spend more time providing value to customers—instead of making manual notes.



## → STANDARDIZED PROCESSES

# Receive the Handoff from Sales



The time to think about onboarding begins before the sales contract is finalized. By the time a new customer signs on the dotted line, you want to set the right expectations for the onboarding process immediately. Getting your techs involved early helps to avoid any surprises for the customer when onboarding begins.

### CREATE A PROFESSIONAL TRANSITION FROM THE PREVIOUS PROVIDER

In most cases, your new customer worked with another MSP and chose not to renew. It is in the customer's best interest for your team and the prior MSP to establish a working rapport. Here are a few tips:

- Ask the customer if they will provide a one-month overlap in fees for both firms, so the prior MSP has financial incentive to see the transition through.
- Reach out as soon as possible to establish rapport with the previous shop. Put together a transition checklist for them that details the information you need.
- Check the backups before changing anything! Whether the customer or another MSP created the backups, always verify they work properly at the beginning of onboarding.

## ADVANCED ONBOARDING TIP

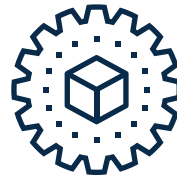
"We try to talk the client into double paying for a one-month transition between the other firm and our firm. We look at it as our onboarding fee, where we're not doing the full support for that first month. They're still doing support. We're essentially onboarding and collecting data and asking questions. If the client wants as smooth a handoff as possible, that's how to achieve it."

Allan Jocson, CEO, Agilitec IT



→ DEEP DISCOVERY

## Perform an Upfront IT Audit Using Automated Discovery



To start this new relationship off right, demonstrate immediate value with a comprehensive IT audit. Not only will this ensure that you find any assets and configurations not disclosed during the sales process, it will also help the customer see that you're on top of the onboarding process.

MSPs spend about 40 to 80 hours manually entering information from existing systems and databases to onboard each client, overseeing everything from Office 365 accounts to Cisco router configurations. For a lot of MSPs, the IT audit can be a pen-and-paper slog through every system. It's easy to miss things, and it takes too long to collect and analyze information before you have recommendations to report back to your customer.

### TRUST BUT VERIFY WITH DEEP AUTO-DISCOVERY

Information provided by new customers and previous MSPs may not always be complete or accurate. Liongard's deep discovery gives your team complete, automated discovery across all systems, including network infrastructure, on-premise systems, cloud solutions and public internet.

“We think Liongard may be the most impactful addition to our solution stack, as it will nearly fill all of the gaps between the PSA, RMM and our manual documentation system.”

Matt Clines  
ERGOS TECHNOLOGY PARTNERS





→ DEEP DISCOVERY

## Establish a Baseline and Present the Plan

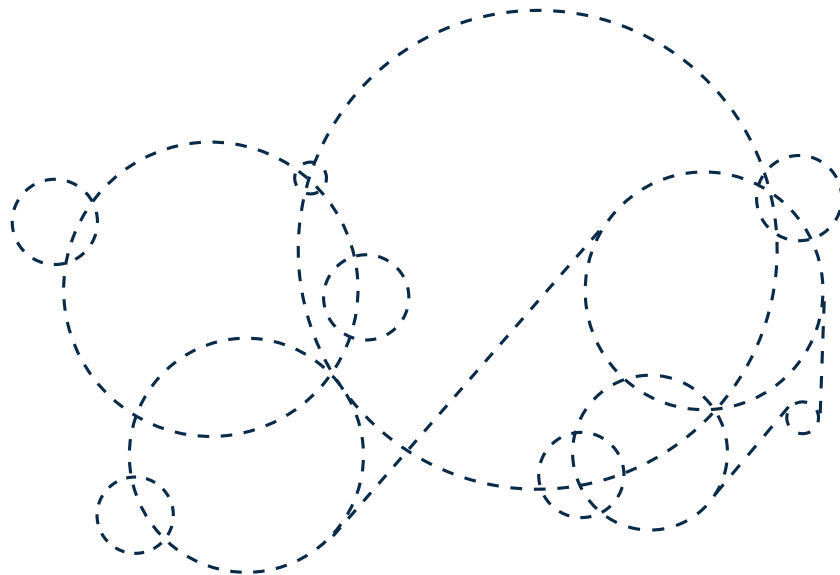
Automated discovery shortens the window required to document the current IT stack. You can identify issues, prioritize your plan and present suggestions to the customer right away.

### SHRINK 1 WEEK INTO 1 HOUR WITH LIONGARD

Automated, continuous documentation relieves your staff of manually searching for and inputting information. The average MSP spends 40-80 hours properly documenting a new customer for onboarding. Liongard users report onboarding times of less than 60 minutes, on average.



Prior to changing anything, establish an initial baseline documentation of the “before” picture of your client’s IT status. This benefits you in two ways. If anything goes wrong, you’ll use the documentation to quickly revert back to where you started and reconsider your plan. Later, the original documentation will help you look back and paint a picture for your customer about improvements made by your team.



## → CUSTOMER EXPERIENCE

# Map Your Customer Journey



Every customer has unique issues and needs, but just as you standardized your technical onboarding procedures, you should map out and standardize your customer onboarding experience. Proactive, supportive communication is key.

### 6 STEPS TO CREATING A CUSTOMER ONBOARDING JOURNEY MAP

- 1. Gather email communications and documents you send customers during onboarding.**
- 2. List the times you typically call customers or have in-person meetings to touch base and the reasons why.**
- 3. Gather feedback from account managers, salespeople and techs about what kinds of complaints they receive from customers during onboarding.**
- 4. If you survey customers after onboarding, absorb the information contained in those responses.**
- 5. Evaluate all communications and touchpoints in your current process:**<sup>2</sup>
  - Are you overwhelming customers with a barrage of emails? Or, are some points during onboarding too quiet?
  - Do all communications provide value?
  - Are any emails or touchpoints redundant?
  - Do you send communications at the right times to proactively answer customer questions?
  - Is something missing that would address the customer needs gap responsible for most onboarding complaints?
  - Would any communications be more effective if combined (for example, into a Welcome Packet)?
- 6. Remap your onboarding customer journey to increase effectiveness.**

<sup>2</sup>Michael Lannon, "MSP Client Onboarding Tips for a Successful and Seamless Transition," CHANNELe2e, August 5, 2016.



## → CUSTOMER EXPERIENCE

# Design a Warm Customer Welcome

Nothing makes a new customer more nervous than signing a contract, only to be greeted by a long period of silence. Design a warm welcome for customers that makes contact right away and establishes a flow of information to keep them in the loop.

### INTRODUCE THE TEAM

First things first—let's meet the team. Assign a strong account manager and have the sales representative introduce them right away. It will be the account manager's job to introduce the onboarding team, check in regularly with the customer, and schedule and conduct a 30-day review.

### SEND A WELCOME KIT

Having good information about the onboarding process that customers can refer back to will put minds at ease. That's where a well-designed customer Welcome Kit comes in handy. Here are some things to include:

- "Thank you/Welcome" card signed by the team
- Team bios
- Contact list and "How to Get Help"
- Explanation of services
- Description of steps in the onboarding process
- Calendar of expected milestones
- What to expect during go-live

## ADVANCED ONBOARDING TIP

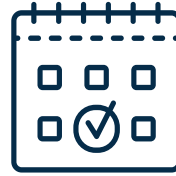
"Onboarding is more communication-heavy than technology-heavy. A lot of it is overcommunication and making sure you're penetrating the organization all the way down. Assume the customers' communication situation within their organization is bad, and overcompensate to make sure you don't look bad at the end."

George Bardissi, CEO, bvoip



## → CUSTOMER EXPERIENCE

# Overcommunicate with Customers



Experienced MSPs agree that poor communication is responsible for most onboarding failures. Specifically, it is critical to set realistic customer expectations at the outset of onboarding and to continue managing those expectations throughout the process.

### **UNDER-PROMISE AND OVER-DELIVER**

You'll want to cultivate an "under-promise, over-deliver" mindset with your staff. Drill the under-promise mantra into your sales pros. Incentivize over-delivery goals for your techs.

Let your customer know from the beginning that the 30-day start-up period is usually challenging. Set the expectation that there will be a few hiccups and surprises, and that this is totally normal.

### **GET TO "WOW" IN 30 DAYS**

Make it a goal to provide each customer with their first "wow" moment of service within the first 30 days of your relationship. Will it be the speed of your initial assessment? The thoughtfulness of your Welcome Kit? The rapid response of a tech when a situation arises?

### **CONDUCT A ONE MONTH REVIEW**

At the beginning of onboarding, your account manager should schedule a 30-day review with the customer. Onboarding should be completed or wrapping up by that milestone, so it is the best time to make sure the customer is satisfied and gather their feedback about your process.



## → CUSTOMER EXPERIENCE

# Conduct a Go-Live Training Session(s)

MSPs should build end-user training into the sales contract. If possible, onsite face-to-face training is ideal because it provides an additional touchpoint to your customer.

During training, introduce any new technology that has been implemented throughout onboarding. The trainer should explain necessary procedures for working with your organization. Making sure end-users know exactly how to contact the help desk, report issues and submit trouble tickets will save customer frustration and shorten response times.

### THERE ARE TWO OTHER FORMS OF TRAINING YOU MIGHT CONSIDER OFFERING TO ADD VALUE FOR CUSTOMERS:

- **Basic systems training** for standard platforms such as Office 365 and Microsoft Teams can help improve workforce productivity levels for your customer, demonstrating the value of the IT services you provide. You could conduct this training onsite or, for efficiency, create a library of short training videos to share with all customers.
- **Security awareness training** helps customers train their end-users about how to spot (and avoid) cyber threats such as phishing emails, social engineering scams, ransomware and malware, plus how to practice good security hygiene with passwords, encryption and securing mobile devices. If you don't want your staff to conduct the training, consider recommending a competent third-party trainer.

## ADVANCED ONBOARDING TIP

“Customer training is probably the most important part of the onboarding process. MSPs can have the most thorough and efficient technical onboarding process in the business and still fail in your customers’ eyes. Showing customers how to get support is one of the single most important things in the entire process.”

Kendrics Hawkins, Director of Partner Success, Liongard



## → AUTOMATED DOCUMENTATION

# Create Detailed Documentation

For many MSPs, documentation is a particularly time-consuming, manual process involving spreadsheets. It's a least-favorite task among many engineers and techs, but no doubt about it, it's a critical one—documentation needs to be accurate, timely and complete. Sloppy or minimal documentation leads to poor technical support experiences.

As your team moves a customer through onboarding, create additional documentation to capture all of the changes they make to configurations, users, credentials, passwords and more. This documentation will make the transition to Help Desk and Support Services seem completely seamless to the customer.

### THINGS TO DOCUMENT ABOUT YOUR CUSTOMER:

- Customer organizational chart
- Customer staff list, including job titles and key contacts
- Everything found during network and system discovery
- Your configurations
- Domains and certificates, including expiration dates
- Administrator passwords
- Copies of third-party vendor agreements (business systems and LOB applications), including:
  - Renewal dates for support/maintenance agreements
  - Installation/license keys

### REWIND TIME WITH DVR-ESQUE DOCUMENTATION

When documenting in spreadsheets, most MSPs overwrite previous configurations with the latest data. When issues arise, it can be hard to figure out what changed—or when. Liongard works like an “IT documentation” DVR, letting you move back and forth through a historical timeline of configuration data for cloud, network and on-premise systems.



## → CONTINUOUS ONBOARDING

# Don't Miss Any Changes

Many leading MSPs no longer think of onboarding as a once-and-done process. It's best practice to "re-onboard" customers on a regular basis to make sure nothing changed without being documented and to constantly review for potential cybersecurity issues like unused credentials.

As your business grows and takes on more customers, it would be difficult to allocate staff to re-onboarding every customer once or twice each year. Fortunately, continuous onboarding can be accomplished through technology, leaving your onboarding team to focus mostly on new customers. Pairing active monitoring and automated discovery with automated documentation will create a continuous onboarding process, using proactive alerts to bring attention to any security issues that arise.

### ELIMINATE UNWANTED SURPRISES WITH CONTINUOUS DISCOVERY

After successful onboarding, the last thing you need is a new, unknown IT asset creating havoc. Many business customers never think to tell their MSP about a new device that their brother-in-law installed. With Liongard's continuous discovery and documentation, you won't get caught off guard again.

## ADVANCED ONBOARDING TIP

"Continuous Onboarding also includes automated periodic health checks for all of your MSP customers' environments. Detecting new devices in customers' infrastructures not only helps you identify and document these devices, but it also alerts you to those changes and/or additions to the environments. You can investigate the changes or additions to make sure that they are validated and not rogue devices. Having updated documentation helps you keep an up-to-date aerial view for all of your customers' environments. It's also handy when you have to provide documentation for audits."

Kendrics Hawkins, Director of Partner Success, Liongard



## → SUCCESS METRICS

# Optimize Your Onboarding with Metrics

Metrics will help you measure the performance of your onboarding staff and your process, allowing you to craft a better onboarding customer experience over time. The best set of metrics to use will vary from one MSP to another and also depends on the services you offer and the types of customers you serve.

## 5 METRICS TO MEASURE ONBOARDING SUCCESS

- 1. Time-to-Onboard:** How many days or weeks, on average, does your team require to onboard a client? As processes and communication plans become more automated and efficient, this window should shorten. If it takes longer than 30 days to complete onboarding, customers have a higher rate of churn.
- 2. Customer Satisfaction Score (CSAT):** These scores are obtained via customer satisfaction surveys about the onboarding experience. Create scaled questions (from “very satisfied” to “very dissatisfied”) about different aspects of onboarding you want to measure. Suggested areas to measure satisfaction during onboarding could include: Communications, Go-Live, Account Management, Schedule, Training, etc.
- 3. 90-day Churn Rate:** Industry-wide, fewer than 7% of customers switch MSPs in a given year.<sup>3</sup> Of customers who do switch, 95% were unhappy with the service received—only 5% switch for price. The first 90 days prove critical to customer satisfaction, so in addition to maintaining an ongoing calculation of your annual customer churn rate, measure 90-day churn as an indicator of problems in the sales expectations vs. onboarding realities area.
- 4. Employee Utilization Rate:** Payroll is the highest operational cost for many service-oriented businesses, so it’s important to measure how efficiently your employees allocate their time. It should be a built-in practice (preferably automated) for employees to track time spent on client projects/tickets. To calculate labor utilization rate, divide the hours spent on client work by the total number of hours. This is a benchmark you should work to continuously improve, because it ties directly into profitability.
- 5. Customer Training Sessions:** Track how many users are attending training and how many sessions they attend. It’s a concern if they miss the sessions, because it indicates a lower level of interest. When these users are asked to give feedback about your services, they’re more likely to give a negative review because they’re disengaged.

<sup>3</sup>Kaseya Connect IT 2019 presentation, as reported by Lindsay Wilson in “Combating MSP churn,” CustomerThermometer.com, May 8, 2019.





# Sample Onboarding Checklist

MSPs can use this checklist as a general example to help think through how to standardize and document your onboarding process. Adapt it to reflect the particulars of your process, your staff and your automation tools.

## New Customer Set Up Administration

- Set up new customer in PSA
- Create service agreement in PSA
- Set up new customer in Accounting and Billing
- Assign Account Manager

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## Introduce the Team & Customer Communications

- Sales Rep introduces Account Manager
- Sales Rep sends thank you gift to customer and anyone involved in referring them
- Account Manager sends Welcome Kit
- Account Manager introduces the rest of the team
- Kick off automated “new customer” informational emails
- Account Manager checks in by phone or email weekly

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## Set Up Onboarding Project

- Assign a Technical Account Manager
- Create project board in PSA
- Apply onboarding template
- Gain admin access to network
- Import new customer from PSA into RMM, Liongard, Documentation and other MSP tools

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## Request Customer Documents

- Document the customer’s permission to make them an Approved User, rather than Administrator. You will be authorized to make IT decisions on the customer’s behalf.
- Request from customer:
  - ✓ Network infrastructure map
  - ✓ IT asset inventory
  - ✓ Business process documentation
  - ✓ Software license keys
  - ✓ Vendor contracts and renewal dates
  - ✓ Vendor contact info
- Enter information into a documentation tool



## → ONBOARDING CHECKLIST CONTINUED

### Test Backups

- Review and confirm business continuity plan
  - Test existing backups before changing anything
  - Set up new Backup Disaster Recovery (BDR) system, if changes being made
- 

### Discovery

- Start Auto-Discovery by activating Inspectors
    - ✓ On-Premise Agent & Cloud Agent
    - ✓ Auto-discovered Inspectors
    - ✓ Additional System Inspectors
  - Complete the IT security audit to educate your customer on needs or surprises during onboarding
- 

### Change All Administrative Passwords

- Gain access to Password Management Solution
  - Change passwords for:
    - ✓ Windows accounts
    - ✓ Routers & switches
    - ✓ Firewalls
    - ✓ Web portals
    - ✓ Servers & PCs
    - ✓ Phone systems
    - ✓ Printers
- 

### Documentation

- Continuous automated auditing documentation
  - ✓ Critical changes
  - ✓ Timeline to move backward and forward in time, reviewing documentation history with changes



## → ONBOARDING CHECKLIST CONTINUED

### Set Up Monitoring

- Install RMM agents
    - ✓ Servers
    - ✓ Workstations
    - ✓ Mobile devices
  - Configure Simple Network Protocol (SNP) for network devices:
    - ✓ Firewall
    - ✓ Router
    - ✓ Switches
  - Set up Actionable Alerts in Liongard
    - ✓ Rapidly clone existing alerts from other customers or create new custom alerts
    - ✓ Critical change detections
    - ✓ Security alerts
- 

### Schedule Patches & Fixes

- Configure RMM for AV/Feature Updates
  - Configure Patch Management
  - Update software systems
- 

### Customer Training

- End user training: Helpdesk
  - End user training: Tech Support
  - End user training: Security Awareness
  - Basic systems training: \_\_\_\_\_
  - Basic systems training: \_\_\_\_\_
- 

### Launch Services

- Set a go live date
- Account Manager schedules weekly status meeting before go live date
- Go live
- Account Manager schedules post-go live weekly status meetings for the next 30 days



## → CONTRIBUTORS

# THANK YOU!

Our sincere thanks to these managed services onboarding experts who shared tips and advice to help other MSPs develop can't-miss customer onboarding experiences:

### → **Vincent Tran, CISSP, Founder and COO, Liongard**

In 2017, Vincent co-founded Liongard to help Managed Services Providers automate discovery and documentation of critical systems configurations so they could become more efficient and profitable. He has more than 20 years of experience as a cybersecurity expert, web application and information architect, and online marketer.

### → **Kendrics Hawkins, Director of Partner Success, Liongard**

In his nearly 20-year career in computer science, Kendrics served as an engineer for FedEx and CalTech and as the Managed Services Operations Manager for Accudata Systems. Today, he manages the technical operations and customer experience of onboarding at Liongard.

### → **George Bardissi, CEO, bvoip**

In 2000, George founded a Philadelphia-based MSP that matured from break/fix to project to multi-tier to pure MSP. That 20-year journey led George to start his second firm, bvoip, which helps MSPs generate a profit center, streamline service delivery and create automation around customer interactions in the Cloud Communications Space.

### → **Jerel Howland, CTO, Mytech Partners**

Jerel has over 20 years of IT experience with 17 years in Managed IT Services. As CTO, he utilizes advanced skills in Microsoft Windows, networking, servers and SANs to design, implement and support advanced infrastructures for SMBs in various industries.

### → **Allan Jocson, CEO, Agilitec IT**

Allan's Las Vegas-based MSP helps forward-thinking business owners modernize IT infrastructure with secure cloud solutions. Covering network infrastructure to mobile devices and everything in between, Agilitec provides outsourced IT and end-to-end solutions.

### → **Matt Clines, President, ERGOS Technology Partners**

In 2010, Matt joined the leadership team at ERGOS Technology Partners. For the past 7 years he has been the President of this fast-growing, Houston-based managed service and cloud solution provider positioning the company for worldwide growth with its three technology divisions, Managed Private Cloud, Managed IT Services and Business Solutions.



# Smart Start Journey

# APPENDIX

## SMART START ONBOARDING YOUR MSP WITH LIONGARD

Working with our MSP partners, Liongard has developed a series of consistent steps to allow for new and existing Liongard partners to start and continue to enhance their automation journey. Following is an example of the onboarding process we use here at Liongard.



# Smart Start Journey Checklist

## APPENDIX

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### DAY 1

#### → Welcome

- Sat Gat details
- Set up auto-pay
- Test your login

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### SESSION 1

#### → Get Ready

- PSA admin access
- RMM admin access
- Customer AD admin access

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### SESSIONS 2 & 3

#### → Ramp Up → Roaring

- Identify a list of companies to import
- Support will be with your Partner Success Engineer
- Open tickets at [liongard.com/support](https://liongard.com/support)
- Schedule personalized 1:1 sessions

---

### SESSIONS 4 & 5

#### → Growing

- Review documentation at [docs.liongard.com](https://docs.liongard.com)
- Participate in product research
- Share ideas at [ideas.liongard.com](https://ideas.liongard.com)
- Attend feature webinars
- Join the Liongard User Network Slack community

