Your journey with Lamplight

Consultation >> Feedback >> Data Migration*>> Training >> Go Live

This collaborative process, with your assigned Project Lead, ensures that your system is right for you and that you get the knowledge and skills you need to use Lamplight with confidence.

Once you've had your **demo**, we'll send you an **agreement** and you're ready to get started with the process.

Key dates for each stage will be plotted with your **Lamplight Project Lead** in an initial Zoom call.

> **'The support we received from Lamplight was first-class.'**
> – Brighter Opportunities for Special People

www.lamplightdb.co.uk

Lamplight

Consultation Stage

We talk you through how to populate your Lamplight Workbook one step at a time, with follow up calls in between each step. This becomes our 'blueprint' for building the system that's right for you.

1. In House Checks

This is a really important step where you re-visit your legal obligations and in-house operations in relation to data protection and data security.

2. Service Delivery

Here you detail your background and context, your current systems, the service you provide and the journey of those you support. It's also where you consider the impact of a new system on your staff team.

3. Reporting Needs

This step captures information about the reports you need to run, what you need to measure, filters you may need and how the data will be presented. We can then capture what you need to evidence your impact.

*Additional in-depth calls with your wider team bring further detail (for all packages except Lantern)
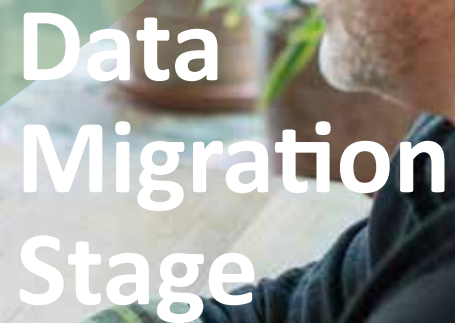
Feedback Stage

Data Migration Stage

In a System Share call, we take you through your new, tailored system.

Following this you get access to your system, and you can begin to explore and experience it for yourself.

This opportunity enables you to provide informed feedback so that, if required, we can re-configure your system to further meet your needs. Our helpful Feedback Guide supports you through this process.

We then share any adaptations made in light of your feedback and your Lamplight system is ready!

*This stage is not always required and is optional.

Lamplight is ready to be populated and we offer an optional data migration service for those who require it.

This costs £48p/h (+VAT). The length of time this takes will depend on the amount and complexity of the data that is being migrated.

Going Live & Training Stage

Together we discuss your training needs and decide what to focus your allocated training on. Areas such as data entry and system administration can be covered. You will receive your Training Guide at this stage so you can start learning how to get the most out of your Lamplight system.

Your Lamplight Project Lead remains as your main contact for the first three months and provides you with support as you get to know your new system.

Here you join the growing community of organisations using Lamplight to help maintain an excellent foundation for measuring and growing your incredible impact, and making the difference you want to make.

Our Community team will continue to support you with your system in order for you to maintain safe, organised and purposeful data, you can reach out to them through the support email, and access a range of help videos to assist yourself and your team.

Extra training is available at cost, and you can discuss this at any time by reaching out to us.

We look forward to journeying with you.