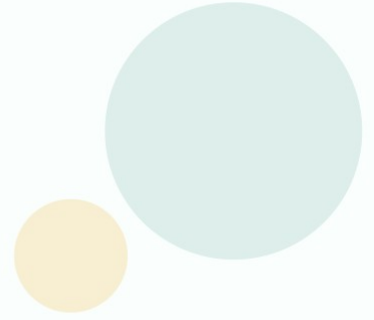




BRIGHTPATH

A BETTER FIRST NINETY DAYS

Client Onboarding Pack

A practical welcome and onboarding document that aligns contacts, responsibilities, required inputs, milestones, and communication routines.

PREPARED FOR

Aperture Mobility

Northstar Systems · Mara Klein · 4 August 2026



Contents

Document contents

Welcome and outcomes

Welcome the client, restate the agreed outcomes, and explain how the onboarding period will work.

Document control	Detail
Owner	Mara Klein
Reference	NS-004-2026
Effective date	4 August 2026
Status	Ready for review

People and responsibilities

List primary contacts, decision makers, subject matter experts, escalation contacts, and their responsibilities.

- Confirm the responsible owner and decision deadline.
- Record evidence, assumptions, and dependencies explicitly.
- Convert the agreed outcome into a trackable next action.

Inputs and access checklist

Capture required files, data, approvals, credentials, environments, and target completion dates.

Outcome	Evidence	Conversation	Next checkpoint
Inputs and access checklist	Observable example	Shared understanding	Confirm owner and date
Development	Agreed support	Feedback recorded	Review progress



Onboarding timeline

Show kickoff, discovery, configuration, validation, training, launch, and transition milestones.

- Confirm the responsible owner and decision deadline.
- Record evidence, assumptions, and dependencies explicitly.
- Convert the agreed outcome into a trackable next action.

Ways of working

Agree communication channels, meeting cadence, response expectations, decision rules, and documentation locations.

Outcome	Evidence	Conversation	Next checkpoint
Ways of working	Observable example	Shared understanding	Confirm owner and date
Development	Agreed support	Feedback recorded	Review progress

Kickoff agenda

Provide a focused agenda covering goals, scope, roles, risks, dependencies, success measures, and immediate actions.

- Confirm the responsible owner and decision deadline.
- Record evidence, assumptions, and dependencies explicitly.
- Convert the agreed outcome into a trackable next action.