

Project Management and Consulting Services

Professional Services

Selecting an electronic transaction management solution to enhance consumer service, internal governance, or to achieve operational efficiency are just the beginning steps on your road to success. Increased productivity and reduced operational costs can be expected soon after your successful technology onboarding, and live production roll out across your institution.

Over the past 20 years, with hundreds of financial institution implementations and countless hours of experience, IMM has developed sound and pragmatic “best practices” to allow the implementation journey to be a well-managed and successful venture. These practices along with our consulting resources are available as managed, professional service engagements for our clients, insuring satisfaction and optimal success achieved from our solution.

Our team of solution consultants can help you navigate implementation or on-boarding challenges, allowing you to realize the benefits from your solution investment as quickly as possible. Consultants are also available on a contract basis to augment your internal resources, avoiding project implementation delays that can occur due to lack of available resources for the project, vacations, or unanticipated employee leave.



Following a site audit of Island FCU’s implementation, IMM’s consultants prioritized a series of “best-practice” recommendations along with a proposed timeline for enhancement implementations. This exercise gave credit union management the confidence that they were using IMM’s technology to its fullest.



Implementation Project Management Services

One of our most popular contracted engagements provides a structured approach to your implementation. Established through “best practices” developed over the years, our team will coordinate and manage your solution implementation, installation, and training through a well-managed and structured project methodology.

IMM project coordinators and solution consultants will work with your project team at every step along the way to carefully coordinate and effectively manage your project. Starting with the acknowledgement of your executed contract agreement, through project kick-off, installation, system administrator and end-user training phases, IMM consultants oversee and assist at every step of the implementation process to benefit you and your business.

Available Professional Services

We offer a wide-variety of managed professional services for our clients including implementation project management, implementation audits, to custom document programming and field mapping services. Contact your IMM Client Success Manager to learn how these professional services can be leveraged by your institution today.

About IMM

For over 21 years, IMM has been a leading innovator of eSignature solutions designed exclusively for Financial Institutions. Today, more than 775 Banks and Credit Unions use IMM’s eSign solutions across the Institution to enhance consumer experiences while also streamlining back-office processes. For more information, visit www.immonline.com, or call 1-800-836-4750, or follow us on Twitter, LinkedIn, Facebook, and Google+.