

CODERPAD · CUSTOMER SUCCESS

Your CoderPad Onboarding Journey

What to expect from signature through your first 90 days — who you'll meet, when things happen, and what we'll cover at each step.

24–48 hrs

Account provisioning after signature

1–2 weeks

Kickoff call scheduled & complete

Within 24 hrs

Welcome email & CS team intro

30/60/90

Structured reviews through your first quarter

YOUR STEP-BY-STEP JOURNEY

1 BEFORE SIGNATURE**Meet Your Success Partner**

A 20-minute intro with our VP of Customer Success before the contract is signed. Flag technical requirements early so we can scope them into your rollout from day one.

Align on success criteria

Identify SSO / ATS needs

Set timeline expectations

You'll meet: Amanda Perry, VP of Customer Success · Your Account Executive

2 24–48 HRS AFTER SIG.**Account Provisioned**

Billing processed, account live. Seats, plan configuration, and admin access set up per your contract. Note: this is account access — not yet your guided onboarding session.

Handled by: CoderPad Finance & Provisioning Teams

3 WITHIN 24 HRS**Welcome Email & Team Introductions**

Your AE sends a formal welcome introducing your two dedicated partners: your CSM for day-to-day onboarding and adoption, and your SAE for long-term growth alignment.

Sent by: Your Account Executive

4 SHORTLY AFTER INTRO**CSM Outreach & Kickoff Scheduling**

Your CSM reaches out personally with kickoff scheduling options, initial resources, and the cadence of upcoming touchpoints so you know exactly what to expect.

Sent by: Your CSM

5 1–2 WEEKS AFTER SIG.**Kickoff Call**

A 45–60 minute working session with your CSM and SAE. We build your onboarding plan around your goals, not a generic template. Bring hiring managers, recruiters, and IT/SSO owners.

Confirm goals & KPIs

Walk through key use cases

Lock in timeline

Schedule training

You'll meet: Your CSM · SAE · Any relevant CoderPad team members

6 WEEKS 2–4**Training & Rollout**

Hands-on training tailored by user type: recruiters, interviewers, and hiring managers. Covers workflow setup, question libraries, scorecards, templates, and any SSO/integration config.

Led by: Your CSM

YOUR FIRST QUARTER

30 / 60 / 90-DAY CHECK-INS**Structured reviews with your CSM**

Measuring progress and adjusting — not just catching up.

30

Confirm setup & early adoption

60

Evaluate progress, address blockers

90

Assess results & align on next steps

A FEW THINGS WORTH KNOWING

Flag complexity before you sign

SSO, ATS integrations, data migration, or custom interview questions should be surfaced early so we can scope timelines accurately.

Provisioning is not your kickoff

Account access in 24–48 hours is fast. The 1–2 week window before kickoff is intentional — it's what lets us tailor onboarding to your team.

Your CSM is your single point of contact

Adoption, training, optimization, new features — anything about getting more value from CoderPad starts with your CSM.

Questions at any point? Your CSM is your first call.

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