

## OMMO Analytics

# SOP - Client Handoff

Standard operating procedure for OMMO Analytics delivery, support, and managed client operations.

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<b>Owner</b>	OMMO Group Company
<b>Product</b>	OMMO Analytics
<b>Version</b>	1.0
<b>Status</b>	Active operating draft

## Purpose

Give the client access to the live workspace with clear expectations and a clean support path.

## Scope

Applies when a tenant is approved for Live status.

## Roles

- Admin owner: activates workspace.
- Sales owner: sends client message.
- Support owner: monitors first week.

## Required inputs

- Tenant subdomain.
- Main admin user.
- User limit and plan tier.
- Support contact.
- Known caveats.

## Procedure

- Set workspace status to Live.
- Confirm the subdomain routes correctly.
- Ensure main client admin can log in.
- Send the live dashboard link.

- Explain that OMMO manages connections and errors internally.
- Schedule first review if needed.

## Quality checks

- Wrong-tenant login redirects properly.
- Client sees own workspace only.
- No admin-only logs or raw errors are exposed.
- User menu shows the user name, not only email.

## Records to maintain

- Handoff date.
- Live URL.
- Client confirmation.
- First-week support notes.