



Ready. Set. Go Live! – Paladin Implementation

Calvin Garner
Account Specialist
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WHAT YOU'LL LEARN

- About Paladin Point of Sale
- Go Live process
- Week 1 – Introduction
- Week 2 – Data collection and configuration
- Week 3 – Set up of hardware, network and software
- Week 4 – Training
- Go Live!

Paladin Point of Sale



- Paladin Point of Sale was designed and built on the belief that simplifying daily operations through powerful digital tools helps independent retail businesses run more efficiently. It combines:
 - An easy-to-use point of sale
 - Intuitive inventory management
 - E-commerce and mobile applications
 - Comprehensive customer engagement
 - Complete business management

Paladin's Go Live process



- We make implementation of Paladin Point of Sale as easy as possible.
- Your store can be up and running with Paladin POS in as little as four weeks.
- When you decide to join the Paladin family, you are working with the most experienced staff from our Project Management, Data, Managed Services and Training teams who will all be focused on making sure your Go Live is a smooth transition.

Week 1 - Introduction



- This is the get-to-know each other week. New stores are assigned a dedicated account specialist who will be with them throughout the implementation process.
- We conduct an extensive interview with a store's owner or project manager to collect details about the store and its goals for implementing Paladin POS.
- Some of the information needed is:
 - Details about the store – suppliers – payment processors - equipment needs.

Week 2 – Getting started



- The second week we focus on putting all the knowledge we gained in Week 1 to work.
- Our Data team works with your suppliers and project manager to make sure your data is compatible with Paladin Point of Sale.
- Paladin POS software, including EDI and payment processing is installed.

Week 3 – Data/System check



- The focus of Week 3 is making sure that the data is configured and the system is working properly.
- Your account specialist will make sure your hardware – PC terminals, network equipment, credit card processors – that is delivered is set up.
- Paladin POS software, including EDI, payment processing and any Managed Services, is installed and the system is tested.

Week 4 - Training



- Our experienced trainers will work with your project manager to make sure they know both the basics and finer points of operating Paladin Point of Sale.
- We will schedule times to train employees both before and after Go Live to make sure they are proficient at Paladin operation.

Go Live!



- Our smooth transition to Paladin Point of Sale culminates when your store goes live.
- Paladin Point of Sale will make your store easier to run, more efficient, and more customer friendly.
- Your account specialist will be your main point of contact with Paladin during the month following implementation.
- Please be aware additional training is available.

Ask our clients



- “Paladin did a really good job getting us going. We practically didn’t have to do anything. It was really seamless when we started up.” - Shane Wells, Owner, Amory Hardware



- “We wanted good customer service and support, and the Paladin team did everything they could to make it an easy transition. As we have added stores, the same commitment to meet our needs and handle a smooth installation process has always been a priority.” - Jim Byrum, Owner, Byrum Ace Hardware

Learn More

To learn more, see the following resources in our [Help Portal](#)

- [Paladin Point of Sale™](#)
- [PaladinGo™](#)
- [PaladinShop™](#)
- [Paladin Support](#)
- [Paladin Training](#)

A recording of this webinar will be available at portal.paladinpos.com/webinars.

Next Webinar:

Store to Store Stock Check:

Keep Sales Flowing and Customers Happy

September 9, 2025

9am PT

<https://portal.paladinpos.com/webinars/>



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