## **Implementation and Training Services**



**MPulse Means** Top-Notch Services<sup>™</sup>



#### **It Takes More Than Software**

A successful maintenance management program requires more than just great software. You need a clear implementation plan with well-trained people who know how to use it, and you need a solution set up to work with your company's assets and business processes. Professional consulting, implementation, and training services can markedly accelerate your success.

# **Quality Consulting and Training for Every Need and Every Budget**

Fortunately, MPulse offers a range of excellent consulting, implementation, and training options to suit the goals of any organization, any schedule, and any budget. Whether you're looking for an inexpensive way to get your team up to speed on the basics, or a full-service implementation program, we've got you covered.

### **Service Options Made to Fit**

Like MPulse's software packages, we bundle our implementation and training options to serve a wide range of experience levels, asset inventories, and operational models. Whether you've got an experienced team spread across numerous locations or a small maintenance operation with a few employees, MPulse has a program for you.

### **New or Getting Started Services**

#### **MPulse Basic Implementation Program**

MPulse Basic Implementation Program provides up to 3 employees with basic guidance and instruction for MPulse, while also incorporating your organization's specific maintenance management needs. This 3-day program includes help from an experienced MPulse consultant to finalize the engineering and setup of your MPulse database.

#### **MPulse Standard Implementation Program**

MPulse Standard Implementation Program provides up to 5 employees with a full understanding of MPulse from an experienced MPulse consultant. This 4-day intensive program covers the typical curriculum necessary to get your users up and running with MPulse, as well as support for "Go Live" day.

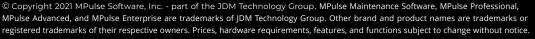
#### **MPulse Assured Implementation Program**

A software implementation program designed to take you from software purchase through successful implementation, without missing any critical steps along the way. Our most comprehensive program, AIP gets you through planning, data migration, installation, training, and "Go Live" day.

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### **Ongoing and Continuous Improvement Services**



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### **Ongoing and Continuous Improvement Services**

#### **MPulse Reset**

MPulse Reset is for existing MPulse customers who need hands-on help to update their MPulse configuration and data. MPulse Reset includes a 4-hour, one-on-one session with an MPulse consultant for assessment of your current database and issues. Afterwards, your MPulse consultant will re-structure elements of your MPulse database for you.

#### MPulse Assess, Adjust, and Implement Program

AAI is designed for existing MPulse customers

who want to improve their maintenance program. It begins with a comprehensive assessment of your current state and concludes with training and services to assist you in implementing improvements.

#### MPulse Fundamentals Walk-Through

Our MPulse Fundamentals Walk-Through Sessions provide live, interactive online lessons designed to help users get quickly up to speed. This course is made up of six 1-hour sessions and provides basic instruction on skills necessary to successfully navigate, configure, and use your MPulse software.

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# **New or Getting Started Services**



### **MPulse Means** Top-Notch Services<sup>™</sup>

	Basic Implementation Program	Standard Implementation Program	Assured Implementation Program
Best For	Organizations that  Need basic guidance and understanding of MPulse that incorporates their maintenance management needs  Need MPulse to engineer/setup their database	Organizations that  Need training for numerous users at once  Option for onsite or online education  Need different, yet somewhat simple, user permission levels  Anticipate the need for field or form layout changes	Organizations that  Have accelerated timelines or complex implementation processes  Prefer hands-on consulting and guidance from purchase thru "Go Live"  Prefer a custom-tailored standard operating procedure (SOP)  Need advanced reporting functions
Key Benefits	<ul> <li>One on one instruction</li> <li>Highly interactive</li> <li>Defined attendee participation</li> <li>Real-world scenario discussions</li> <li>Exposure to multiple industry usages</li> <li>No travel costs</li> </ul>	<ul> <li>Live instruction environment</li> <li>Highly interactive</li> <li>Defined attendee participation</li> <li>Remote or on-site instruction</li> <li>Real-world scenario discussions</li> <li>Setup and ready to "Go Live" within 4 days</li> </ul>	Implementation Success Guarantee     Live instruction     Remote or on-site instruction     Real-world scenario discussions     Defined Key Performance Indicators     Includes implementation summary report     Setup and ready to "Go Live" within 5 days
Delivery Format	Online one on one consulting	Organizations can choose between remote or on-site consulting	Organizations can choose between remote or on-site consulting
Topics	Day 1: Fundamentals Walk-Through Sessions  Day 2: Planning meeting to discuss goals and articulate a successful implementation, review data, and begin engineering database  Day 3: Finalize engineering and setup of database	Custom-tailored to include areas key to you, like  MPulse Navigation and Usability Features and Functions Overview Implementation Best Practices Work Order Management Service Requesting Preventive Maintenance Inventory Management Reporting & Dashboards And More	Custom-tailored to include areas key to you, like  MPulse Navigation and Usability Features and Functions Overview Implementation Best Practices Work Order Management Service Requesting Preventive Maintenance System Administration Employee Records Vendor Management Inventory Management



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### **Ongoing and Continuous Improvement Services**



### **MPulse Means** Top-Notch Services<sup>™</sup>

	Reset	Assess, Adjust & Implement Program	Fundamentals Walk-Through Sessions
Best For	Current MPulse Customers that  Have been using MPulse for a period of time and need to reset MPulse configuration and data  Have a solid understanding on how to use MPulse, so no training is needed	Current MPulse customers that  Want to get more out of their current implementation  Need to reboot a waning program or find ways to squeeze more efficiency out of an already successful one  Have complex user permissions needs that involve many types of staff members  Need advanced reporting functions	Core functionality of MPulse for  New users within your organization  Brand-new customers to MPulse  Refresher for existing users  Train-the-trainer programs
Key Benefits	<ul> <li>One-on-one consultation</li> <li>Virtual setting</li> <li>Defined results</li> <li>Consultant does the work for you</li> <li>Save time</li> <li>Turn-key usage</li> <li>No travel costs</li> <li>Quick turnaround</li> </ul>	Consultant works with you to assess your needs, then makes adjustments  Highly interactive  Defined attendee participation  Remote or on-site instruction  Real-world scenario discussions  Defined Key Performance Indicators  Setup and ready to "Go Live" within 4 days	<ul> <li>Live virtual classroom</li> <li>Interactive opportunities</li> <li>Real-world scenario discussions</li> <li>Exposure to multiple industry usages</li> <li>No travel costs</li> <li>Great value</li> </ul>
Delivery Format	Online one on one consulting	Organizations can choose between remote or on-site consulting	Live virtual classroom
Topics	A 4-hour, one-on-one session with an MPulse consultant for assessment of current database and issues. Afterwards, your MPulse consultant will re-structure elements of your MPulse database.  Elements may include  Global Fields List Values for Drop-Down Fields Re-Labeling Fields Export, Scrub and Re-import Existing Asset or Inventory Records User Access & Function Field Security	Custom-tailored to include areas key to you, like  MPulse Navigation and Usability  Features and Functions Overview  Work Order Management  Service Requesting  Preventive Maintenance  Inventory Management  Reporting & Dashboards  And More	Six one-hour sessions include the following topics  Using Data to Manage Maintenance  System and Record Navigation  Basic System Security and Work Order Orientation  Work Order Management  Management Reporting



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