Implementation and Training Services

MPulse Means **Top-Notch Services**™

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

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.

New or Getting Started Services

	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	• **One on one instruction** • **Highly interactive** • **Defined attendee participation** • **Real-world scenario discussions** • **Exposure to multiple industry usages** • **No travel costs**	• **Live instruction environment** • **Highly interactive** • **Defined attendee participation** • **Remote or on-site instruction** • **Real-world scenario discussions** • **Setup and ready to "Go Live" within 4 days**	• **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**™

	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	• **One-on-one consultation** • **Virtual setting** • **Defined results** • **Consultant does the work for you** • **Save time** • **Turn-key usage** • **No travel costs** • **Quick turnaround**	• **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**	• **Live virtual classroom** • **Interactive opportunities** • **Real-world scenario discussions** • **Exposure to multiple industry usages** • **No travel costs** • **Great value**
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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