

# Assured Implementation Program™

*Full cycle implementation focused on issues important to your organization...*

The **MPulse Assured Implementation Program (AIP)** is designed to guide organizations in the critical startup phase of implementing their computerized maintenance management system (CMMS). This intensive, onsite program provides the surest and fastest way to get the results you are looking for.

MPulse assigns an Account Manager for every AIP. The Account Manager is a senior engineer with real world experience in implementing CMMS in general, and specifically with MPulse. The Account Manager is responsible for your success and is your main contact throughout the AIP.

Key Benefits include...

- Faster return on investment, productivity and efficient results
- Greatly improved buy-in from stakeholders
- Immediate, usable results
- Reduced ramp-up time

*Comprehensive process assures success...*

The MPulse AIP is a goal and objective based program. Upon completion of the MPulse AIP your organization will have:

- a clearly stated implementation plan
- developed a timeline with milestones to completion of the goals
- an MPulse database which will support your implementation plan
- key players trained in how to use the software
- the internal processes related to using MPulse documented
- a work order management system implemented

*Get the results YOU want...*

By committing to an AIP you will fast-track your MPulse implementation. You will get the information you wanted when you made the purchase decision to buy MPulse sooner. Too many companies under invest in implementation services. These companies can have false starts, under implemented software, or worse yet complete failure. An AIP is insurance on your investment.

## CMMS SUCCESS BEGINS WITH AN AIP...

An MPulse AIP includes:

- **Kickoff Meeting**
  - Needs analysis
  - Consulting
  - Collaboration
  - Goals and milestones
- **Data Input**
  - Collect from legacy apps
  - Manual data entry
- **Onsite Training**
  - Using your data
  - Pursuing your goals
  - Within your timeline
- **Follow Up Consulting**
  - Ensure goals are met
  - Verify standards are being followed
  - Suggest course corrections
  - Develop additional action plan if necessary



## The Four Phases of an AIP...

Your Account Manager will guide you through the four phases to an AIP. These phases are:

### ONSITE COLLABORATION AND DATABASE DESIGN



- Define your organization's maintenance management needs
- Set goals and milestones
- Develop data input plan
- Establish consensus, timelines and responsibilities

Participants should include:

- Maintenance Manager
- Maintenance Manager's supervisor
- IT support person
- Operations support person
- Maintenance administration staff
- Maintenance leads or supervisors
- Inventory control personnel
- Any staff member with a stake in the MPulse implementation

### DATA COLLECTION AND INPUT

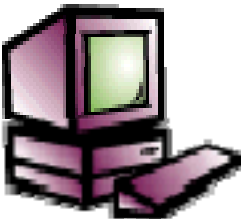


- Email, web, and telephone collaboration to collect pertinent maintenance information specific to your organization
- Collect from legacy apps and/or manual input
- Build databases from collected information
- Setup hosted database on MPulse' secure server for maximum support, flexibility and ease in training MPulse users

Participants should include:

- Maintenance Manager
- Data Personnel
- Inventory personnel
- IT support

### ONSITE SOFTWARE TRAINING



- Intensive onsite training from 3-5 days depending on modules being implemented.
- Training focused on defined goals and objectives
- Students are trained using familiar data
- Small student instructor ratio to ensure individual attention. For classes larger than 8 students, an additional trainer will come onsite to assist
- Training materials are yours to keep for reference afterward
- Where necessary a Microsoft® Office PowerPoint® train the trainer session will be provided so the maintenance department can train their customers on how to enter a maintenance request in the new MPulse system

Participants should include:

- Maintenance Manager
- Entire maintenance administration team
- Planners
- Schedulers
- Administrators
- Secretaries
- IT support

### FOLLOW UP AND EVALUATION



- Scheduled 90 – 180 days from completion of software training
- Formal review and evaluation against the plan
- Ensure goals are met
- Verify standards are being followed
- Suggest course corrections
- Develop additional action plan and budget if necessary

Participants should include:

- All Collaboration Team members

**Microsoft**  
**CERTIFIED**  
Partner

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[www.mpulsesoftware.com](http://www.mpulsesoftware.com)

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**MPULSE** vSix  
Maintenance Software™