



The successful implementation of maintenance management software depends on many factors. One of the most important variables to success is the support and ongoing assistance provided by your software vendor. At MPulse Maintenance Software we are keenly aware of our role in this process, and want to make sure every customer has the tools and resources necessary to accomplish their CMMS goals. We have packaged all of these tools into one service product called the WorkSmart SMA Program.

### ***Purchasing software is just the first step...***

Once you have chosen your software, it is important to know that your software developer will stand behind their products. The SMA Program is your 'subscription' to our long term development process, and your conduit to our staff for support, assistance, training, and anything else we can do to help.

The SMA Program is an annual subscription service wherein you will receive:

- Access to the robust support area of our web site
- Technical support through our toll free telephone number, email, or via web conferencing
- Downloadable patches and fixes to your software as soon as they are released
- Free updates to new versions as they are made available
- Preferential pricing on other service products
- Notification of new product introductions
- Special offers exclusively for SMA Program subscribers

### ***Let us be your implementation partner...***

MPulse WorkSmart SMA Program subscribers the world over have recognized the value to this program. "The MPulse support team is easy to get ahold of, they return my calls, and they have helped me immensely," says one recent customer. The SMA Program gets your implementation started right and keeps it going!

**Our commitment to your success starts here!**

The **WorkSmart SMA Program** provides:

### **Application Support**

- Search and browse hundreds of informative articles on our web site
- View and participate in web based training sessions
- Telephone technical support via toll free number
- Access to support engineers via email
- Web conferencing to simplify support sessions



### **Application Lifecycle**

- Patches and repairs instantly available at no charge
- Updates to new versions, with all the new features and functions for free
- Notification of new technologies that affect implementation



**800-944-1796**

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

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