

# MPulse Dedicated Account Manager



## MPulse Means Personal Service™

Your MPulse Dedicated Account Manager is your personal MPulse consultant. Our goal is to ensure your long-term needs continue to be met. The combination of your Dedicated Account Manager's detailed knowledge about your organization and MPulse expertise ensures the ongoing success of your MPulse Maintenance Software implementation.

With your MPulse Dedicated Account Manager, you have a single point of contact for anything MPulse related. That means you are always working with someone who understands your organization and has the knowledge to implement our software to meet your needs.

Participating customers speak with their MPulse Account Manager regularly and usually have reoccurring, scheduled phone meetings. Your Dedicated Account Manager also can serve as a liaison between you and MPulse engineers.



### Dedicated Account Manager Services

Your MPulse Dedicated Account Manager focuses on making sure your organization gets the most out of its MPulse solution. Dedicated Account Managers work with ten or fewer organizations to make sure they know each one thoroughly.

MPulse Dedicated Account Manager services include...

- Regular status meetings to monitor ongoing priorities
- Resolution of post implementation issues such as problems, changes, enhancements, and questions
- Consulting and help with specifications for new functionality requests
- Communication between your team and MPulse engineers when requests, issues, or questions arise
- Notification of software enhancements or repair

### Dedicated Account Manager Features

When you subscribe to our MPulse Dedicated Account Manager service, you'll receive...

- Custom contact and case creation
  - Dedicated support email
  - Direct number to your Dedicated Account Manager's mobile phone (during business hours)
- A Service Level Agreement (SLA) for managed response times
  - 4-hour response upon submission of open ticket
  - 24-hour resolution or plan for resolution upon ticket submission
- Regular, scheduled status meetings with all stakeholders

### Subscription Costs

The Dedicated Account Manager program is a premium subscription service which ensures your organization's ongoing success with MPulse. Subscriptions are calculated at 10% (\$2K min) of the current software retail value at the time of purchase.

Dedicated Account Manager services are in addition to—and only available to customers with—current Maintenance & Support Program subscriptions. It is also highly recommended that your CMMS databases are either hosted by MPulse or otherwise accessible by your Dedicated Account Manager.

Contact us today to find out more about how your MPulse Dedicated Account Manager can help you achieve maintenance success!

PUBLISHED JUNE 2017



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[www.mpulsesoftware.com](http://www.mpulsesoftware.com) | 800.944.1796

