

# MicroMain Services

## Overview of Services

### Optimizing Your CMMS or CAFM System

**MicroMain Corporation** offers complete services to help you maximize the effectiveness of your MicroMain XM™ computerized maintenance management system (CMMS) and MicroMain FM™ computer aided facility management (CAFM) system.

#### Assessment of Needs

MicroMain's experienced professionals work with you to assess your needs and determine which areas in maintenance or facility operations can be improved. This assessment includes evaluating your system, current processes and departmental interactions and then developing a plan to accomplish your business goals.

#### Training

A well-trained staff will help you reach the highest level of success with your CMMS or CAFM system. MicroMain offers several training packages—on-site at your location, at MicroMain's Training Centers in Austin, TX, and Chicago, IL, or remotely via the Internet—for the MicroMain XM and MicroMain FM systems. Specific training on modules, such as xmMOBILE or fmWEB, will also help you get more out of your software.

#### Consulting

By carefully evaluating your present usage of MicroMain XM or MicroMain FM, we can help you improve your operations. Using industry best practices and our software expertise, MicroMain professionals will review your needs and recommend strategies. This could include ways to track PM data in your CMMS program, for example, or using your CAFM program to help develop evacuation plans.

#### Implementation

MicroMain provides complete implementation services. We will work with you to identify goals, design a realistic implementation plan, and assist with the execution of that plan to ensure success. This includes identifying your maintenance data, organizing that data in the way that maximizes efficiency, and building your maintenance database. Then, using our proven methodology, MicroMain will begin implementation.

#### Data Conversion

Rather than starting from scratch and recreating data for your CMMS or CAFM system, you can migrate your existing data into your new system. MicroMain has provided data conversion services for more than 15 years, and our time-tested methodology for migrating data is very cost-effective.

#### Customization

MicroMain XM and MicroMain FM ship with source code included so they are completely user-customizable. However, many organizations prefer to have MicroMain provide customization due to our CMMS and CAFM expertise. We will analyze your requirements, design clear specifications, and provide firm cost estimates to ensure our products meet your needs.

#### AutoCAD Services

MicroMain will help you create initial drawings, convert any current drawings, standardize drawings, and digitize any paper drawings for usage in MicroMain FM. Our polylining services, which define boundaries of rooms or other specific types of facility space, help you accurately calculate building and area square footage. MicroMain provides a variety of additional AutoCAD services, including field verification work, as well.

#### Customer Support

MicroMain is committed to offering the best customer support in the industry and our track record of satisfied customers speaks for itself. After your initial 30 days of free support from date of purchase, support is available through a Priority Support Subscription (PSS) or on a pay-per-incident basis. With PSS, you receive unlimited toll-free telephone, email and fax support plus free product upgrades.



To take advantage of these services, call 1-888-888-1600.  
Start improving your operations today!