

SERVICES OVERVIEW

MicroMain Corporation offers comprehensive services to help you maximize the effectiveness of your MicroMain™ system.

ASSESSMENT OF NEEDS

MicroMain's experienced professionals work with you to:

- Assess your needs
- Determine which areas can be improved
- Evaluate your system, current processes and departmental interactions
- Develop a plan to accomplish business goals.

TRAINING

A highly experienced staff will help you reach the highest level of success with our MicroMain system. MicroMain offers many training options:

• *On-site Training*

On-site training gives you the ability to access your own database and interact with your staff. Many users prefer having the MicroMain trainer focus exclusively on their needs during the on-site sessions.

• *Basic Training*

Many organizations take advantage of the 2-day basic training course at MicroMain's Training Centers in Austin, TX and Chicago, IL. Learn the software basics hands-on at your own workstation.

• *Express Training*

You can receive express training via the Internet through a refresher class, software update overview, or topics of your choice.

• *Follow-Up Training*

Follow up basic training with more specialized classes. These include on-site training after using the program for 6-8 months, advanced reports training, database clean-up and training, and training on specific functionality such as Mobile, Inventory, Timesheet, or Capital Planning.

CONSULTING

By carefully evaluating your current processes, we can help you improve operations using specific software functionality. MicroMain also provides AutoCAD services and consulting. MicroMain professionals will review your needs and recommend strategies.

IMPLEMENTATION

MicroMain provides complete implementation services using our proven methodology. We will work with you to:

- Identify goals
- Design a realistic implementation plan
- Execute that plan to ensure success
- Identify your maintenance data and organize the data in the way that maximizes efficiency
- Build your maintenance database
- Provide hands-on assistance through "Go-Live"

DATA CONVERSION

Rather than starting from scratch, you can move your existing data into your new system. MicroMain has provided this service for more than 16 years, and our time-tested methodology for converting data is very cost-effective.

CUSTOMIZATION

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

CUSTOMER SUPPORT

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'll receive:

- Unlimited toll-free telephone, email and fax support
- Free product upgrades
- Discounts on our annual Users Conference

Want to see MicroMain software for yourself? For a free trial, call 1-888-888-1600.