

# **SMMS Enhancements & Support**

## **Customizations and Enhancements**

It's likely that the existing functionality in the SMMS system will meet your needs completely; however, if customizations are necessary we'll help you define, document and program them.

Whenever a client customization seems to have broad applicability, we'll add it into the standard package, making your future upgrades easier. But even if a client enhancement does not belong in the standard SMMS product, we will also offer to maintain your customizations as part of your annual support package so you'll always have minimal effort to keep your software up-to-date.

## **System Integration**

As your implementation goes forward, it may be desirable to integrate the SMMS software with your existing ERP and financial software. We have broad familiarity with all of the major AS/400 software packages, and can provide whatever integration assistance you require to fit SMMS into your Company's computing environment.

## **Conversion Programming**

We can also provide data conversion from previously installed CMMS systems or ERP systems, as well as from spreadsheets and other "manual" data sources. The goal of data conversion is to shortcut the data entry effort and get your data loaded in the shortest period of time.

## **Training**

SMMS Training programs are available in one-, two-, three- or five-day cycles. We can do the training at your location in order to minimize disruptions to your staff and their ongoing job responsibilities.

Just as we don't take a "cookie-cutter" approach to implementation, neither will we take a canned approach to training. Each training program is tailored to fit client needs, based

on the implementation plan objectives and the roles and responsibilities of the target audience. Where possible, we will use your actual Company data for training exercises, so students can familiarize with the naming conventions as well as the system implementation in a familiar data environment.

Training programs are designed to be “hands on” so that trainees get actual experience navigating the software and getting used to the software features

We also offer special training packages from time-to-time, to help ensure that your maintenance personnel remain well attuned to system functions, and to introduce new releases and features.

## Technical Support Services

Custom support services are available to clients with active Technical Support agreements. We can tailor your support to meet your needs, from a high level of technical and user assistance, to a minimal approach.

### Telephone Support

Experience shows that 90% of client issues are resolved on the first call to the support desk. Telephone support is available from 8am until 5pm each business day.

### Direct Connection

We have the capability to connect to your computer and provide immediate online support. This level of support unburdens your IT department from the responsibility of applying upgrades and new releases.

### Internet

Our web site ([www.s-2a.com](http://www.s-2a.com)) has technical information on the latest program changes and updates.

You can also download additional copies of the user manual, technical guide, and get answers to frequently asked questions.

You can also post questions to Technical Support via email by sending your message to [support@s-2a.com](mailto:support@s-2a.com).

## **Software Updates and New Releases**

We plan the software to have one major new release each year. Major releases contain significant new functionality and capabilities, and are generally announced well in advance so that clients can plan for the upcoming changes.

Software updates consist of interim enhancements, minor program changes, and temporary "fixes" to bugs identified by clients. We make software updates available to clients on a monthly basis; they can be obtained by requesting an installation CD or through download from our web site.