Prepared for:

City of Madison

By: Spencer Pope

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City of Madison

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MicroMain

The most powerful, flexible, & easy-to-use maintenance management software

Since 1991, MicroMain has helped our customers manage their assets with a relentless focus on their overall experience. Don't believe us, just ask our customers like - Teledyne Technologies, PPG, Newell Brands, Mattel, Hilton, Cardinal Health, and Medline Industries.

Increase Productivity, Reduce Downtime & Automate Your Maintenance Operations

Implementation

The implementation process is a critical step that will set the pace for your success. That is why we take this step very seriously. We have assembled a highly responsive and communicative Implementation Team with a proactive and engaging strategy to help with your implementation process. We don't stop until you're happy!

MicroMain Implementation Team

- Project Manager
- Account Executive
- Customer Success Manager
- Software Implementation Specialist

Implementation Process

- **Customer Kick-Off Call** - A scheduled call with the MicroMain Implementation Team and City of Madison's power users. Expectations are set for the project plan, timeline, deliverables, and business requirements. Upon completion, MicroMain will provide Excel data templates and documentation to assist with implementation.

- **Discovery Call -** This is scheduled meeting with your SIS and Project Manager. Your SIS will conduct discovery to better understand your work process and business requirements to help map out the data migration.

- **Training** – Before City of Madison's training, your SIS will schedule a meeting to address any special requirements or schedule that City of Madison will need for the training. After this meeting, a training agenda will be provided.

- **GO-LIVE** – Once the training has been completed, City of Madison will be prepared to go live.

Product	Quantity	City of Madison's Price	Subtotal
MM Global Maintenance Annual Administrator User	3	$1,188.00	$3,564.00
MM Global Maintenance Annual Technician User	6	$540.00	$3,240.00
Basic Implementation Plan * Implementation Team provides Implementation and Template Guide *Customer imports data * Assigned Customer Success Manager * Priority Customer Support * Free Software Updates	1	$1,074.00	$1,074.00
8-Hour Online Consulting & Training	1	$1,914.00	$1,914.00

Total   **$9,792.00**

Annual After the 1st year $ 6,804.00

By "accepting' this proposal, client agrees to the products and services listed in this Statement of Work (SOW)

MicroMain	City of Madison
Spencer Pope	
Senior Account Executive	
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* All Annual & Multi-year SaaS Agreements will auto renew unless otherwised requested
* You may cancel this agreement at anytime, by written notice, up to 30 days prior to the   renewal period
* All agreements start 30 days after the signing date
* Payment Terms: Net 30