TRAINING SERVICES

Customized Training for Your Organization

Mavro does not use a pre-packaged, regimented training plan for all implementations, but instead provides training specific to your needs.

Variety of Training Methods

We know that people learn differently, so we provide a variety of training options such as:

- Video (pre-project, new hires, and refresh training)
- Documentation
- Hands-on, Train-the-Trainer approach
- In-person or online classes

Ongoing Training

Technical training is conducted during the installation and initial testing phases of the project and extends during the first few weeks of your production phase. Once you're comfortable with your installed system, Mavro offers both operational training via Webex and paid on-site classroom training for administrators.

Our Experience

Our Applications Engineers have an average of 15 years experience in the industry. They evaluate your needs and custom tailor a training program to best meet your requirements.

> "
> The feedback I have received on your training has been outstanding. A few of the developers stated it was by far
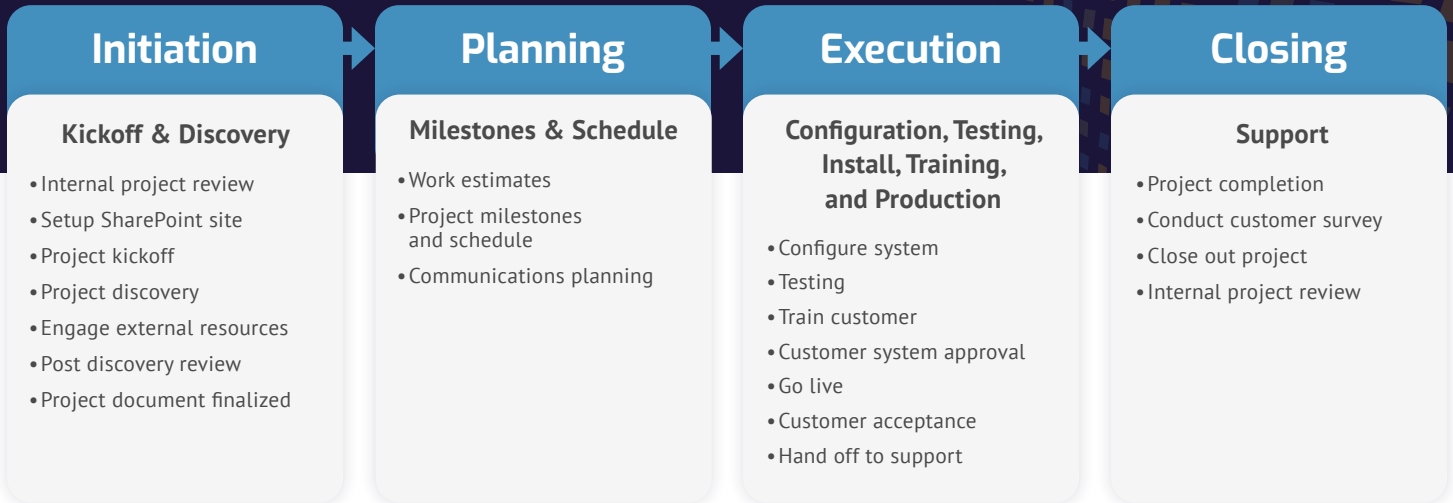>
> ## THE BEST TRAINING THEY EVER HAD.
>
> Your team has been absolutely amazing and it has been a pleasure working with them.
> "

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IMPLEMENTATION AND SUPPORT

Mavro's Collaborative and Effective Professional Services Team

Initiation

Kickoff & Discovery

- Internal project review
- Setup SharePoint site
- Project kickoff
- Project discovery
- Engage external resources
- Post discovery review
- Project document finalized

Planning

Milestones & Schedule

- Work estimates
- Project milestones and schedule
- Communications planning

Execution

Configuration, Testing, Install, Training, and Production

- Configure system
- Testing
- Train customer
- Customer system approval
- Go live
- Customer acceptance
- Hand off to support

Closing

Support

- Project completion
- Conduct customer survey
- Close out project
- Internal project review

On-Time & On-Budget Implementations

Project Status Visibility

Transparency and collaboration are essential to make sure all parties are kept up to date on the project status. We facilitate this by maintaining a customer- specific SharePoint site with 24x7 access, allowing you to check progress at any time.

Project Plan

Our Project Manager will be responsible for conducting detailed technical discovery, preparing a project plan, scheduling and tracking the project, ensuring the availability of Mavro resources, coordinating the availability of your internal resources, and maintaining a high level of communication.

Implementation Team

The key to our successful installations and support are our people. Our domestic-based support team has an average of 15 years industry experience and are all full time Mavro employees. They have delivered over 500 projects on-time and on-budget.

Best in Class Customer Support

Support Hours

Mavro's standard support hours are **Monday to Friday, 8:00 am - 6:00 pm Eastern Time**, excluding major holidays.

While Mavro contractually guarantees support during this time period, our priority email support is open 24x7, and our support team operates on a best-effort basis to respond, particularly if a critical issue arises.

Response Times

Our metrics speak for themselves – average response times of less than two minutes and average resolution times under 90 minutes.

Root Cause Resolution

First, we will work to resolve the immediate support issue, but we always strive to find and correct the root cause of the issue. This root cause focus, and the fact that the details of every support call are emailed to our entire organization, ensure that we make continuous strides to reduce repetitive issues.

Escalation Process

In the few cases where escalation is necessary, the support and development teams work together to set the required priorities and develop a plan for correcting the problem. A key component of the escalation process is customer communication, ensuring that you are always aware of the escalation level and the timeline for issue resolution.

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