



## Get the most from Community Brands MIP<sup>®</sup> with JMT's EVP program!

### Protect Your Investment

JMT Consulting Group's EVP (Extended Value Plan) program contains all of the benefits and services your organization needs to optimize your use of MIP Fund Accounting™. The only thing you need to do is subscribe!

### Achieve Peak Performance

When you purchase software from JMT, you're buying a high performance solution. No matter how powerful, software cannot operate itself. JMT's EVP program offers free web-based training, discounts on customized training, and high quality, guaranteed response time from the same professional services team that installed your system and knows it best.

### Specialized Plans for Every Organization

JMT clients come in all shapes and sizes, so we designed our Silver, Gold, and Platinum plans to meet the needs of every organization at a price they can afford.

#### Features:

- Unlimited Web-based Training
- JMT's Professional Services Support
- Software & Services Discounts
- INNOVATE User Conference Discounts
- Remote Consulting (Gold & Platinum)
- Virtual Office Hours
- Annual IT Systems Review
- **\*\*NEW\*\*** MIP Recorded Training Videos, Webinar Library and the MIP Quickstart User Guide
- Peak Performance Package (Platinum)

EVP Plan	Annual Rate	Web-based Training	JMT Support	Software & Services Discount	INNOVATE Conference Discount	Remote Consulting	Virtual Office Hours	Annual IT Systems Review*	Peak Performance Package	MIP Videos, Library & Guide
Silver	\$1,295	Unlimited	4-cases	5%	Yes	None	Yes	Yes	No	Yes
Gold	\$2,495	Unlimited	Unlimited	10%	Yes	4 Hours	Yes	Yes	No	Yes
Platinum	\$5,000	Unlimited	Unlimited	15%	1 free INNOVATE ticket	8 Hours	Yes	Yes	Yes	Yes

\* Only applicable to on-premise system.

Plans are available for MIP software add-ons: HR, Microix, DrillPoint, Nexonia.

Please contact your Client Account Manager at [cam@jmtconsulting.com](mailto:cam@jmtconsulting.com) for further details. EVP is only for trained employees.



# EVP Features for MIP Fund Accounting™

## Unlimited Web-based Training

JMT makes training easy and flexible by providing an extensive selection of free web-based training classes for MIP Fund Accounting.

## Professional Services Support

When you need us most, JMT guarantees that we'll be there for you. Our consultants know how to support your system better than anyone because we installed it in the first place.

## Software & Services Discounts

Save money all year with discounts on user licenses, add-on modules, consulting, regional training classes, and more!

## Remote Consulting

Because every client is unique, our Gold and Platinum plans include remote consulting hours, which can even be applied toward customized one-on-one training.\*

## Virtual Office Hours

Every other month, a JMT consultant holds virtual office hours on-line, where you can get answers to your most complex questions, and learn from the experiences of other users.

## Annual IT Systems Review

This remote "check up" ensures that your IT systems are appropriate and up-to-date.

**\*Note: EVP Remote Consulting must be scheduled in two-hour increments.**

### Peak Performance Package (Platinum only)

Ramp up your organization's performance with this package of services designed to take you to the next level. It includes:

- Guaranteed 6-hour support response time
- 15% software and services discount
- 8 hours of remote consulting
- 1 free INNOVATE pass; significant savings on additional passes
- Sandbox creation



# You've Got Questions - We've Got Answers!

**Q. How much can I save with EVP?**

**Answer:** With normal usage, the collective value of the services are \$3,000 on Silver, \$8,000 on Gold, and \$10,000 on Platinum, which far exceeds the annual cost.

**Q. What is the term length for EVP?**

**Answer:** Each plan is based on a one year term, which starts on your date of purchase or when you sign up.

**Q. Which products does EVP cover?**

**Answer:** Currently, JMT offers EVP for MIP Fund Accounting, Fundraising 50 and Nexonia. Each product has a separate EVP program, which is priced separately.

**Q. Does it matter if I'm on an old software version?**

**Answer:** We are happy to support up to 2 prior versions of the current software.

**Q. Does this replace my Community Brands MIP maintenance and support (M&S) plan?**

**Answer:** No, but EVP provides the essential services you need to optimize your use of MIP software.

**Q. If I purchase EVP, do I still need to upgrade to Community Brands MIP Gold Support?**

**Answer:** It is not necessary to upgrade to Gold Support if you purchase any of the JMT EVP plans. EVP covers the essential services you'll need, like web-based training, discounts, and support provided by our highly trained consultants who installed your system. In other words, Community Brands MIP support can tell you how to make their software work, but JMT will show you how to make their software work for you.

**Q. What are the limits on the unlimited Web-based training?**

**Answer:** Anyone on your staff is eligible to take the classes and repeat them as needed.



**Q. What are the limits on support?**

**Answer:** JMT Consultants are available to handle questions that can be resolved in 20 minutes or less. The Silver plan contains support for 4 cases throughout the year, while Gold and Platinum provide unlimited support cases. Gold and Platinum also offer free remote consulting services, which can be used to resolve more complicated or time-consuming issues. Remote consulting services must be scheduled for a minimum of a two-hour block. Support is not meant to replace training and as such is limited to trained employees only.

**Q. What is a “guaranteed response”?**

**Answer:** We understand our clients’ need for timely support and are committed to responding quickly during normal business hours. We’ll direct your call to one of our highly trained consultants who guarantee a response within 6 hours for Platinum and 12 hours for Silver and Gold. If the guaranteed response time is not met, JMT will issue a \$100 JMT Funds coupon.

**Q. How do I contact JMT to purchase EVP?**

**Answer:** You can email us at [cam@jmtconsulting.com](mailto:cam@jmtconsulting.com) or call us toll-free at 888-368-2463.

**Q. As an EVP client, how do I contact JMT for support?**

**Answer:** You can email us at [support@jmtconsulting.com](mailto:support@jmtconsulting.com) or call us toll-free at 888-368-2463.

