



## JMT's PowerASSIST Support Plan for Vena

### PROTECT YOUR INVESTMENT

JMT Consulting Group's PowerASSIST support plan contains all the benefits and services your organization needs to optimize your use of Vena, delivered by our experienced support team.

### ACHIEVE PEAK PERFORMANCE

When you purchase software, you're buying a high-performance solution. No matter how powerful, software cannot operate itself. JMT's PowerASSIST plan provides guaranteed response time technical support, troubleshooting, customized training, consulting services, and free web-based training classes.

- ✓ Cost Savings
- ✓ Flexibility
- ✓ Quick access to Priority Support

- ✓ Unlimited Attendance at JMT hosted Webinars
- ✓ Access to JMT's Webinar Library
- ✓ INNOVATE User Conference Discounts

# What's Included in PowerASSIST for Vena

## Cost Savings

PowerASSIST provides 24 total hours of support delivered at the level you need, when you need it. Support cases are automatically tracked in 30-minute increments at the PowerASSIST discounted rate.\*

*\*Discounted rate is 15% off JMT's standard hourly rate. If all PowerASSIST hours have been used, a PowerASSIST renewal invoice will be automatically sent to ensure no lapse in services.*

## Flexibility

With PowerASSIST support, you do not have to worry about what is or isn't covered, whether you will be sent a bill, or at what hourly rate. Use your support hours as you need, providing your team flexibility to get the support as they need it.

## Quick Access To Priority Support

When you need us most, JMT guarantees\* that we'll be there for you. Subscribing to PowerASSIST ensures your organization gets faster response time and quick issue resolution.

With 30+ years of experience working with nonprofit organizations exclusively, our support consultants provide best-in-class support to our clients. Support can be submitted via email ([support@jmtconsulting.com](mailto:support@jmtconsulting.com)) or by phone.

*\*Guaranteed Response Time is 4 hours.*

## Additional Discounts

PowerASSIST also provides these additional discounts:

- 15% discount on any Vena consulting services
- 10% discount on registration to JMT's annual INNOVATE conference.

## Vena System Review

JMT will provide a survey evaluating your system optimization which will be followed-up with a review and discussion of findings. JMT will recommend\* areas within Vena for enhancement, best practices and how best to utilize new or underutilized functionality.

*\* Implementation of recommendations is not included. JMT can be a resource to aid client in implementation or, if desired, a separate scope of work can be developed for follow-up services to be provided by JMT.*

## INNOVATE Discounts

INNOVATE is JMT Consulting's two-day educational training conference specifically tailored for financial nonprofit professionals. INNOVATE not only offers you a low-cost training opportunity (earn up to 12 CPE credits) but also gives you the chance to generate new ideas, collaborate with other nonprofits, and explore cloud-driven technology solutions.

# QUESTIONS?

## WE'VE GOT ANSWERS!

### **What is the term length for PowerASSIST?**

Each plan is based on a one-year term, which starts on your date of purchase or when you enroll. Unlike common software publisher support, any PowerASSIST hours remaining will be rolled over to your next year's PowerASSIST renewal.

### **What are the limits on the unlimited Web-based training classes?**

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

### **What are the limits on support?**

PowerASSIST is designed to provide clients the support they need, when they need it. If it is determined your support request will take longer than 30 minutes to resolve, JMT support will let you know but there is nothing else you need to do. Your bank of support hours will simply be reduced as utilized.

### **What is a "guaranteed response"?**

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 4 hours. If the guaranteed response time is not met, JMT will issue a \$100 JMT Funds coupon.

### **As an PowerASSIST client, how do I contact JMT for support?**

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

**Ready to start maximizing your investment with an PowerASSIST program?**

Email us at [CAM@jmtconsulting.com](mailto:CAM@jmtconsulting.com) or call 888-368-2463 to get started.