



Power**ASSIST**

BY JMT CONSULTING

JMT's PowerASSIST Support Plan for Sage Intacct

PROTECT YOUR INVESTMENT

JMT Consulting Group's PowerASSIST support plan contains all the benefits and services your organization needs to optimize your use of Sage Intacct, 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, customized training, troubleshooting, consulting services, and free web-based classes.

- Cost Savings / Discounts
- Annual Intacct System Review
- Quick Access to Priority Support
- Flexible Escalated Support / Consulting Hours
- Mission-Driven Strategy Sessions
- Unlimited Attendance at JMT Hosted Webinars
- Unlimited Access to JMT's Learning Materials
- One Free INNOVATE Conference Registration

What's Included in JMT's PowerASSIST Support Plan

Cost Savings

PowerASSIST includes unlimited telephone and email support with guaranteed response.

Designed for quick questions and answers via phone, email, and Zoom support for 45 minutes per request.

If additional support time is required to resolve the ticket, available consulting hours may be used for any time beyond the 45-minute support session.

Flexibility

With PowerASSIST you can use your hours as you need, providing your team flexibility to get support or JMT consulting services.

Davidoff Mission-Driven Strategy

PowerASSIST includes one hour of Complimentary Coaching and a one-hour Complimentary Organizational Planning session.

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 by phone or via email (support@jmtconsulting.com)

**Guaranteed Response Time is 4 hours.*

Additional Discounts

PowerASSIST also provides these additional discounts:

- 15% discount on any JMT Sage Intacct consulting service
- One free registration per year to INNOVATE, plus discounted registration for additional staff
- Multiple hours of JMT Consulting services to use however you need

Annual Intacct System Review

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

**Implementation of recommendations is not included. If desired, hours can be used for implementation of recommendations, or a separate scope of work can be provided by JMT.*

Free INNOVATE Registration

INNOVATE is JMT Consulting's two-day educational training conference specifically tailored for nonprofit finance professionals. INNOVATE not only offers you a low-cost training opportunity (earning multiple CPE credits) but also gives you the chance to generate new ideas, collaborate with other nonprofits, and explore cloud-driven technology solutions. One free registration plus discounts for additional staff members. PowerASSIST contract must be active at the time of event.

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. Benefits do not roll over and must be used prior to the contract end date.

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 45 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. Please note support is not meant to replace training and as such is limited to trained employees only. PowerASSIST consulting service hours may be used for training.

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 a PowerASSIST client, how do I contact JMT for support?

You can email us at support@jmtconsulting.com or call us toll-free at 888-368-2463.

Ready to start maximizing your investment with PowerASSIST?

Email us at CAM@jmtconsulting.com or call 888-368-2463 to get started.