



CONNECTED
SERVICE
EXPERIENCE

We Streamline Your Service Lifecycle

Implementation, Support, and Customer Success Services

Leading Service Lifecycle Management Solution



Mize named a Leader in Warranty and Service Contract Management Applications



Mize named a Major Player in Field Service Management Applications



Mize named a Major Player in Service Parts Management Applications



IDC MarketScape

Mize helps durable goods manufacturers optimize their service lifecycle interactions. Our goal is to maximize your customer lifetime value and create an efficient Connected Service Experience for you. We walk you through setting and reviewing business goals, implementing action items, and defining ways to measure success.

Customer Services Manages Implementation of Your Mize Solutions from Inception to Go-live

The Mize Customer Services team helps you outline and implement your business objectives. **We have an early emphasis on requirements gathering, then use an Agile project management approach during configuration.** At every phase, Mize helps you streamline your journey through implementation, training, and solution management.



CUSTOMER SERVICES

Guides customers through implementation



EDUCATION

Training and documentation to ensure customers are set up for success



SUPPORT

Help and advice when customers need it



CUSTOMER SUCCESS

Enabling our customers to achieve their goals with the Mize solution

OPTIMIZE Value from Your Mize Solutions with Educational Resources in the Mize Academy

During and after implementation, Mize provides various educational resources to help you get the most from your solution. These ongoing learning options ensure you and your team are up-to-speed as new updates roll out or new members join the group.

- **Documentation:** Find detailed workflow articles, best practices, and information on platform functionality.
- **Tutorials:** Walk through step-by-step, on-screen guided tutorials that help simplify the user experience.
- **Training:** Engage in instructor-led training, sessions, and remote train-the-trainer options.
- **eLearning:** Participate in Mize Academy learning management system (LMS) with pre-recorded courses for internal and external training.

Request your demo today at:

www.m-ize.com/contact-us



Inside the Mize Implementation Methodology

The Mize Implementation Methodology is a five-phase process that accelerates your time to value.

- 1 INITIATION**
Collaborate with your Mize implementation team during a kickoff meeting to review the base product, confirm the project definition, gather requirements, and create a draft plan.
- 2 PLAN AND DEFINE**
Your Mize team conducts a requirements gap analysis between your current state and future state to establish high-level functional and technical requirements. At the end of this phase, you will receive a finalized Business Requirements Document and Technical Requirements Document and an updated Project Plan, which identifies resources, tasks, and time estimates.
- 3 CONFIGURATION**
Work with Mize to configure and build the solution based on pre-identified requirements, including multiple iterations and user acceptance testing. We leverage the Agile process with the flexibility to work with our clients for accelerated and quality results.
- 4 TESTING**
Perform various tests to certify the environment for production use and participate in testing with a User Acceptance Testing (UAT) process. Train-the-Trainer training supports UAT and ensures customers are ready to begin using their Mize solution.
- 5 LAUNCH**
Your user community will access the system for day-to-day use. We will transition your team from Mize Customer Services to Mize Support.

Mize Global Support Is Here When You Need It

When your team runs into a challenge, Mize is here to help. With Standard and Premium Support options, you'll have access to designated customer support contacts ready to meet your needs.

Description		Support	
		Standard	Premium
Base Entitlement	24-hour accessible portal, email and phone to request Support Services	✓	✓
	Help Desk Support 5 x 12 (8 AM to 8 PM ET)	✓	
	Help Desk Support 7 x 24		✓
	3 Designated Support Contacts	✓	
	5 Designated Support Contacts		✓
	Customer Success Account Manager	✓	✓
	Mize Academy LMS	✓	✓
Add-On	Technical Account Manager		✓
	Walk-Me Product Guidance	✓	✓
	Custom Documentation Services	✓	✓

Accelerate Support with a Technical Account Manager

Offered with the Premium Support plan, a Technical Account Manager (TAM) acts as your dedicated resource.

Your TAM is an extension of your team.

- Single point of contact to advise and advocate on behalf of the business
- Knows business points of contact, roles, and responsibilities related to Mize product usage
- Understands business use cases and priorities
- Manages Change Requests

Receive Engagement Analysis from your TAM.

- Recurring meetings for open item updates and key matters
- Reporting of ticket activity related to trends, resolutions, and implementations
- Escalation minimization and management through direct proactive collaboration
- Assistance in project scope and plan based on business forecasting aligning with current and future Mize products

Your TAM is a platform specialist.

- Advises on products to propel business forward based on use cases
- Drives tickets to resolution by direct resolution or internal collaboration
- SME on platform functionalities and various products
- Strategically plans for successful deployments

Customer Success Services Continue Throughout Your Time with Mize

We enable our customers to reach their goals every step of the way. Review business impact status, support service trends and activity, and Mize product roadmaps to ensure you're maximizing your engagement with Mize. You will receive a Customer Success Engagement plan to follow along with quarterly executive business reviews, which include:

- **Delivery and Business Impact status**
- **Support Services review**
 - Support ticket activity
 - Support trends
- **Customer Solution Roadmap**
- **Mize Product Roadmap**
- **Customer Success Engagement Plan**
 - Support Services
 - Professional Services
 - Education Services
 - Product Management



Explore Service Lifecycle Management with Mize

Mize is a global leader in Service Lifecycle Management, providing a cloud-based SaaS solution for durable goods manufacturers and their value chain. Mize provides a Connected Service Experience among OEMs and their end customers, dealer channels, service provider network and suppliers, connecting and managing all service lifecycle interactions, extending across Warranty, Service Plans, Support, Service Delivery, Parts, and Returns. This results in reduced operational costs, with an optimized service experience and a maximized customer lifetime value.

For additional information, visit www.m-ize.com. | 813-971-2666 | info@m-ize.com