

Signature Elite Sales & Management Offering

Do you have a strategy in place to increase your annuity-based services revenue and profits over the coming years? Would you like to simplify the complex and cumbersome process of asset, warranty, and service contract management?

Managed Maintenance's Signature Service Sales offering is a complete turnkey business process outsourcing where Managed Maintenance takes full responsibility for growing your Maintenance Practice, including: Sales, Marketing, Contract Management, and Billing.

Best of all, this offering is a **"Pay-for-Performance Model."** This means that Managed Maintenance only gets paid when our mutual objectives are achieved.

What does this mean to you? Very quickly, you will have a maintenance practice that gives you a competitive differential, increased customer satisfaction, a profitable recurring service stream, and a partner that only gets paid when you are successful.

With our Signature Elite Sales & Management Offering, you will receive:

- A team of experienced maintenance sales professionals
- A proven methodology for increasing maintenance sales
- A private-labeled maintenance web platform
- Maintenance marketing campaigns and tools
- Sales pipeline and forecasting

Contact us at **561-869-4399** or visit **www.managedmaint.com**.
Be sure to follow us on Twitter at **www.twitter.com/managedmaint** for the latest best practices and industry trends.

How It Works

Step One – We perform a Services Discovery Session

- Compare and contrast your business to industry best practices
- Conduct detailed interviews with company, vendors and clients
- Conduct a Sales and Marketing discovery workshop

Step Two – We Analyze

- Sales out vs. current maintenance revenue (clothing rate)
- Renewal rates vs. sales out
- Workflow analysis
- Sales and marketing progression analysis

Step Three – We Recommend

- People and process (Sales, Marketing, Operations and Accounting)
- Tools – internal, vendor and client-facing
- Marketing – sales kit, lead generation, webinars

Step Four – We Implement

- Sales enablement
- Marketing program
- Data aggregation (source targets, build pipeline)
- Infrastructure set up (web portal, two way communication)
- Kickoff and training
- Close business

Step Five – We Sell, Support and Manage

- Opportunity scorecard review
- Pipeline management
- Contract management
- On-going consulting

Private Label Portal

- Private labeled with Solution Provider logo and colors
- Web-enabled on Solution Provider's website
- 24X7 access to contract and asset data
- Backup of hosted data
- Replication of data to DR site
- Document Repository
- API Connectivity

Sales and Marketing

- Assist in developing a services revenue growth plan
- Dedicated resource(s) to support your services sales plan
- Co-manage sales process through execution of the sale
- Design/present proposals for enterprise sweeps
- Maintain customer contact ensuring information is kept current
- Managed Maintenance sponsored webinars
- Online campaign manager
- Pre-sales work on inventory pulls/scrubs
- Identify upsell opportunities
- Customizable email notifications
- Entitlements/contract registrations

Reporting

- Web-enabled asset, contract and budget reporting
- Ability to filter and create customized reports
- Trended snapshots of key metrics
- Quarterly SW maintenance study

Proactive Notification

- Email notification when new assets are added to the environment, machines are coming off warranty, and contracts are up for renewal
- End-of-service notifications
- Quarterly reconciliations

Quoting

- Prepare price quotes for maintenance contracts and additions to existing contracts
- Ability to prepare budget quotes via the web
- Ability to see credit when machine is removed via the web

Want to know more about Managed Maintenance?

See how we can turn your maintenance contract supply chain into a turnkey renewal machine!

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Managed Maintenance
ELIMINATE COMPLEXITY. DELIVER VALUE.