



**MANAGEMENT
CONTROLS**

Track What Matters



MCI Center of Excellence (MCI CoE)



About MCI CoE

What is the MCI Center of Excellence (MCI CoE)?

- MCI has over 100 years of specific contractor management experience and many subject matter experts available to our customers.
- These experts and their best practice resources are pulled together in a centralized model, making it easy to serve our customers.
- These services are predominantly delivered centrally from our Houston headquarters.

How will this help me?

- You will have access to the best answers MCI can provide.

When do I use the MCI CoE?

- As part of the Track or Forecaster Implementation Methodologies – during implementation
- New / Additional Services needed from MCI – post go-live
- Maintenance & Support Activities – post go-live



About MCI CoE

How do I engage the MCI CoE?

- Send a request to customersupport@mccorp.com.
- MCI will determine if the requested activity falls under normal maintenance or if considered new work.

How Much Does the MCI CoE Cost?

- Many of your requests will be covered by your existing maintenance agreement and will not require additional monies.
- For activities that are determined *new work*, the following options are available:
 - Clients can purchase a block of time from the MCI CoE.
 - MCI CoE will respond to valid customer requests until the block of hours is expended.
 - Clients can pay hourly (T&M) for requests to be completed (using the agreed to consulting rates).



What MCI CoE Plans To Do

- **Upgrade Services** – MCI CoE will outline the project, provide estimates, assist Sales with proposal / SOW, coordinate MCI resources across departments, and manage the project.
- **Consulting** – MCI CoE will take client requests escalated from the CSS / Help Desk and provide functional consulting to clients. Depending on the request, consulting may be non-billable or deferred to Sales for a service proposal.
- **Crystal Reports** – MCI CoE will develop, test and deliver custom reports at client requests and/or as a function of implementation support. Custom reports will generally be billable to the client or project.
- **Pay Formulas** – MCI CoE will develop, test and deliver pay formulas at client requests and/or as a function of implementation support. Pay formula development will generally be billable to the client or project.
- **Internal MCI projects** – MCI CoE will provide project management and coordination for internal MCI projects to ensure that gaps do not occur between departments.
- **Documentation** – MCI CoE will assume responsibility for Track and Forecaster documentation, including release notes.
- **SharePoint** – MCI CoE will assume ownership and maintenance of SharePoint.
- **New Enhancements** – MCI CoE will draft functional specifications, provide documentation and coordinate the roll-out of Track enhancements.
- **Presentation Materials** – MCI CoE can assist with presentation materials to ensure a consistent look & feel to client presentations, project documentation and training materials. MCI CoE would not assume responsibility for content.
- **Quality Reviews** – MCI CoE will assist the Implementation Team with testing and perform project QA reviews (gate mtgs).



What's Out of the MCI CoE Scope

- **Develop Analytics** – New analytics are essentially enhancement requests under the control and responsibility of Development. MCI CoE can assist with the documentation, coordination and roll-out of new functionality.
- **Refresher Training** – Training is best delivered by Implementation resources who understand the client's work process and are able to travel as needed to client sites. Sales should initiate training requests on behalf of the customer. MCI CoE could help with development of training materials.
- **Client Workshops** – As with training, optimization workshops and other seminars should be led by Implementation resources and delivered on-site when possible.
- **Technical Testing** – Testing of ACS interfaces, ERP interfaces or system performance are technical in nature and the responsibility of Development and QA/QC.
- **Technical Activities** – Activities such as infrastructure, troubleshooting, database maintenance, virtual systems and performance monitoring are outside the scope of MCI CoE services.
- **Help Desk Triage** – The Help Desk should continue to be the single point of entry for clients. The Help Desk will triage CSS tickets and escalate to the appropriate department when necessary, including the MCI CoE.