

Professional Service Consultant Partner



Loci Solutions is an official Professional Service Consultant Partner in the ANZ region. Their regionally based experts with local industry knowledge work to ensure that you are getting the optimal experience from your MRI system. Loci's professional services team provides a wide range of services.

Key Features

Implementation Services

- Full system or new module implementation

Training

- Best practice MRI process training tailored to your requirements
- Face to face, one-on-one, or classroom style trainings
- Interactive, web-based environment to accommodate learners in multiple locations
- Live training delivered remotely by the Loci team via the internet
- Inclusion of training materials

Customisation Services

- Changes to existing reports/views
- Help with creating new reports

MRI Technical Services

- Performing and supporting upgrades for self-hosted clients
- MRI installations for self-hosted clients
- Third party product integrations

ANZ Specialist MRI Support

- Enhanced local support, utilising deep knowledge of ANZ market requirements and extensive experience

MRI Functional Services

- MRI system health checks
- MRI system audits

Strategic Consulting & Third Party Applications

- Other services and solutions designed to complement your MRI solution and enhance your business productivity

Business Benefits

- Direct access to ANZ's most experienced MRI consultants
- Deep knowledge of local market
- Holistic approach to system configuration
- Enhanced response target times
- Service and Support Experience Reviews with Case Driver Analysis and Action Plan

“We have had a long and successful relationship with Loci Solutions in the ANZ region and we are proud to have them as a service partner. These concierge support packages are designed to help clients who want localised services above that which they receive from MRI's Global Client Support.”

- Stephen Baker

V.P. International Markets, MRI Software

	10 Hour	20 Hour	40 Hour	80 Hour	120 Hour	160 Hour
Free Hours	0	0	1	4	9	16
Location	Australia	Australia	Australia	Australia	Australia	Australia
Support Hours	8.30am to 5.30pm AEST	8.30am to 5.30pm AEST	8.30am to 5.30pm AEST	8.30am to 5.30pm AEST	8.30am to 5.30pm AEST	8am-6pm AEST - unless by special prior arrangement
Priority routing of cases to Concierge agents	
Monthly Utilisation Reports
Call (case) Driver Analysis and action plan	n/a	Annual	Semi Annual	Quarterly	Quarterly	Quarterly
Service and Support Experience Review	Annual	Annual	Semi Annual	Quarterly	Quarterly	Quarterly
Submit cases online
Response Target Time - Normal Priority cases	4 hours	4 hours	3 hours	2 hours	2 hours	2 hours
Response Target Time - Serious Priority cases	2 hours	2 hours	1.5 hours	1 hours	1 hours	1 hours
Response Target Time - Critical Priority cases	1 hour or Live Call	1 hour or Live Call	1 hour or Live Call	1 hour or Live Call	1 hour or Live Call	1 hour or Live Call
Access to online Knowledge Articles
Submit product enhancement suggestions through 'Ideas'
Product Training	Remote (eg: webex)	Remote (eg: webex)	Remote (eg: webex) OR Face to Face**	Remote (eg: webex) OR Face to Face**	Remote (eg: webex) OR Face to Face**	Remote (eg: webex) OR Face to Face**
Functional Consulting (Training, Implementation Services)
Product Support
System Productivity Review (4 hour workshop)		
Toolkit Customisation Requests
Upgrade Support (self-hosted)
MAX Utilities	5 Pre-Loaded				5 Pre-Loaded	5 Pre-Loaded
Custom Reports	Not included				Not included	2-3 customized reports included**
Go Live Support Hours	8				10	10

* Purchase of Concierge Support powered by Loci Solutions requires an active and current Support Agreement with MRI Software.

** Separate fees may apply.



Learn more about Concierge Support powered by Loci Solutions, visit mrsoftware.com or contact sales@mrsoftware.com