MobileCaddy

MobileCaddy Enterprise Success

Realise your mobile strategy and maximise ROI

v2.7.1 (GBP)   Effective from: June 1, 2024

Why choose an Enterprise Success Plan?

MobileCaddy Enterprise Success Plans go above and beyond just the technology. We offer an unrivalled breadth of specialised resources for customers running business and mission-critical apps, as well as any customers who want:

- A strategic partnership to shape and execute business transformation.

- Access to practitioners with advanced technical skills and deep domain knowledge.

- Confidence that your mobile application is always running at peak performance.

- Rapid and continuous enhancements of your mobile applications.

- Enhanced SLAs for faster incident handling and corrective action.

Deliver an enterprise specification

Mobile — From the ground up

Offline — Completely. Data & logic

Robust — Expects faults. Recovers

Efficient — Every byte is sacred

Secure — All data encrypted

"

We have designed our Enterprise Success Plans after working with some of the most forward-thinking Salesforce customers to address the key operational and support requirements that arise from developing and deploying critical mobile applications.

The services, and support items listed in the following pages are all aligned to key stages of an application's lifecycle. They have been continually refined to ensure that we deliver maximum value with optimal flexibility, whilst alleviating the resolution pressures that application support teams can face.

I'm extremely proud of our work in this area, and look forward to the chance to continue to serve you well beyond the initial app deployment."

Justin Halfpenny

CEO, MobileCaddy

✉ justin@mobilecaddy.net

Contents

Explore the Engagement Model

The model includes four engagement components with each component made up of its own service and support modules. We will explain and detail this for you, section by section. Every support and service module is assigned a MobileCaddy specialist and can be drawn down against the time-based credits (Success Blocks) allocated to your plan or included as standard as shown at the end of each section.

Choose the Right Plan

Now you have a good understanding of the support, guidance, and resources our plans provide, this section will help you to navigate the three available MobileCaddy Enterprise Success options and pricing.

Review Terms and Definitions

The final section of this document contains FAQs, and clarifies the terms, conditions, and definitions contained within the Enterprise Success Plans.

Next Steps

To place an order for cover, please contact your MobileCaddy Account Executive. If you are unsure who this is, please contact us via any of the methods provided at the end of this document.

Contact an Advisor

The Engagement Model

A comprehensive engagement model that ties business and application success into a series of four accessible components. Enterprise Implementation, Application Support, Application Enhancement, as well as strategic insights and advice through our Mobile Centre of Excellence.

This ensures alignment and availability of the right specialists at the right time via the right channels. A number of SLA options allow you to match the Support Plan with the operating model of your Support Team.
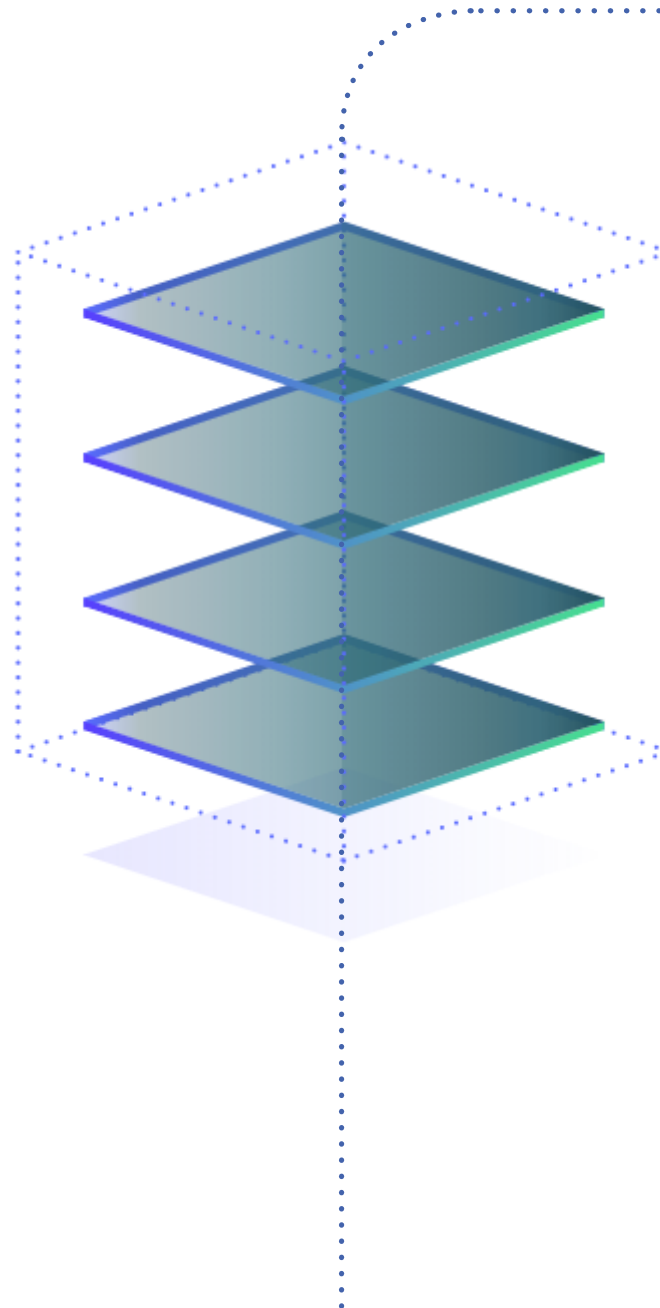
Enterprise Implementation
Expertise to ensure your deployment delivers the highest value with the lowest risk, on time, and on budget.

Application Support
Technical support to maintain the service and optimise the performance of production applications.

Application Enhancement
Cross-functional support for minor updates, pilot releases, and full version upgrades.

Mobile Centre of Excellence
Empowering key stakeholders to establish and develop mobile best practice and define standards across the enterprise.

The Engagement Model

Enterprise Implementation

The initial phases of a mobile application project are fundamental to ensure business requirements are not only met, but are elevated by a user experience that drives adoption and productivity. This is also the time when the foundations are laid for app performance and operational support.

The Enterprise Implementation component of our Success Plans ensures that product knowledge, domain expertise, and project experience can be used to inform the design and development. This results in a more robust, more efficient, and more easily maintainable application.

"MobileCaddy provided a series of discovery and design sessions with the core project team and subject matter experts. Not only did this mean our application requirements were met, but we delivered a much more intuitive mobile experience whilst ensuring the we kept within platform limitations and interoperability with our external integrations."

Ewan Sheen
Product Owner, IGoGiga App

Gigaclear

Enterprise Implementation

Service and Support Modules

Discovery Workshops

Dedicated client sessions for your Business Analysts, Product Owners, and Subject Matter Experts. Delivering mobile domain and cross-project experience to surface untapped business value, mobile capabilities, and domain-specific ideation.

Design Workshops

Assistance to surface and define business requirements, user experience, and interface requirements within platform and mobile constraints.

Data Model and Restriction Review

Support to define an efficient mobile data model, along with agreeing restriction models and implementation guidance for data restriction optimisation.

Solution Design Advice/Appraisal

A detailed and consultative review session of your final solution design (encompassing platform and integration work streams where applicable) for best practice and product usage and utilisation.

Delivery Team Support

Prior to development phase, we work with your Delivery Manager and/or Project Manager (partner or in-house) to ensure the project delivery methodology aligns with product capabilities and best practice.

Development Support

Support provided to your configuration and development team (partner or in-house) on application logic, API usage, framework best practices, unit testing, and in-app logging.

Transition Support

Assistance in defining best practice for migrating the mobile application version(s) from development environment, QA, and UAT. Aligned to your specific tools and adopted CI flow, utilising the MobileCaddy app migration processes.

QA and UAT Support

Through these critical and time-sensitive phases, we assist in defining best practices for testing, monitoring, and diagnosing, to expedite fixes and re-deployments where necessary.

Deployment Support

Support and guidance is provided through the production deployment, including package installation and activation, application deployment, smoke testing, and initial pilot user roll-out.

Application Support Team Setup

Prior to go live, we work with your application support team to design, configure, and implement new user roll-out and monitoring and alerting systems and processes.

Enterprise Implementation

Matrix - Cover and Expertise

Service and Support Modules	Solution Architect / Domain Specialist	Product Specialist	Configuration and Development Specialist	Release and Deployment Specialist	Triage and Diagnostic Specialist	Monitoring and Pre-Release Team	Strategic Consultant
Discovery Workshops	● 2 x 4 hrs						
Design Workshops	● 4 x 4 hrs						
Data Model and Restriction Review	● 2 x 2 hrs						
Solution Design Advice / Appraisal	● 2 x 2 hrs						
Delivery Team Support		📦	📦	📦			
Development Support		📦	📦				
Transition Support				📦			
QA and UAT Support		📦		📦	📦		
Deployment Support				📦			
Application Support Team Setup		📦			📦	📦	

Application Support

Once your systems are operational, then uptime, performance, and smooth operation become critical. Issues caused by environment, data, and faults can be devastating, either through system failure or business operation failure.

Application Support provides a multi-level structure to assist you through such occurrences, and to relieve the burden of the routine management and maintenance of your business-critical apps. As such, our Application Support engagements have become crucial to day-to-day business operations for our enterprise customers.

"MobileCaddy's monitoring system and alerting has meant even when we were processing tens of thousands of user activations we have had the peace of mind that any issues will be caught and remedied with aid of product and support specialists."

Maarten Rooney
Product Development, StreetLink App

Application Support

Service and Support Modules

Operation Support

Support is provided for new user/new device provisioning, version provisioning, and data and usage auditing.

Assisted Support

Case-by-case assisted support on triage and diagnostics of issues. System-wide support for configuration changes of monitoring and alerting systems.

Data Recovery Support

For scenarios such as device, application, or authentication failures, we assist with recovery option choice, work through process, and provide assistance during secure data recovery and application re-install.

Transaction Monitoring and Alerting

We monitor at the user ID/device level for installation, transaction, and upgrade failures. We also monitor platform metrics overage and conflict resolutions, and provide daily/weekly alerts and summary reports.

Environment Monitoring and Alerting

We monitor for changes across operating systems, OS Versions, Salesforce Platform major, minor, and patch releases, as well as critical updates which are then fed in to pre-release testing. Environment changes are monitored against your specific configurations to allow for timely targeted alerts. Information is utilised during monthly app performance sessions.

Pre-Release Testing, Alerts and Notifications

We provide comprehensive pre-release testing against multiple trigger points to isolate the source of any potential service-impacting conditions. Testing orgs are aligned to your production orgs, allowing for early alerting and mitigation planning.

Maintenance Release Support

Assisted support for the identification and prioritisation of maintenance fixes. We will also work with you to define your upgrade and release plan and provide assisted support through QA, UAT, pilot production, and full GA release cycles.

Application Performance Review

We facilitate individualised sessions dedicated to application performance. Reviewing monitoring, issues, user activations, upcoming environment, and package and library releases.

Application Support
Matrix - Cover and Expertise

Service and Support Modules	Solution Architect / Domain Specialist	Product Specialist	Configuration and Development Specialist	Release and Deployment Specialist	Triage and Diagnostic Specialist	Monitoring and Pre-Release Team	Strategic Consultant
Operation Support		🧊		🧊	🧊		
Assisted Support		🧊			🧊		
Data Recovery Support		🧊					
Transaction Monitoring and Alerting						●	
Environment Monitoring and Alerting						●	
Pre-Release Testing, Alerts and Notifications						●	
Maintenance Release Support			🧊	🧊			
Application Performance Review					🧊		

Application Enhancement

As business goals, challenges, and opportunities arise, your deployed mobile applications will need to be updated to continue to meet the organisational needs. New devices, new device capabilities, or operating system upgrades can also introduce the need for change.

Our Application Enhancement component, coupled with the MobileCaddy product, brings agility and speed to the delivery of new versions of your application, whilst ensuring robustness and performance are not sacrificed.

"During version upgrades to our application, that bring new features to our user base across the US and UK, the assistance of the MobileCaddy Success Team is vital to ensure the smooth and monitored roll-out through multiple pilot and GA releases."

Hamish White
Chief Marketing Officer, BioHub App

Biocomposites®

Application Enhancement

Service and Support Modules

Solution Design

Work with our specialists for both minor and major application upgrades. Save time by aligning and utilising product features, and work within both mobile and platform limitations. Deliver an upgrade design that is efficient and performant.

Configuration Support

We provide platform and product configuration support and guidance across mobile data model, data restrictions, and synchronisation options and selections.

Development Support

Support is provided to your development team (partner or in-house) on application logic, API usage, framework best practices, unit testing, and in-app logging.

Transition Support

We assist in defining best practice for migrating the mobile application version from development environment, QA, and UAT. Support is aligned to your specific tools and adopted CI flow, utilising the MobileCaddy app migration processes.

QA and UAT Support

Through these critical and time-sensitive phases, we assist in defining best practices for testing, monitoring, and diagnosing, to expedite fixes and re-deployments where necessary.

Deployment Support

We provide support and guidance for production deployments including package installation and activation, and application deployment and validation.

Release Management Support

We provide assistance with selection of users for pilot testing, version assignment, and upgrade monitoring, culminating to full GA release and prior version deprecation.

Application Enhancement

Matrix - Cover and Expertise

Service and Support Modules	Solution Architect / Domain Specialist	Product Specialist	Configuration and Development Specialist	Release and Deployment Specialist	Triage and Diagnostic Specialist	Monitoring and Pre-Release Team	Strategic Consultant
Solution Design	🧱	🧱					
Configuration Support			🧱				
Development Support			🧱				
Transition Support		🧱		🧱			
QA and UAT Support		🧱			🧱		
Deployment Support		🧱		🧱			
Release Management Support		🧱		🧱			
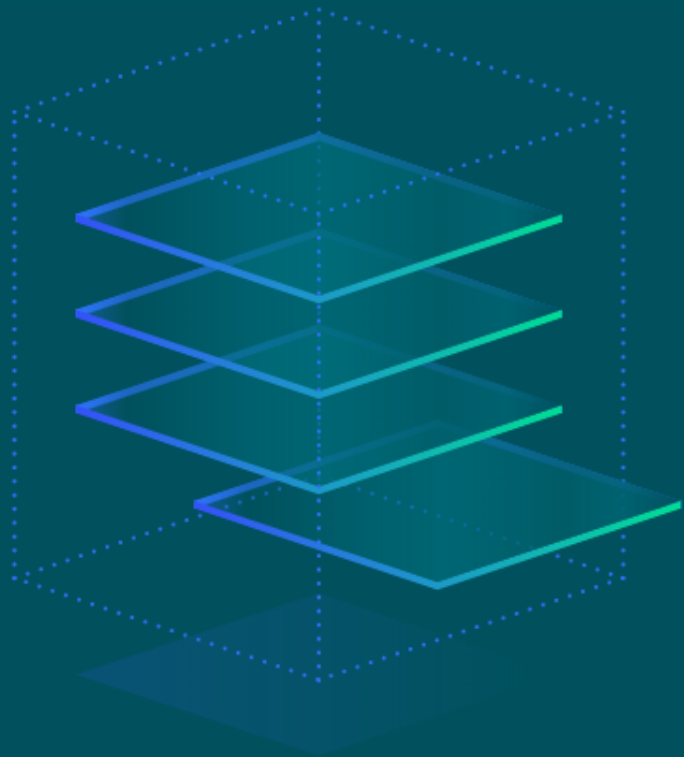
The Engagement Model

Mobile Centre of Excellence

The furious rate of technology change has resulted in a complex mobile environment with multiple operating systems, rapidly evolving operating system versions, and device types and capabilities. This continues to make mobile strategy planning difficult.

Addressing both the opportunities and challenges, our Mobile Centre of Excellence provides both strategic and actionable advice, as well as introducing best practices and standards to streamline your organisation's adoption of MobileCaddy.

"Utilising the Success Plan, we are able to access the MobileCaddy Solution Team to align our own app product roadmap with that of the MobileCaddy product and the Salesforce platform. This means we've been able to utilise much more of the product and reduce development time."

Kanwal Madra
Director, TrueState App

▷ TRUESTATE

Mobile Centre of Excellence

Service & Support Modules

Executive Review

Mobile business transformation executive briefing, focusing on differentiation and competitive advantage.

Product Owner Strategy Review

Strategy review session for product owners. A documented Success Roadmap is included.

Trusted Advisor Checks

Fast and direct access to solution and product specialists for mobile best practice, architectural appraisal, design guidance, or topics of your choice.

Enhanced Product Orientations

Enhanced product orientations for your team, covering Dev, QA, UAT, Release Management, Ops, and Support.

Product Briefings

1:1 briefings on all major MobileCaddy product upgrades and releases. First look access for upcoming MobileCaddy product roadmap items and new beta releases.

Help Centre

Web-based product, concepts, and methodology articles, tutorials, and how-to guides.

Training

Product feature, lifecycle, and methodology training using client-specific setup (sandboxes) and tailored to client-specific processes.

Mobile Centre of Excellence

Matrix - Cover and Expertise

Service and Support Modules	Solution Architect / Domain Specialist	Product Specialist	Configuration and Development Specialist	Release and Deployment Specialist	Triage and Diagnostic Specialist	Monitoring and Pre-Release Team	Strategic Consultant
Executive Review							● x1 1/2 Day Yearly
Product Owner Strategy Review							● x1 Quarterly
Trusted Advisor Checks	🧊	🧊					
Enhanced Product Orientations		● x3 Yearly					
Product Briefings		●					
Help Centre		●					
Training		🧊					

Enterprise Success Plan

Choose a plan to suit your support model

Options are designed with scaling degrees of coverage and response times.
Pricing is provided for each plan, plus optional add-on tems.

Option 1 - Business Hours

Support available within standard business hours during standard business days.

Option 2 - Overnight

Support available 24 hours per day during standard business days.

Option 3 - Continuous

Continuous support 24 hours per day, every day.

Enterprise Success Plan: Option 1 - Business Hours

Best for:
Critical apps operating in standard business hours and business days.

1 Year	**£15,000**
3 Years	**£38,250**
3 Years + Implementation	**£47,175**

Plan Cover

Application Support	●	£inc
Application Enhancement	●	£inc
Centre of Excellence	●	£inc
120 Success Blocks[1]	●	£inc
Named Contacts[2]	●	2

Support Case SLAs and Channels

Priority	Coverage	Response Time	Channels
P1	8 x 5 (hours[3] x days[4])	1 Hour	Telephone (dedicated number[6]) and Case (dedicated email[7] and login[8])
P2	8 x 5 (hours[3] x days[4])	2 Hours	Telephone (dedicated number[6]) and Case (dedicated email[7] and login[8])
P3	8 x 5 (hours[3] x days[4])	1 Business Day	Case (dedicated email[7]/ login[8])
P4	8 x 5 (hours[3] x days[4])	3 Business Days	Case (dedicated email[7]/ login[8])

Optional Add-ons

Enterprise Implementation (inc 60 Success Blocks)	○	£10,500
Success Blocks Add-On [9] (60)	○	£4,560

KEY:

● Included
○ Optional

All prices net of taxes

[1] = 120 Success Blocks: Success blocks are 30-minute blocks of time that are consumed on an 'as required' basis.

[2] = Named Contact: Business or support contacts provided by customer authorised to request covered services, raise support cases and/or consume Success Blocks.

[3] = For 8 Hour coverage this is 0900-1700 in the Plan Timezone (US Central or UK). The Plan Timezone is selected at the start of the contract.

[4] = Business days

[5] = Business and non-business days

[6] = Dedicated national number (UK, US, Canada, Australia, Japan)

[7] = e.g. yourorg_support@mobilecaddy.net

[8] = Username and password for customer access to Case Management system for your Named Contacts

[9] = Success Block Add Ons: 30-minute blocks (consumed for each 30-minute period or part thereof). Only available with Enterprise Plan purchase or for purchase during Enterprise Plan contract period. Only available for use during Enterprise Plan contract period.

Enterprise Success Plan: Option 2 - Overnight

Best for:
Critical apps operating and maintained overnight through standard business days and/or with users in multiple time zones.

1 Year	**£28,500**
3 Years	**£72,675**
3 Years + Implementation	**£81,600**

Plan Cover

Application Support	●	£inc
Application Enhancement	●	£inc
Centre of Excellence	●	£inc
120 Success Blocks[1]	●	£inc
Named Contacts[2]	●	3

Support Case SLAs and Channels

Priority	Coverage	Response Time	Channels
P1	24 x 5 (hours[3] x days[4])	1 Hour	Telephone (dedicated number[6]) and Case (dedicated email[7] and login[8])
P2	24 x 5 (hours[3] x days[4])	2 Hours	Telephone (dedicated number[6]) and Case (dedicated email[7] and login[8])
P3	8 x 5 (hours[3] x days[4])	1 Business Day	Case (dedicated email[7]/ login[8])
P4	8 x 5 (hours[3] x days[4])	3 Business Days	Case (dedicated email[7]/ login[8])

Optional Add-ons

Enterprise Implementation (inc 60 Success Blocks)	○	£10,500
Success Blocks Add-On [9] (60)	○	£8,664

KEY:

● Included

○ Optional

All prices net of taxes

[1] = 120 Success Blocks: Success blocks are 30-minute blocks of time that are consumed on an 'as required' basis.

[2] = Named Contact: Business or support contacts provided by customer authorised to request covered services, raise support cases and/or consume Success Blocks.

[3] = For 8 Hour coverage this is 0900-1700 in the Plan Timezone (US Central or UK). The Plan Timezone is selected at the start of the contract.

[4] = Business days

[5] = Business and non-business days

[6] = Dedicated national number (UK, US, Canada, Australia, Japan)

[7] = e.g. yourorg_support@mobilecaddy.net

[8] = Username and password for customer access to Case Management system for your Named Contacts

[9] = Success Block Add Ons: 30-minute blocks (consumed for each 30-minute period or part thereof). Only available with Enterprise Plan purchase or for purchase during Enterprise Plan contract period. Only available for use during Enterprise Plan contract period.

Enterprise Success Plan: Option 3 - Continuous

Best for:
Critical apps that are operated and supported continuously.

1 Year	**£42,000**
3 Years	**£107,100**
3 Years + Implementation	**£116,025**

Plan Cover

Application Support	●	£inc
Application Enhancement	●	£inc
Centre of Excellence	●	£inc
120 Success Blocks[1]	●	£inc
Named Contacts[2]	●	4

Support Case SLAs and Channels

Priority	Coverage	Response Time	Channels
P1	24 x 365 (hours[3] x days[5])	1 Hour	Telephone (dedicated number[6]) and Case (dedicated email[7] and login[8])
P2	24 x 365 (hours[3] x days[5])	2 Hours	Telephone (dedicated number[6]) and Case (dedicated email[7] and login[8])
P3	8 x 5 (hours[3] x days[4])	1 Business Day	Case (dedicated email[7]/ login[8])
P4	8 x 5 (hours[3] x days[4])	3 Business Days	Case (dedicated email[7]/ login[8])

Optional Add-ons

Enterprise Implementation (inc 60 Success Blocks)	○	£10,500
Success Blocks Add-On [9] (60)	○	£12,768

KEY:

● Included

○ Optional

All prices net of taxes

[1] = 120 Success Blocks: Success blocks are 30-minute blocks of time that are consumed on an 'as required' basis.

[2] = Named Contact: Business or support contacts provided by customer authorised to request covered services, raise support cases and/or consume Success Blocks.

[3] = For 8 Hour coverage this is 0900-1700 in the Plan Timezone (US Central or UK). The Plan Timezone is selected at the start of the contract.

[4] = Business days

[5] = Business and non-business days

[6] = Dedicated national number (UK, US, Canada, Australia, Japan)

[7] = e.g. yourorg_support@mobilecaddy.net

[8] = Username and password for customer access to Case Management system for your Named Contacts

[9] = Success Block Add Ons: 30-minute blocks (consumed for each 30-minute period or part thereof). Only available with Enterprise Plan purchase or for purchase during Enterprise Plan contract period. Only available for use during Enterprise Plan contract period.

Enterprise Success Plan

FAQs, Definitions, and Terms

FAQs

How do I place an order?

To place an order, please contact your MobileCaddy Account Executive. If you are unsure who this is, please use the contact details on the last page of this document and we will confirm.

Can I change Named Contacts?

Yes. Please use your dedicated email support address and identify which name is to be removed, and the name and email address of the new Named Contact.

Can I add more Named Contacts?

Additional Named Contacts (above the Plan amount) can be requested. Price on application. Please contact your Account Executive.

Can I allow my Salesforce Partner or an external contractor to raise cases?

Yes. Who you name as a Named Contact is up to you when you provide the initial or updated lists.

How do I know what included items I have used and how many Success Blocks I have left?

Each month your named Primary Contact will receive a Success Plan statement which details items consumed, and Success Blocks consumed and remaining.

How quickly can I start to use the service?

We have a standard one-week ramp up time to provision the communication methods and set up our internal processes. If you require support during this period, please contact your Account Executive.

If I have multiple mobile applications running can I have a single plan?

Yes. There is likely to be an impact on the usage of the Success Blocks, and this should be discussed with your Account Executive prior to placing an order.

What currency will I be billed in?

We currently offer USD and GBP invoice currency options.

Can I change my plan?

You can change your plan during the lifetime of the initial contract if you are increasing coverage. A new 12-month contract will be raised and the current contract cancelled. It is not possible to downgrade a contract to lower coverage during the contract lifetime.

What happens if we run out of Success Blocks?

It is possible to add Success Blocks during the lifetime of the Plan (see the Plan details for further information). The usage rate of the Success Blocks will be covered on the monthly Application Success Reviews to ensure that this can be handled ahead of time.

Support Case Priority Defintions

P1 Critical	- The problem results in extremely serious interruptions to a production system. - It has affected, or could affect, the entire user community. - Tasks that should be executed immediately cannot be executed because of a complete crash of the system or interruptions in main functions of the production system. - Data integrity is compromised, and the service request requires immediate processing, as the issue can result in financial losses. - Whether part of, or independent of a solution, the issue is at risk of creating imminent financial losses due to missing critical project deadlines or deliverables. - The customer shall call MobileCaddy Customer Support for all critical priority 1 issues.
P2 Urgent	- The problem results in serious interruptions to normal operations, will negatively impact an enterprise-wide installation, urgent deadlines are at risk. - In a production system, important tasks cannot be performed, but the error does not impair essential operations. - Processing can still continue in a restricted manner, and data integrity may be at risk. - In a pre-production environment, the problem hinders deployment of an enterprise installation. - Meeting urgent project deadlines that have a financial impact are at risk. - The service request requires timely processing, because the malfunction could cause serious interruptions to critical processes or negatively impact business.
P3 Important	- The problem causes interruptions to normal operations. - It does not prevent operation of a production system, or there could be minor degradation in performance. - The error is attributed to malfunctioning or incorrect behaviour of the software. - The issue will affect a pilot or proof-of-concept deadline in a development environment. - Meeting important project deadlines may be at risk.
P4 Minor	- The problem does not cause interruptions to normal operations. - The error or issue affects a process that can be worked around, or is causing behaviour that is unexpected but not affecting running production users.

Terms and Conditions

Term/Condition	Definition
Service Provisioning	Service provisioning will commence on receipt of order/purchase order.
Service Availability	Service availability will commence one week from confirmed receipt of order/purchase order.
Success Block Usage/ Consumption	Success Blocks are valued and consumed at 30-minute at the start of work and 30-minute intervals of work or part thereof.
Contract Term	Minimum contract term of 12-months.
Billing Term	Plans are billed on an annual basis. Optional items will be billed at the order commencement date as stated on the service order forms/ product order forms.
Taxes	All prices shown are do not include any taxes that may apply. Taxes are the responsibility of the customer.
Price Confirmation	Prices shown are correct at the time of printing/creation of this document. Please refer to a MobileCaddy Account Executive for current pricing.
Cancellation	You can cancel your plan at any time. No refunds are available for any outstanding months of cover or for optional items added and associated with the cancelled contract.
Upgrading	Upgrading your Plan will cause your current Plan to be terminated at the point of upgrade, and a new Plan (minimum 12-months) to be placed. No included items or Success Blocks will roll over.
Downgrading	It is not possible to downgrade your Plan during the contract term.
Plan Renewal	Enterprise Success Plans shall automatically renew for additional periods equal to the expiring subscription term or one year (whichever is shorter), unless either party gives the other notice of non-renewal at least 30 days before the end of the relevant subscription term.
Success Block Redemption	Success Blocks are redeemable in the 12 months of the contract Plan they are associated with. Success Blocks do not roll over.
Included Items Redemption	Included items within a Plan are redeemable in the 12 months of the contract Plan they are associated with. Included items do not roll over.
Service Expiry	Service will terminate at the contract end date, as specified in the service/product order form. Any outstanding Success Blocks or outstanding services will not be redeemable. Any outstanding cases will be closed.
Subscription Agreement	Enterprise Success Plans will be covered by our Master Subscription Agreement. (see http://www.mobilecaddy.net/mobilecaddy-end-user-services-agreement/).
Full Terms and Conditions	Full terms and conditions will be provided with a formal service/product order form.

Next Steps

Place an order

- Request an Enterprise Success Plan order form.

- Sign and return (providing a PO if required).

Plan Activation

- Once we have received your completed order form, there is a one-week ramp up time. We will provision your dedicated telephone support number, a dedicated email support address, and complete our internal setup of your Support Plan.

- If you have urgency to start processing cases with our team, please communicate this to your Account Executive and we will work with you to provide temporary contact details during the initial week.

- We will arrange with you to have an on-boarding session with your Named Contacts. During this session we will test each of the communication methods with a test case and run through how these are processed, to allow you to update your internal process documents/guidance.

- Finally, we will arrange your first Application Performance Review.

MobileCaddy

Contact an Advisor

✉ **info@mobilecaddy.net**

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