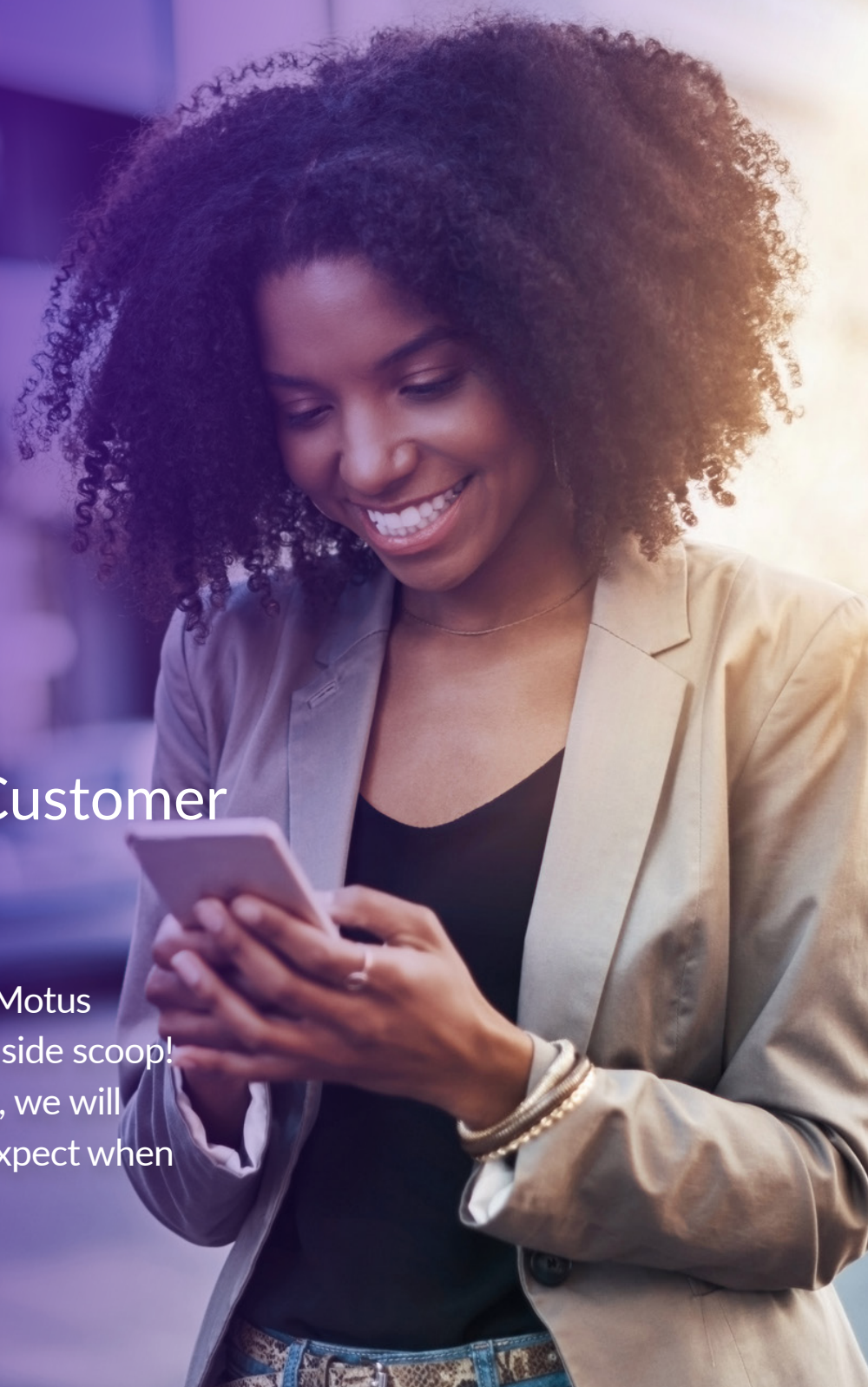




Partnering with Motus

The Road to Becoming an MMS Customer

Wondering what it's like to become a customer with the Motus Managed Mobility Services (MMS) solution? Here's the inside scoop! From the first conversation to customer communications, we will dive into each part of the process, sharing what you can expect when becoming a Motus MMS customer.



Understanding Your Business & Goals

Selecting or changing a partner can be overwhelming. Our goal is simple. We want to understand your challenges and your goals before helping you discover how you can achieve them with the right MMS program.

To get the most value out of this process, we recommend bringing all key business stakeholders into meetings and discussions. Typically, we meet with leaders from IT to clearly communicate company goals and limitations.



You can expect

• Introduction Meeting

This is where we get to know each other. We want to understand your business, how your program is currently managed (outsourced? In-house?), the number and type of devices, the challenges you're facing, as well as any company initiatives and what you would like to accomplish with a new program. Frequent goals include creating a policy that:

- Mitigates risk and maintains compliance
- Increases end-user productivity and drives satisfaction
- Controls cost of device pricing and department cost coverage
- Solves lifecycle device management issues
- Benefits your employees for recruiting and retention
- Decreases administration work needed to manage your current program
- Integrates well with fundamental applications

We can also share how we have worked with others in your industry to solve similar challenges and achieve their goals. With that information, we're best equipped to help you.

• Presenting the Product

After gathering the initial information, we will come back to share a demonstration of the platform and how our services are enabled, specific to the needs of your company. In this presentation we will show how our solution will support your business goals, especially those that aren't being met. We will cover how the recommended program:

- Compares with your current program
- Removes administrative burden for IT and administrators
- Implements smoothly across the company

• Proposal and Walkthrough

Here we will iron out any details, answer final questions, share cost structure and complete the final steps in getting you signed with Motus. In our experience, this can take less than a week or as long as several months. Once we're all on the same page, we can start to implement your new program.



FAQs

- **What does program support look like?**

Your employees need access to an expert, localized mobility help desk. Our support team of specialists will keep your people up and running. We offer two options. First is an award-winning team of veteran support professionals combined with procurement and finance support for administrators through our Pro Help Desk option. Our Premium Help Desk provides full-service advanced support with direct end user contact, an escalation path for every element of your program and access to upgrade to our advanced mobile device management offering.

- **How does Motus handle change management?**

Change management depends on the program the company is looking to offer and the program they're shifting from. Whether an in-house program, an outsourced program or no program at all, our implementation team will guide companies switching to the Motus MMS solution to success. With comprehensive knowledge, our team will help you communicate the new program to your employees and make sure your program administrator is set up to manage the platform.

- **What kind of reporting does Motus offer?**

Reporting is essential to measuring success and aligning with company initiatives. With Motus, your team can access cost allocation (billing) reports, compliance reporting and other reporting dashboards including: costs per carrier, cost per line and more. Depending on the plan you choose, customizable reporting may also be included.

- **How secure is Motus? How secure will devices in the program be?**

Motus is committed to industry-best security. We commit significant resources to performing annual SOC 2 Type II audits. SOC 2 (System and Organization Controls 2) is an auditing procedure developed by the American Institute of CPAs (AICPA) to ensure an unbiased and comprehensive evaluation of our security posture. This enables our security team to promptly address any vulnerability, and we integrate the learnings into our ongoing security strategy.

The security of the devices themselves depends largely on mobile device management (MDM) and user knowledge. Motus will help your company with our state-of-the-art MDM system. We also encourage companies to remind employees to keep their devices updated, as well as follow cybersecurity best practices.

Going Through Implementation

We have an in-house implementation team ready to get your company's program running quickly and smoothly. Our implementation team consults with the company contact during the entire process to ensure you understand your program and how to use our platform. They will set up a kickoff call to walk through program goals, the assets you want to include and the type of rate you're looking for.

Following that meeting, you'll send employee information for our team to run the rate. We'll schedule a meeting to run through your specific program. With everything approved, we'll have a final call right before going live with the program, unless additional meetings are needed. We'll send employees a welcome email to set up their account and that's that!

During implementation, you gain resources from our extensive Knowledge Center. This includes white papers and educational resources for rolling out your new program and maintaining the program.



You can also expect

- **Simplicity**

Maintenance for administrators is minimal. Workload is nothing more than notifying us of onboarding or offboarding employees and making sure worker direct deposits are correct.

- **Communication Strategy & Timeline**

Proven best practices with communications templates to ease change pains.

- **Dedicated Team**

To ensure the transition is as painless as possible, Motus has teams dedicated to the process. They have one focus: a successful implementation.

- **Configuration Not Customization**

Providing a detailed analysis comparing the previous program and Motus program to ensure we are achieving your goals (cost savings, etc).

- **Launch Timeline**

For the best employee adoption, we advise on launch date to accommodate communication timeline.

- **Defined Roles & Responsibilities**

An essential piece of program roll out is ensuring everyone involved knows what their role in the process is. We define that up front and make responsibilities clear.

- **Post-Launch Best Practices**

Go-Live Readiness Call & Hyper Care provided to ensure program will be managed effectively. Including New Hire Guide, FAQ's & other educational materials.

- **Switching From Another Vendor**

Making the change from one MMS provider to another can be daunting. With considerable years of expertise, we make the transition easy.

Partnering with Customer Success

Towards the end of implementation, you may qualify to work with a Customer Success Manager (CSM).

Your CSM is your strategic business partner and will proactively keep a pulse on your key program metrics to identify successes and areas of opportunity.

The Motus Customer Success Team has unrivaled expertise – both in tenure and experience supporting customers across all industries. Your CSM will work to ensure you are meeting your business objectives and see program success year after year.

You can expect to meet with your CSM at least once per quarter to discuss metrics, tracking/setting goals and best practices. During your Annual Business Review, your CSM will create a Program Score Card and report-out of ROI to ensure the program is successful and meets your objectives. More frequent meetings can be scheduled if necessary.

In addition to your CSM, you will receive access to the Motus Help Center after implementation. The Help Center houses great resources, FAQs and more to ensure you have the best experience possible.



You can also expect

- **Coaching & Partnership**

Your Customer Success Manager will help you create and maintain your program policy, benchmark your program, be your voice at Motus and train administrators. You will also receive ongoing support for your program to ensure achieved goals, application of best practices and recommendations for program improvements to drive adoption.

- **Monthly Touchpoint**

Each month, your Customer Success Manager will connect with you to share updates and discuss potential areas for optimization.

- **Quarterly Business Reviews**

Virtual review of KPIs, tracking program performance and review of goals and strategies to make sure your program is running smoothly.

- **Executive Business Review**

Your CSM will meet with your team annually to provide a detailed analysis of your program, diving into the ROI of your program, best practices, product recommendations, future goal setting and more.

- **Tenure & Experience**

The Motus Customer Success Team has unrivaled tenure and experience - with team members at up to 35 years of experience supporting successful reimbursement programs. They also specialize in SOP creation, policy maintenance and management and program best practices across all industries and customer sizes.

Reach Out to Our Member Services Team

If your employees have questions, they can reach out to our Member Services team. They can also access the hundreds of articles in the Help Center created to help. Should they need further assistance with their account or the Motus app, troubleshooting help is available.

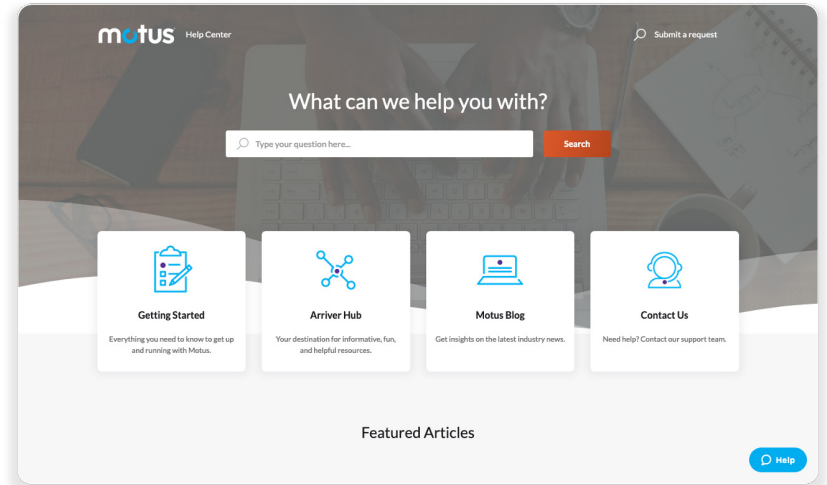
✉ memberservices@motus.com

☎ 888-801-6714

For administrators needing assistance, they can reach out to our Customer Care team.

✉ customercare@motus.com

☎ 855-266-3064



Ready to start your customer journey?

[CLICK HERE TO REQUEST A DEMO!](#)

Motus is the definitive expert in mobile workforce solutions. Its platform simplifies the reimbursement and management of vehicle and device costs through personalized calculations. Powered by an unmatched pool of data, refined over more than 80 years, and updated in real time, Motus is the platform of choice for top Fortune 500 companies and organizations committed to workplace agility. Motus automotive data, captured and analyzed across the world's largest retained pool of drivers, also underpins the annual Internal Revenue Service (IRS) business mileage standard, the amount an individual can deduct for business vehicle expenses.

For more information please visit www.motus.com or connect with us on [Twitter](#), [Facebook](#), [Instagram](#) or [LinkedIn](#).