

MNJ SOFTWARE

We believe that the purchase of software is the beginning of a relationship. To ensure that you get the most from your investment in our technology we offer a range of maintenance services in four categories: technical support, software version updates, issue reporting, and quality review.

Call locally—and access a network of experts, all ready to help.



TECHNICAL SUPPORT SERVICES

Technical Support Services cover all elements of incident and problem management, to help users return to productive work as quickly as possible. Users can leverage a range of Web-based self-help services or access an expert directly by phone, e-mail, or the Internet. Each of our support professionals has a specific domain qualification and is trained to address issues in the most efficient and friendly manner. We work closely with customers globally, offering local support desks in most countries, and can frequently interact with your professionals in English languages to better understand problems and speed up resolution time. With different software applications and of integrated solutions, the strength of our technical support services is your ability to access a network of experts with a single call. Users can access Web-based self-help services via a single online portal and search an extensive knowledge database. Our support experts have built the database over many years—capturing lessons learned, best practices, and problem solutions—and it is now available directly to users, accelerating incident resolution time. The portal also provides training information and discussion forums in which technical users can confer on topics related to the MNJ Software with their industry peers for enhanced workflow insight.

Software Services

Consulting Services

- Application portfolio standardization
- Workflow optimization
- Technology adoption

Project Delivery Services

- Installation
- Data loading
- Project administration
- Application support
- Upgrades
- Systems support

Education Services

- Public training course
- Customized training
- Self-administered training
- Technology mastery

Maintenance Services

- Technical support
- Updated software version
- Issue reporting
- Service quality review

UPDATED SOFTWARE VERSION SERVICES

Having rapid access to the latest technology improvements is important to ensure maximum productivity for software users. Our objective is to provide fast, easy, and flexible ways for your organization to stay current—from software download capabilities to rapid dispatch of compact disks and other media. When you make the decision to upgrade to the latest software version, we work with you to deliver your new technology swiftly. We also offer customized software upgrade planning and implementation services if you would rather let us manage the upgrade experience. Our Project Delivery Services ensure minimum disruption and fine-tuning to get the job done properly and optimize performance.

ISSUE REPORTING SERVICES

With sophisticated software solutions, it is inevitable that issues arise from time to time. We are committed to continuously improving the quality of our software offering and believe that the ease of reporting problems is central to rapid issue identification, validation, investigation, and resolution. With that goal in mind, our people and processes focus on helping users report issues to us by phone or e-mail through our network of local help desks or the online customer support portal.

QUALITY REVIEW SERVICES

The MNJ Software Quality Mission states that we will provide our customers with high-quality products, services, and solutions that meet or exceed expectations. This is accomplished through _ dedicated teams who focus on customer satisfaction and actively participate in the continuous improvement process to ensure that customers obtain the best possible service _ a quality management system that defines and monitors key processes and indicators; sets, measures, and reviews quality objectives; and evaluates effectiveness by means of audits _ leadership that communicates, implements, and ensures compliance with the Quality Mission. Listening to our customers is essential to continuously improve the quality of our services. We offer—and actively encourage all of our customers to participate in—regular service quality meetings to discuss performance and create and review any necessary action plans. In addition, we conduct an annual online customer satisfaction survey, analyze the results, and take action based on the feedback. This is all part of our commitment to ensuring that our relationship with you delivers results for your teams.

MNJ Software INFORMATION SOLUTIONS

MNJ Software provides software, information management, IT infrastructure, and consulting services. MNJ Software enables companies to achieve breakthrough team performance, unlocking the potential of E&P teams to step-change their effectiveness and productivity. Through our technologies and services, oil and gas companies can drive business performance and realize the potential of the digital oil field.

E-mail: info@mnjsoftware.com or contact your local MNJ Software representative to learn more.