



## What's Going On Back There?

Much like the great professional golfers who amass a string of major championship wins and then abruptly CHANGE THEIR SWING!!?? We're changing our swing. In an effort to continually improve... MWAi is changing our Customer Care process. Our objective is to better measure our performance to a standard beyond your expectations. In order for this to occur we:

- A) First we need to better control the inflow of support requests.
- B) Subsequently we need to better monitor our response and responsiveness to these requests.
- C) Finally we need to have a consistent, if not automated, follow up to be assured you are as pleased as we suspect.

In order to effectively and efficiently accomplish our objectives we:

- A) Must have all new requests funnel through our dispatcher. They **must not** go through a technician as we need a record of the initial request.
- B) Over the next 90 days we will be upgrading our ERP to allow us to properly channel requests to the appropriate personnel; deploy technologies to allow for more efficient handling of your requests; monitor our response times to attending your issue as well as closing your issue.
- C) The deployment of this ERP will ensure an immediate feedback upon our closing of your issue. It will give you the autonomy to track the issue in progress and view the history at your leisure.

## What can we do for you today?

Twice last month we were presented with the dilemma of valued customers with a crashed system and NO working backup! PLEASE PLEASE PLEASE seize the opportunity to verify you are

- A) Getting a backup... and
- B) Verify it is a working backup.

Take these steps along with verifying your “boot disks” are available. Following these rules will go a long way in keeping the blood pressure lower for both our organizations! Below are the steps you should take to assure compliance.

- A total of eight tapes are shipped with the MWA server. Five tapes are for Mon-Fri rotations. Two tapes are for odd and even month (First business day of the month whether the month falls on an even or odd), and one tape as the Master which includes the initial installation (This tape should be write protected and not put in the rotation).
- Tapes need to be rotated every morning.
- An email or print job will report the nightly status and verify of the backups. Please monitor these reports to assure your data is being successfully copied. You may contact MWA support if you wish to have the email recipient changed.
- A boot disk is left with every server. This disk contains the systems hardware configuration and is needed in case of a disaster recovery attempt. The disks are pre-tested at MWA and should be kept in a safe location where it can easily be retrieved if needed. Please contact support if you wish to have additional disks created.
- A weekly and monthly tape should be kept offsite.

One final note: As an industry standard any server in production past three years is living on borrowed time. If your server(s) is/are beyond three years old we encourage you to chat with our Customer Care department to determine the most effective way to update your server. Proactive is always less stressful and less expensive than reactive!

**PSS for OMD Customers:** OMD is about to release their newest latest and greatest revision. The good news is this revision allows us to use API technology for our interface!! The bad news is, if you load OMD's new revision before MWAI IS 4.3 you will break the connection between OMD and MWAI IS. DO NOT load OMD's new release until you have received and implemented MWAI IS 4.3. Look for our release of 4.3 in your email boxes soon.



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