



Wiise Cloud ERP Software Support Capability Statement



Who is Momentum

ERP Experts

- Australia leaders in ERP implementations
- Provide implementation, training, customisations, integration and support services
- 270+ clients
- 15+ years experience implementing ERP software

wiise ★ Elite Partner

myob
Acumatica | Diamond Partner

Our Solutions

wiise

myob
Acumatica



Momentum Payroll
Powered By employmenthero

ELMO

MYOB Exo

Our Team

- Established & highly experienced Team (45+)
- Service Delivery Manager
- Customer Success Manager
- Customer Service Manager with dedicated support team
- Dedicated Project Managers
- Technical Developer Team
- 30+ Software Consultants
- Dedicated Account team

Award Winning



Partnership

Our Values, Vision and Mission are all centered around our customers.

To earn customers' loyalty, we listen to them, anticipate their needs and act to create value in their eyes.

Values:

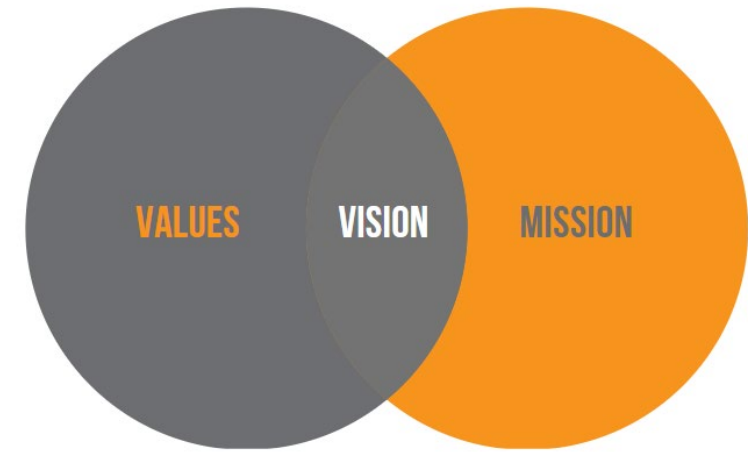
- Customers for Life
- Working Together
- Learning and Embracing Change
- Balance in Life

Vision:

Empowering People in Business

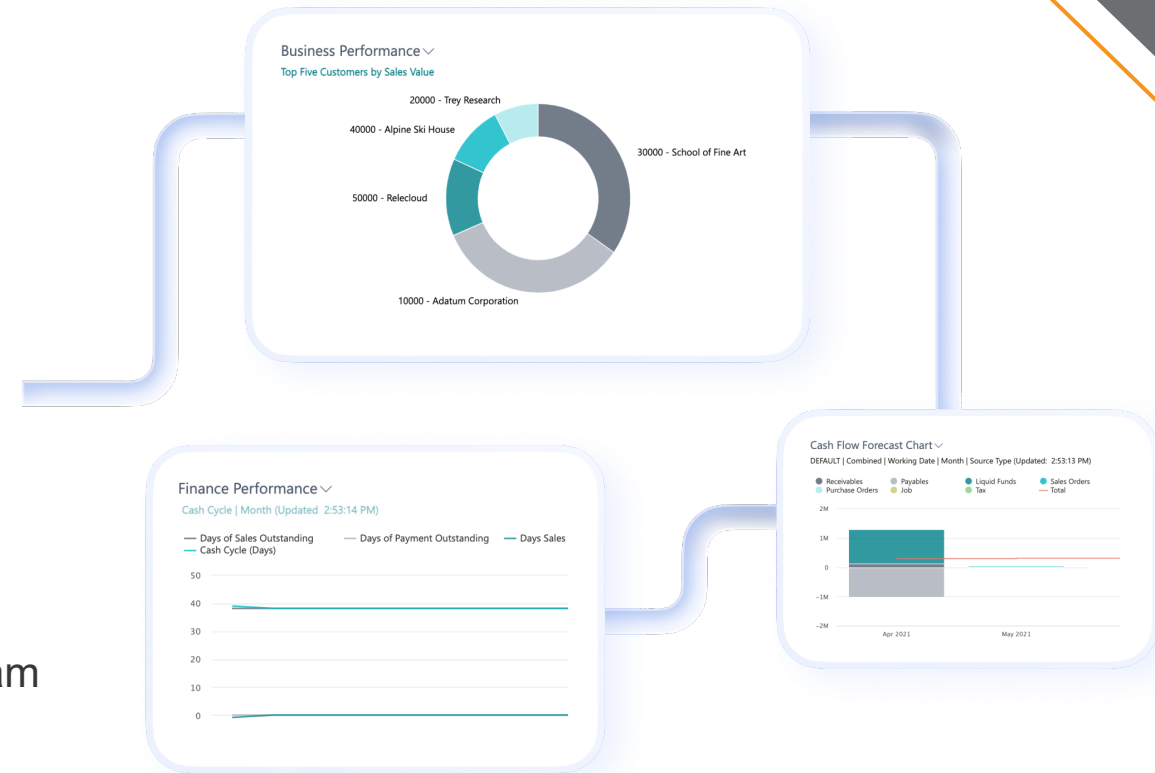
Mission:

We work with our customers to take their business to the next level, by delivering tailored software solutions through partnerships, cooperation and trust.



Our 'Wiise' Expertise

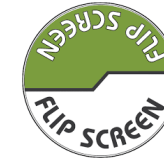
- Wiise Elite Partner
- Wiise Partner of the Year 2025
- Wiise Not-for-Profit Partner of the Year 2024
- Wiise Customer Success Partner of the Year for 2023
- Certified in all Wiise / Microsoft Business Central Editions
- Certified team of Wiise Consultants
- Customer Service Manager with dedicated Wiise Support Team
- In-house Certified Wiise Developers
- Full Time Project Managers
- Service Delivery Manager
- Customer Success Manager



wiise

momentum
SOFTWARE SOLUTIONS
Take your business to the next level

Some of our Cloud ERP clients



Menu of Services

- Implementation of Wiise / Microsoft Business Central – all modules
- Upgrades and implement new features
- User Training (on-site and online)
- Support (phone, email, portal)
- Report Design / Dashboards
- Integration and custom Development
- Business Process Review
- Business Consulting and Planning
- Project Management



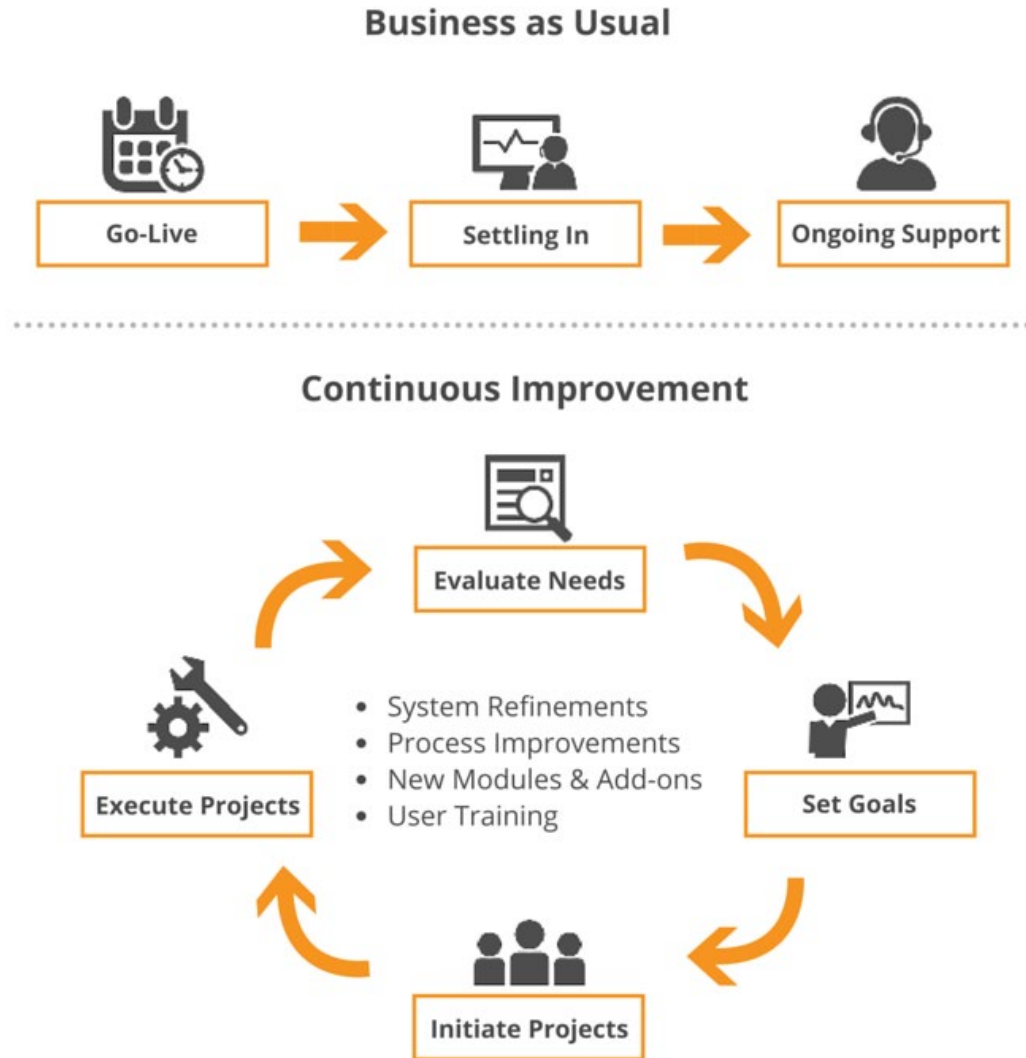
Momentum's Methodology



Momentum's Methodology

MYOB Advanced Implementation Plan 																						
Key Milestones and Dates for ABC Company																						
Phase #	ERP Project Phases	Responsibility	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18	Week 19	Week 20
1.0	Project Initiation & Pre-Scoping Data Review	Momentum & Client																				
2.0	Data Cleansing	Client																				
3.0	Scoping & Process Review	Client																				
4.0	Software Configuration	Momentum																				
5.0	Trial Data Conversion	Momentum																				
6.0	Solution Walk-Through - Super User/s	Momentum & Client																				
7.0	Forms Development	Momentum																				
8.0	Reports Development	Momentum																				
9.0	Customisations/ Integrations	Momentum																				
10.0	Preparation for User Training	Momentum & Client																				
11.0	End User Training Sessions	Momentum & Client																				
12.0	End User Testing and Acceptance Sign Off	Client																				
13.0	Go-live Readiness Meeting	Momentum & Client																				
14.0	Go-live Preparation	Momentum																				
15.0	Final Data Conversion	Momentum & Client																				
16.0	Go-live - Live Transaction Processing - 1st Month	Client																				
17.0	Post Implementation Phase	Momentum & Client																				

Post Go-Live Services



Post 'Go-Live' Services

What is included in the Service Plan?

1. Telephone and email assistance with "how to" questions in relation to using the software
2. Access to our On-Line Support Logging system
3. Access to our State-of-the-art Remote Support Software
4. Access to the online Knowledgebase
5. Working on faults and errors that occur in relation to a software fault
6. Working on faults and errors in standard Wiise reports and forms
7. Fixes to data that was created due to user error or lack of knowledge
8. Provision of upgrades to the software, both product and delivery of software
9. Monthly newsletter via email outlining hints and tips, new releases and up and coming events
10. Regular and on-request reports detailing the status of issues logged by Momentum
11. Invitation to our Customer Forums run 2x a year



Post 'Go-Live' Services

Additional Services Available from Momentum (Projects)

1. On-Site Consulting
2. Solution Review and Health Checks
3. Training services
4. New reports or forms, or modifications to reports or forms
5. Installation of software on new servers or workstations or troubleshooting server, network or pc issues that affect the software (e.g. security, permissions, virus protection).
6. Changing the configuration of the software to meet new or changed business requirements.

We treat these requests as 'Projects' and proposals can be provided on request. Customers can elect to allocate these Projects against Pre-Paid Services.

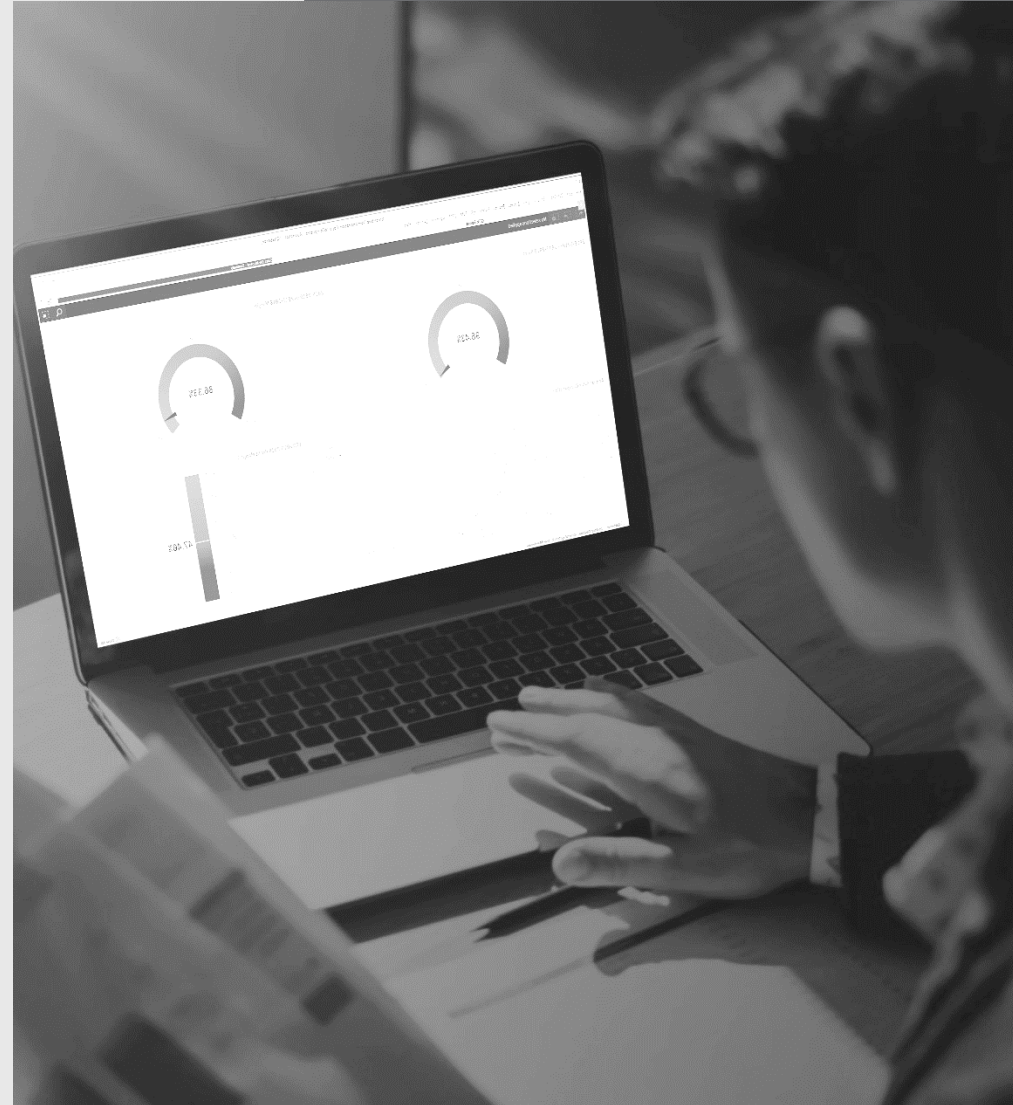
Note: Momentum does not provide Accounting, Bookkeeping or reconciliation services



Driving Value Through Ongoing Support and Partnership

Momentum's dedicated **Customer Success Representative (CSR)** plays a pivotal role in maximising your return on investment from your ERP system. More than just technical support, our CSR serves as a strategic partner focused on helping your business achieve long-term success with your software.

- ✓ **Proactive account management** throughout your customer lifecycle
- ✓ **Scheduling regular customer catch-ups** including business reviews, health checks, post upgrade feature reviews.
- ✓ **Manage feedback** for continuous improvement.
- ✓ **Assist consultants** with the co-ordination of account management activities.
- ✓ **Coordinate impactful customer events** to help you get the most out of your software.
- ✓ **Strengthen third-party add-on partnerships** for tailored solutions.



Momentum's Prepaid Services Plan

MOMENTUM PREPAID SERVICES PLAN					
Approx Consultant Hrs	Hourly Rate		Total	Tick	
	Support	Consultant Developer		One	
20	220	230 240	4,400		
40	210	220 230	8,400		
60	190	200 210	11,400		
80	180	190 200	14,400		
100 +	170	180 190	17,000		

+ customers can choose to purchase > 100 Hrs, there is no cap

Prepaid services purchased is based on the Consultant Rate. Services consumed against the prepayment are at the applicable rate depending on the Consultant and Nature of Work.

Travel to and from the customer's location greater than 30 mins is charged at 50% of the Consultant's Rate.

For customers in South East Qld the origin of travel is Momentum's nearest office (Brendale, Maroochydore).

Usage Reports are provided showing work completed and the remaining value of prepaid services.



Average Prepaid
Hours for General
Wiise Support
in First 12 Months

Built on Microsoft Business Central, Localised for ANZ businesses

- ✓ KPMG Australia owned, separate P&L
- ✓ Microsoft Gold Partner
- ✓ Pure Software-as-a-service vendor (no consulting or implementation)
- ✓ Hand-picked selection of partners with decades of experience



Market Overview



Wiise Features



In-built machine learning and integrated industry benchmarking



Native Microsoft Office and Dynamics 365 connection

wiise

- ✓ Projects, job costing & timesheets
- ✓ Warehousing and landed cost
 - ✓ Manufacturing
 - ✓ Fixed assets
- ✓ Reporting and analytics
- ✓ Inventory and purchasing
- ✓ Sales and service management
- ✓ Multi-company, intercompany and consolidations
- ✓ Advanced finance and accounting



Integrated banking, Australian bank feeds and reconciliation



Integrated Single Touch Payroll



Power BI



Power Automate



PowerApps

Wiise & Momentum Testimonials



"They made a real effort to understand our business; what we want to achieve and why we want to achieve it. We never got a sense that anything was unachievable"



"Momentum has embraced our custom needs and requirements as a unique business. This customization has delivered a solution that has exceeded all our expectations"



"We wanted a system that reduces risk and enhances the compliance program within our business. I could finally see a solution that would enable us to report with confidence at all levels within the business. As soon as I saw the Wiise demo I was impressed"



"The best thing about working with Momentum is their response time and urgency, there is always support available"



"Momentum have done a great job. Throughout, they've been very efficient and we're glad to have had them helping us"



"...there doesn't seem to be any limits in Wiise- we can continue to grow."

Find out more

Looking for more information?

Visit the below websites for more information about Wiise ERP Software, and how it can help take your business to the next level.

<http://www.momentumsoftwaresolutions.com.au/>

<https://momentumsoftwaresolutions.com.au/solution/wiise/>

<https://wiise.com/>



Contact us

- Momentum Software Solutions
- 1300 003 770 | enquiries@momentumss.com.au
- www.momentumsoftwaresolutions.com.au

