

Services Direct

Our Services Direct offering simplifies access to Momentus Services. Get the support you need, when you need it, with both Professional Services and Technical Services teams at your fingertips. This flexible program lets you leverage your annual budget efficiently, focusing on high-impact projects with minimal lead time and hassle.

In Scope

- Identifying, recommending, and delivering remote training opportunities, outside of new implementations, including:
 - Application Administration
 - Venue Sales & Operations
 - Event Management
 - Exhibitions
 - Registration (*Enterprise*)
 - Financials
 - Momentus API and Report Development
 - Staff Onboardings & Refresher Training
- Best practice configuration of Momentus software, outside of new implementations, including:
 - Access Management (i.e., User, Roles, etc.)
 - Items, Rooms, Price Schedules, Instruction Sets, etc. (*Elite*)
 - Resources, Inventory, Price Lists, Spaces, etc. (*Enterprise*)
 - Registration Templates and Online Configurations (*Enterprise*)
 - Exhibition Templates and Online Configurations (*Enterprise*)
 - Online Space Booking (*Enterprise*)
 - Financial Ticketed & Non-Ticketed Settlement (*Elite*)
 - Financial reconciliation and end of period procedures (*Enterprise*)
 - Standard Reporting & Dashboards
- Staff augmentation

Out of Scope

- Implementation and configuration of new licensed Momentus software modules and features
- Onsite fees for Momentus employee travel, accommodations, food and beverage
- Development of new or budget intensive customer-specific integration or reports
- Cloud migrations
- Any work on customer client servers or devices
- Troubleshooting for legacy on-premise environments
- Custom script development, advice or execution that involves the removal of data at a database level
- Maintenance of custom integrations and developments covered by other recurring agreements
- Installation of any software or packages on client servers and devices