MU matchbox UNIVERSITY

Training

Support

Transport

As mortgage companies become more dependent upon Encompass to support their business model, the need to for consistent training continues to grow. Whether you are new to Encompass or a seasoned user, the understanding of how to utilize Encompass comes in the intersection to Training and Support.

Matchbox University Transport program has been developed to help companies get to the next level in understanding and utilizing their Encompass system. To truly get to where your system needs to be, your company need to focus on both system and users – it cannot be just one. We don't just want to help or slightly improve your system we want to transport your company to a better level.

Matchbox University's offering contains dedicated training hours to educate your and support hours to help reinforce how the system is supposed to be used while in production.

DETAILS INCLUDE

Matchbox University Transport program is consultative as well as educational.

Breakdown Includes
- Weekly calls with your system admin or point of contact
- Development time to take action on frequent support items.
- Dedicated support contact as needed for end users
- Weekly Townhall calls for end users to ask questions and provide valued feedback
- Break out sessions for department and users that need more help
- Weekly progress reports on training and support items.
- Direct help for your users when they need it.
- Access to MU's Desk Guide and video library

Transporting Lightspeed
- Fact finding of issues and items needed for development and training.
- MU comes onsite with a developer and trainer to kick the transport into lightspeed.

MATCHBOX UNIVERSITY TRANSPORT

MU matchbox UNIVERSITY

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