



MI Management System Update Process

MI-Assistant provides free updates to the MI Management System for Windows. These updates are released approximately every two to three months. Updates provide new enhancements to the system as well as fixes to existing bugs. It is very important that all agencies process these updates as quickly as possible. In order for MI to provide fast, friendly and accurate service, MI asks that agencies keep the agency management system current by processing the update immediately after the initial email notification or receiving the CD in cases that updates are sent out on CD.

In an effort to keep all agencies on the same version of the MI Management System, MI-Assistant will implement the following release procedure to ensure all agencies have updated within a 30-day time frame.

- MI will perform Beta Testing at agencies that have partnered with MI. These agencies will receive the updates first, then report any issues to MI-Assistant.
- MI will receive distribution approval from Beta Testing Agencies.
- MI will send an initial email notification for the update to all agencies within a two-week period. (In cases of CD releases agencies are expected to process the update within 30 days, no emails will be sent with CD updates)
- MI will email a reminder to all agencies that have not yet run the update two weeks after the initial email.
- After 30 days of the initial email notification, all agencies must be on the current version. If an agency calls MI requesting support assistance, and is not on the current version, agencies will be asked to process the outstanding update before receiving any assistance. If assistance is needed with the update after 30 days, the service fee will be \$90/hour with a \$45 minimum.

To ensure that we provide the best possible products backed by quality service, MI-Assistant will begin this procedure with the version 5.0 release.

Thank you for your cooperation,

MI-Assistant