



# Partnering with Motus

The Road to Becoming a  
BYO Customer

Wondering what it's like to become a BYO customer at Motus? Here's the inside scoop! From the first conversation to customer communications, we will dive into each part of the process, sharing what you can expect when becoming a Motus BYO customer.



# 1

## Understanding Your Business & Goals

Selecting a partner can be overwhelming. Our goal is simple. We want to understand your challenges and your goals before helping you discover how you can achieve them with the right Bring Your Own (BYO) program.

To get the most value out of this process, we recommend bringing all decision makers into each meeting. Typically, we see leaders from IT, finance and human resources join to clearly communicate company goals and limitations.



### You can expect

- **Introduction Meeting**

This is where we get to know each other. We want to understand your business, your current device reimbursement program, company initiatives and what you would like to accomplish with a new program. Frequent goals include creating a policy that:

- Mitigates risk and maintains compliance
- Controls cost and provides visibility
- Benefits your employees for recruiting and retention
- Decreases administration work needed to manage your current program

We can also share how we have worked with others in your industry to solve similar challenges and achieve their goals. With that information, we're best equipped to help you.

- **Showing the Platform**

After gathering the initial information, we will come back to share a demonstration of the product, recommend a BYO policy and inform you of how it will support your business goals. We will cover how the recommended program:

- Compares with your current program
- Can be set up and adjusted to reimburse to specific locations or job roles
- Is incredibly easy for administrators to set up and manage

- **Wrap Up Call**

Here we will iron out any details, answer final questions and complete the final steps in getting you signed with Motus. Once we're all on the same page, we can start to implement your new program.



## FAQ's

- **How does Motus create Bring Your Own rates?**

First, we look at the costs of each element of a BYO program. Then we leverage the Motus Platform. The platform holds millions of geographically-sensitive data points from across the country. Considering these costs specific to location of operation, Motus calculates fair and accurate rates. Given that the costs generally change annually, we update reimbursement rates to reflect this. Need to adjust the program for a group of employees? Not a problem. We can easily increase or decrease the reimbursement for any group of employees to meet your needs.

- **How does Motus handle change management?**

Change management depends on the program the company is looking to offer and the program they're shifting from. Whether a company-provided device program or paying for employees' entire phone bills, companies switching to a BYO program can demonstrate the accuracy of the rate each individual receives. The benefit of only needing one phone and knowing the interface is also a plus. Our team will help you communicate the new program to your employees and make sure your program administrator is set up to manage the platform.

- **How secure is a Bring Your Own program?**

The backbone of a secure BYO program is clear policies, enforced with strong authentication mechanisms. Motus will help your company explore solutions to secure devices. We also encourage companies to remind employees to keep their devices updated, as well as follow cybersecurity best practices.

# Going Through Implementation

We have an in-house implementation team ready to get your company's program running quickly and smoothly. Our implementation team consults with the company contact during the entire process to ensure you understand your program and how to use our platform. They will set up a kickoff call to walk through program goals, the assets you want to include and the type of rate you're looking for.

Following that meeting you'll send employee information for our team to run the rate. We'll schedule a meeting to run through your specific program. Once everything is approved, we'll have a final call right before going live. We'll send employees a welcome email to set up their account and that's that!

During implementation, admins will gain access to our Implementation Resource Library. This library contains templates and educational resources for rolling out and maintaining your new program.



## You can also expect

- **Simplicity**

Maintenance for administrators is minimal. Workload is nothing more than approving employee reimbursements and making sure workers enter their direct deposit information. Admins can onboard or offboard employees at any time from the platform.

- **Communication Strategy & Timeline**

Proven best practices with communications templates to ease change pains.

- **Program Build**

Providing a detailed analysis comparing the previous program and Motus program to ensure we are achieving your goals (cost savings, etc).

- **Policy Creation / Changes**

Guidance into building an internal policy that reflects labor law compliance where applicable. This includes employee eligibility best practices, recommended policies around device and internet reimbursement, etc.

- **Launch Timeline**

For the best employee adoption, we advise on launch date to accommodate communication timeline.

- **Post-Launch Best Practices**

Go-Live Readiness Call & Hyper Care provided to ensure program will be managed effectively.

This includes the New Hire Guide, FAQ's and other educational materials.

# Partnering with Customer Success

Towards the end of implementation, you may qualify to work with a Customer Success Manager (CSM).

Your CSM is your strategic business partner and will proactively keep a pulse on your key program metrics to identify successes and areas of opportunity.

The Motus Customer Success Team has unrivaled expertise – both in tenure and experience supporting customers across all industries. Your CSM will work to ensure you are meeting your business objectives and see program success year after year.

You can expect to meet with your CSM at least once per quarter to discuss metrics, tracking/setting goals and best practices. During your Annual Business Review, your CSM will create a Program Score Card and report-out of ROI to ensure the program is successful and meets your objectives. More frequent meetings can be scheduled if necessary.

In addition to your CSM, you will receive access to the Motus Help Center after implementation. The Help Center houses great resources, FAQs and more to ensure you have the best experience possible.

.....

“ Other partners I work with don't create the comfort level I have with Motus. They are experts and patiently work with us as we educate people about the process. They have great advice on things that they've seen at other companies, but they also can tweak things to adapt more to our company's culture.”



## You can also expect

- **Coaching & Partnership**

Your Customer Success Manager will help you create and maintain your program policy, benchmark your program, be your voice at Motus and train administrators. You will also receive ongoing support for your program to ensure achieved goals, application of best practices and recommendations for program improvements to drive adoption.

- **Quarterly Business Reviews**

Virtual review of KPIs, tracking program performance and review of goals and strategies to make sure your program is running smoothly.

- **Annual Program Review**

A detailed analysis of your program which dives into the ROI of your program, best practices, product recommendations, future goal setting and more.

- **Tenure & Experience**

The Motus Customer Success Team has unrivaled tenure and experience - with team members at up to 35 years of experience supporting successful reimbursement programs. They also specialize in SOP creation, policy maintenance and management and program best practices across all industries and customer sizes.

## Reach Out to Our Member Services Team

If your employees have questions, they can reach out to our Member Services team. They can also access the hundreds of articles in the Help Center created to help. Should they need further assistance with their account or the Motus app, troubleshooting help is available.

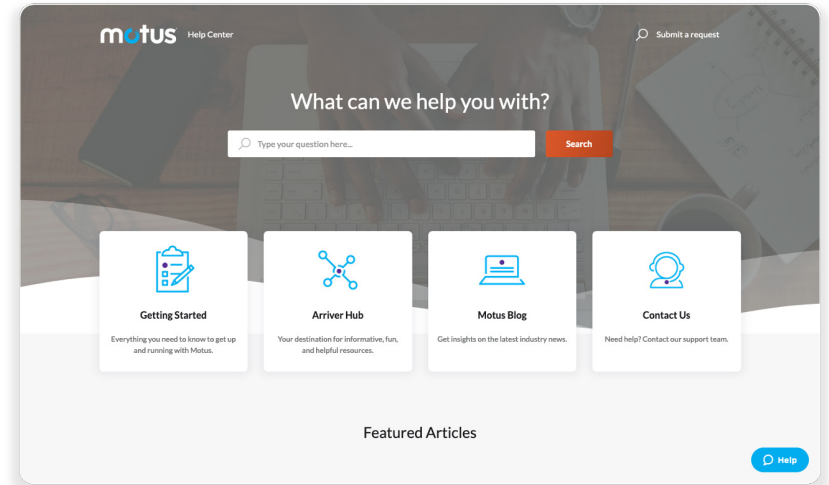
✉ [memberservices@motus.com](mailto:memberservices@motus.com)

☎ **888-801-6714**

For administrators needing assistance, they can reach out to our Customer Care team.

✉ [customercare@motus.com](mailto:customercare@motus.com)

☎ **855-266-3064**



# motus

## Ready to start your customer journey?

[CLICK HERE TO REQUEST A DEMO!](#)

Motus is the definitive expert in mobile workforce solutions. Its platform simplifies the reimbursement and management of vehicle and device costs through personalized calculations. Powered by an unmatched pool of data, refined over more than 80 years, and updated in real time, Motus is the platform of choice for top Fortune 500 companies and organizations committed to workplace agility. Motus automotive data, captured and analyzed across the world's largest retained pool of drivers, also underpins the annual Internal Revenue Service (IRS) business mileage standard, the amount an individual can deduct for business vehicle expenses.

For more information please visit [www.motus.com](http://www.motus.com) or connect with us on [Twitter](#), [Facebook](#), [Instagram](#) or [LinkedIn](#).