

# MET/TEAM® Software Services and Training

## Technical Data

MET/TEAM software is a flexible and powerful application. When considering a MET/TEAM installation, you will need to think about the total cost of ownership, including installation, training, and configuring the application to conform to your business processes. Almost all customers require some level of professional assistance in these areas to get up and running successfully and efficiently as defined by their unique requirements and schedules.

Fluke Calibration offers a range of services and training options to help you maximize your investment and become successful and productive MET/TEAM users:

- On-site assistance and training
- Classroom training
- Data migration from MET/BASE
- Data migration from other databases
- Self-validation
- Other software services



### On-site startup assistance and training

MET/TEAM software experts can provide focused, customized services and training—at your workplace and on your MET/TEAM installation—to help you and your staff become proficient MET/TEAM users. On-site training helps you see how MET/TEAM asset management works for your unique business processes.

#### Two levels of on-site training are available:

**Standard 3-day startup assistance and training.** We'll send a trained MET/TEAM software expert to your work site to perform these services. The goal is to get you started and train you on how to perform the tasks after we're gone.

- Configure application settings
- Customize MET/TEAM field names and work flow to match your business terms and processes
- Train your staff on the basics of using MET/TEAM software
- Show you how to customize the default reports

**Prerequisites:** You have installed MET/TEAM successfully prior to the start of the training.

**Enhanced 4.5-day startup assistance and training.** This service includes installation of the MET/TEAM application by the MET/TEAM software expert, plus the topics covered in the standard 3-day startup assistance and training.

## Classroom training

**MC-205 Calibration Asset Management with Software** is a 5-day course held in Fluke Calibration's Everett, Washington headquarters. Classroom instructors present a comprehensive overview of how to use MET/TEAM Test Equipment and Asset Management Software to develop your asset management system. Attendees learn a systematic approach to collect the information required to manage lab assets routinely, consistently and completely. Attendees work in hands-on sessions with the latest version of MET/TEAM software running on individual computers.

## Web-based training

This web-based course presents an overview of how to use MET/TEAM software to develop your asset management system. You will learn a systematic approach to collect the information you need to manage your lab assets routinely, consistently and completely. Attendees will view a presentation and a few practical hands-on examples of using the latest version of MET/TEAM software.

## MET/TEAM® data migration from a MET/BASE® database

For many years, Fluke Calibration paired its industry leading MET/CAL® *Plus* Calibration Management Software with the MET/BASE database. With the introduction of MET/TEAM Test Equipment Asset Management Software, we began to move toward a new, more flexible and powerful way to manage assets, which also includes a new MET/TEAM database.

The MET/BASE and MET/TEAM databases are quite different. If you are a MET/CAL or MET/TRACK software user who is moving to the new MET/TEAM software platform, you will likely need help to move from one database to another. We can provide that help with this service.

The MET/BASE-to-MET/TEAM database service allows you to move your MET/BASE data into your new database and get up and running smoothly. Here's how it works:

1. You send your MET/BASE database to us, along with a completed data migration questionnaire. This step enables us to analyze the work to be done. It also gives us an opportunity to familiarize ourselves with your database.
2. We migrate your database into MET/TEAM and send it back to you. You can choose whether to include your complete calibration history or just the current active records.
3. You'll have the opportunity to try out your MET/TEAM application, based on a mutually-agreed-upon schedule.

4. We'll help you move customer-defined fields in MET/TRACK into the equivalent MET/TEAM fields and make any other necessary minor adjustments. You need to send a new version of your database so we have all of your current data.
5. We will repeat steps 2 through 4 two additional times if necessary to complete the migration.
6. Fluke Calibration offers additional migration services to cover any specific needs not covered by these steps.

### Prerequisites

- You send your database and a completed data migration questionnaire to us before the migration begins.
- One or more of your team receives MET/TEAM training via videos, web seminar, scheduled Fluke Calibration class or on-site training. Training will help you gain the skills you'll need to evaluate the migrated MET/TEAM database and understand if additional work needs to be done.

## MET/TEAM data import from non-MET/BASE databases

The MET/TEAM database import service lets you get non-MET/BASE data moved into your new MET/TEAM database and get up and running quickly and smoothly. Here's how it works:

1. Fluke Calibration sends you a set of blank data templates.
2. You export data from your existing database into the provided templates.
3. You send your completed data templates to us.
4. We import your completed data templates and send a populated MET/TEAM database back to you.
5. You'll have the opportunity to try out your MET/TEAM application, based on a mutually-agreed-upon schedule.
6. We'll help you deal with data that went into "extended data," to move customer-defined fields into the equivalent MET/TEAM fields and make any other necessary minor adjustments. You need to send a new version of your completed data templates so we have all of your current data.
7. We will repeat steps 2 through 6 two additional times if necessary to complete the migration.
8. Fluke Calibration offers additional migration services to cover any specific needs not covered by these steps.

### Prerequisites

- You send completed data templates to us.
- One or more of your team receives MET/TEAM training via videos, web seminar, scheduled Fluke Calibration class or on-site training. Training will help you gain the skills you'll need to evaluate the migrated MET/TEAM database and understand if additional work needs to be done.

## Other special services

If your needs are extensive and/or complex, Fluke Calibration can provide additional assistance by creating a customized service plan for you. For example, you can arrange to have us customize and configure reports; perform customized database migrations or importing, and perform consulting services. Contact your local Fluke Calibration sales representative or call the Customer Care Center at 877-355-3225 to begin the process of defining the services you require.

## Ordering information

These services are currently available only in the United States.

<b>M/T STARTUP STD</b>	MET/TEAM On-site Startup Assistance and Training (3 days)
<b>M/T STARTUP ENHNCD</b>	MET/TEAM Enhanced On-site Startup Assistance and Training (4.5 days)
<b>TRC 1205</b>	MC-205 Calibration Asset Management with Software (Classroom Training)
<b>MET/BASE-TEAM MIGRATE</b>	MET/BASE-to-MET/TEAM Database Migration Service
<b>MET/TEAM IMPORT</b>	Other Database-to-MET/TEAM Database Import
<b>SWCIT</b>	Other Customer Software Customization, Installation and Training Service
<b>SWCIT-REPORT</b>	Report Configuration Service

**Fluke Calibration.** *Precision, performance, confidence.™*

Electrical	RF	Temperature	Pressure	Flow	Software
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