

Key Personnel and Responsibilities

PowerPhone will assign an Implementation Manager (IM) who will be in touch with you within 10 business days after this agreement is finalized. To streamline communication during the implementation process, your assigned IM will be the sole point of contact during implementation. If you have any questions before you are contacted by your IM, please contact your Account Manager:

Denis Young

Email: dyoung@powerphone.com

Phone: 203-350-0336 ext. 409

The primary point of contact for Total Response implementation at Lowndes County 911 shall be:

Tonya Davis

Email: tdavis@lowndescounty.com

Phone: (229) 245-5246

The primary point of contact at Lowndes County 911 shall be responsible for the following:

- working with the assigned PowerPhone IM on all phases of the project;
- assigning tasks to internal stakeholders at Lowndes County 911 as needed to complete implementation project tasks; and
- coordinating all administrative and financial matters related to the implementation of Total Response at Lowndes County 911.

Post Implementation

Once your Total Response implementation is complete, PowerPhone will continue to support your agency. Your Implementation Manager will schedule a follow-up meeting with your agency to evaluate your use of Total Response and recommend any changes deemed necessary. This follow-up meeting will be scheduled 4 months after completion of End User Training.

After your project is complete, your PowerPhone IM will transition you to your dedicated PowerPhone Customer Success Team that will assist you moving forward. Your Account Team will plan to meet with representatives from your agency twice a year to further assess usage, feedback, training, and other identified needs.