



3M™ Scott™ Safety & Inspection Manager for Emergency Services

Question

What is SIM ES?

Answer

3M™ Safety & Inspection Manager for Emergency Services (SIM ES) is software that empowers command staff to take a proactive approach to managing records and documentation of inspections, training, qualification, service, maintenance, as well as cleaning and decontamination of personnel, equipment and PPE.

Question

What products does the software work with?

Answer

SIM ES can track all 3M Scott equipment. It provides the flexibility to inspect anything in the firehouse such as SCBA, apparatus, turnout gear, and other equipment.

Question

What is my role in selling/promoting SIM ES?

Answer

To educate and inform the customer as well as encourage them to attend a demo or begin a 90-day free trial.

Question

If I have a customer interested in the product, what are my next steps?

Answer

If you have a customer interested in learning more about SIM ES, contact your local 3M Scott sales specialist or 3M Scott inside sales representative to arrange a demo and/or begin the process of registering for the 90-day free trial.

Question

How is training and deployment handled for the product?

Answer

In most cases, training is completed online with a 3M Application Engineer (AE). The AE will contact the customer to schedule the online appointment.

Question

When does the 90-day free trial start?

Answer

The 90-day free trial will begin after the customer has been trained by a 3M Application Engineer.

Question

How does a customer activate their 90-day free trial?

Answer

To activate the 90-day free trial, register on the SIM ES information website at engage.3m.com/SIM-ES. After completion, a 3M Customer Success Representative will contact them with further instructions.

Question

Does the 90-day free trial auto renew?

Answer

The 90-day free trial does not auto renew. Upon completion of the 90-day free trial, the customer will be billed for one year of SIM ES at the package price they chose.

Question

How does a customer cancel their 90-day free trial?

Answer

To request a cancellation of the 90-day free trial, the customer should email sales-connectedsafety@3m.com. The paid subscription begins upon completion of the trial.

Question

How does a customer cancel their subscription?

Answer

A subscription can be cancelled at anytime prior to the next billing cycle. The customer may continue using the software until the end of the subscription period. The subscription period is one year.

To cancel a subscription email:

sales-connectedsafety@3m.com

Question

Who should the customer contact for technical support?

Answer

For technical support, contact 3M Technical Services at (800) 243-4630.