

Brightly SmartGov™

3-Step Implementation

SmartGov™



Step 1

Getting started

Orientation call

- Define roles and responsibilities
- Identify critical business goals
- Map out implementation process with milestones and time frames
- Review and train on how to complete initial data worksheets

Analyze needs and configure data

- Initial data collection begins. During this time, you will have business process analysis calls to answer any questions and understand your workflows. Data collection takes about 2-4 weeks and includes:
 - Departments
 - Users
 - Permit types
 - Documentation and workbooks
 - Received data
 - Configuration and training begin

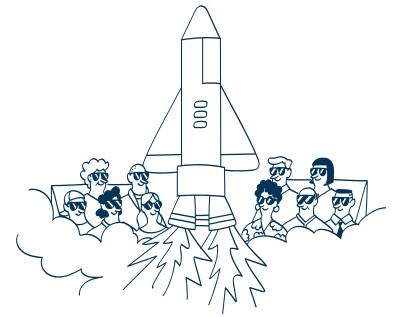


Step 2

Product training

Implementation begins

- Schedule and attend 1:1 consultative sessions
 - Configuration
 - Training
 - Validation
- Review online help content
- Final training post configuration
 - Additional module training
 - Public Portal training
 - Navigation and workflow
 - Role trainings



Step 3

You're live

Congratulations!

- Coaching and support as you and your team learn the system and build your account
- Using your product daily
- Progress continues to be monitored by a client success representative
- Weekly check-in with your consultant for 30 days to ensure a successful launch
- Goals review

Your Implementation and Success Team

Project Manager

Your project coordinator who will work alongside you at a project management level to ensure milestones are met and your overall project is successful

Implementation Specialist

Your remote resource who will provide 1:1 guidance and support to ensure you and your team learn the product and set up your account properly while applying best practices

Legendary Support Team

Your one-call-away helper available to assist you with any question via phone, email or chat Monday through Friday

Client Success Representative

Your representative who partners with you to achieve your goals while driving toward your organization's overall mission

Our Service Pledge to You



Phone calls answered within 3 rings



Support emails answered within 1 hour



97% client satisfaction rate



Always speak to a human



About Brightly

Brightly, the global leader in intelligent asset management solutions, enables organizations to transform the performance of their assets. Brightly's sophisticated cloud-based platform leverages more than 20 years of data to deliver predictive insights that help users through the key phases of the entire asset lifecycle. More than 12,000 clients of every size worldwide depend on Brightly's complete suite of intuitive software – including CMMS, EAM, Strategic Asset Management, IoT Remote Monitoring, Sustainability and Community Engagement. Paired with award-winning training, support and consulting services, Brightly helps light the way to a bright future with smarter assets and sustainable communities. For more information, visit brightlysoftware.com.