Brightly

Brightly **Predictor**

3-Step Implementation

Predictor Enterprise

Step 1

Getting started

Orientation call & planning

- Call scheduled with your project coordinator
- Review goals
- Map out implementation process

Data review/data collection

- Data
- Locations
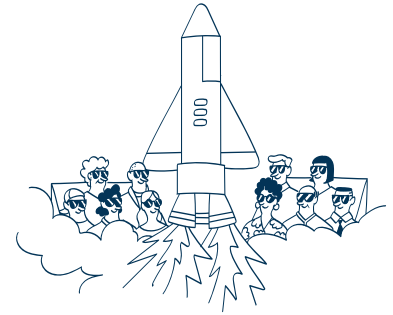- Staff/contractors
- Assets
- Capital Maintenance

Step 2

Product training

Implementation begins

- Account management
- Navigation and workflow
- System configuration and reporting*
- Launch product within your organization

Step 3

You're live

Using your product daily

- **Progress continues to be monitored by a client success representative (see next page)**
- **Additional product feature trainings (if necessary)**
  - Additional module training sessions as needed

*For clients who purchase training packages: Note two of the four packages do not include admin and system training.

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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.