

# TheWorxHub™

## IMPLEMENTATION PROCESS



STEP

01

### PLANNING



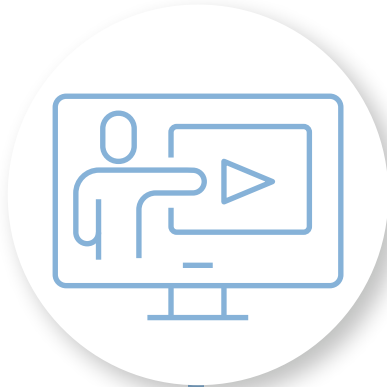
ORIENTATION CALL



INITIAL DATA COLLECTION



SUBMIT DATA/  
DATA REVIEW



STEP

02

### ONBOARDING



BASIC TRAINING BEGINS



LAUNCH PRODUCTS  
WITHIN YOUR FACILITY



ADDITIONAL PRODUCT  
FEATURE TRAININGS  
(IF NECESSARY)



ADDITIONAL DATA  
COLLECTION



STEP

03

### YOU'RE LIVE!



USING YOUR  
PRODUCTS DAILY

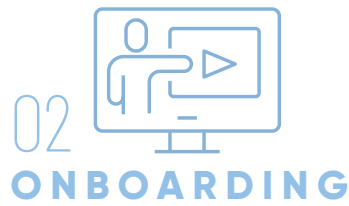


PROGRESS WILL CONTINUE  
TO BE MONITORED BY  
A CLIENT SUCCESS  
REPRESENTATIVE



GOALS REVIEWED

**5-7 WEEKS TO LAUNCH**



### ORIENTATION CALL

- › Scheduled within 1-2 weeks
- › Review goals
- › Map out implementation process with time frames
- › Review and train on how to complete initial data worksheets

### DATA COLLECTION

Initial data collection begins. During this time, you will have data check calls to answer any questions, monitor your progress and keep you on track. Data collection takes about 2-4 weeks and includes:

- › Locations
- › Staff
- › Contractors

### SUBMIT DATA/DATA REVIEW

- › Data received
- › Final data review/site build begins

### BASIC TRAINING BEGINS

- › Interactive group trainings (1:1 consultation call with trainer available)
- › Introduction to products
- › Account management
- › Navigation and workflow
- › Role trainings

### LAUNCH PRODUCTS WITHIN YOUR FACILITY

### ADDITIONAL PRODUCT FEATURE TRAININGS (IF NECESSARY)

- › Preventive maintenance (about 2-4 weeks)
- › Scheduled work orders
- › Additional module training sessions as needed

### ADDITIONAL DATA COLLECTION

- › Assets (about 4-6 weeks)

### CONGRATULATIONS!

You are using your products daily and reaching the goals you set at the beginning of your implementation.

### PROGRESS MONITORED BY CLIENT SUCCESS REPRESENTATIVE

- › Account checks, client check-ins

### GOALS REVIEW

- › We will check in with you to see if you are meeting your goals
- › We'll assist with scheduling any follow-up training or work with you to address any additional needs that you may have

### ASSISTANCE PROVIDED IN THE FORM OF:

- › Interactive group trainings (and additional training for new users) always accessible on help site
- › Training videos
- › Legendary Support Team (phones, emails, live chats from 8 AM - 5 PM ET)

### OUR SERVICE PLEDGE TO YOU:

- › Ongoing training and legendary support
- › You will always speak to a live person
- › Emails will be returned within an hour

## OPTIONAL SERVICES

### ASSET COLLECTION

### ON-SITE PLANNING SERVICES:

- › Training
- › Consulting (Online Usage Enhancement, Annual Alignment Session)

### FACILITY CONDITION ASSESSMENT (FCA)

### PM SCHEDULING/CREATION