

Brightly Asset Essentials™

3-Step Implementation

Asset Essentials™



Step 1

Project kick-off

(Day 1)

Orientation call

- Define roles and responsibilities
- Identify critical business goals
- Review prescriptive implementation plan to map out milestones and timeframes

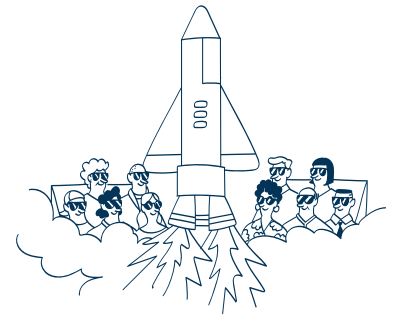


Step 2

Onboarding

Implementation begins

- Configure your account (first 30 days)
- Attend interactive virtual classroom training sessions
- Attend 1:1 sessions with your implementation specialist
- Go-live support (final 30 days)



Step 3

You're live

(Day 60)

Congratulations!

- You are using Asset Essentials and have achieved account enablement
- Review available on-going help resources

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

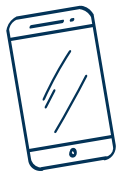
Legendary Support Team

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.