**3-Step Implementation**

**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](http://brightlysoftware.com).