**3-Step Implementation**

**TheWorxHub™**

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**Step 1**

**Getting started**

- 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

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**Step 2**

**Product training**

- 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

- 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)

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**Step 3**

**You’re live**

CONGRATULATIONS!

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

Progress monitored by client 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

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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](http://brightlysoftware.com).