

Brightly TheWorxHub

3-Step Implementation

TheWorxHub™



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



Step 2

Product training

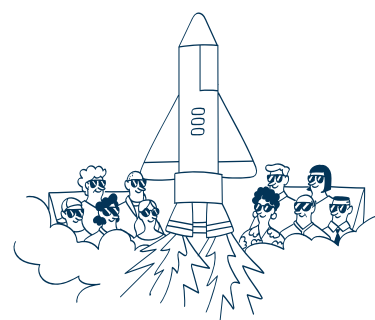
Basic training begins

- 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)



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

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.