

Brightly TheWorxHub™

3-Step Implementation

TheWorxHub™



Step 1

Get started

Kick-off call

- Review goals
- Map out implementation process with time frames
- Review how to complete initial data worksheets

Data collection

You will engage with Brightly's Learning Management System (LMS) to learn how to properly fill out and complete the data collection sheets.

You will then have data check calls to answer any questions and monitor your progress – all to keep you on track!

Data collection includes:

- Locations
- Staff
- Contractors
- Assets

Data submission

- Final data sheets are received and submitted
- Brightly Implementation team imports sheets



Step 2

You're almost there

Online learning journey

Brightly provides a learning platform and courses, tailored to your needs. These include:

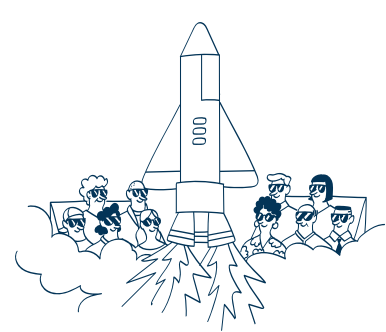
- Foundational learning
- Work order management
- Preventive maintenance
- Additional modules training, if needed

Personalized 1:1 consultation

- Follow-up training sessions to drive usage, build expertise, and ensure adoption

Additional support training

- Includes tailored account management, role trainings, and navigation and workflows, to ensure your account is fully configured



Step 3

Implementation complete!

Ongoing resources are available throughout your partnership, including:

Brightly Companion

- Personalized, interactive learning experience within the product

Professional Services

- Get industry-leading expertise when you need it most

Brightly Academy

- Self-paced, curated learning for key administrators, available 24/7

Legendary Support Team

- Personalized, interactive learning experience within the product

Brightly Community

- Central hub to our knowledge base, help site, and Brightly Academy

Your Implementation and Success Team



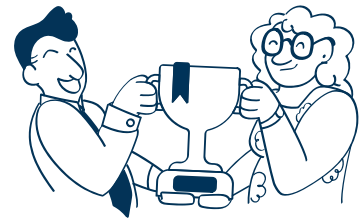
Project Manager

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

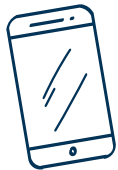
Your remote resource who will provide 1:1 guidance and support to ensure you and your team learn the product and set up your account properly while applying best practices



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, a Siemens company, is 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