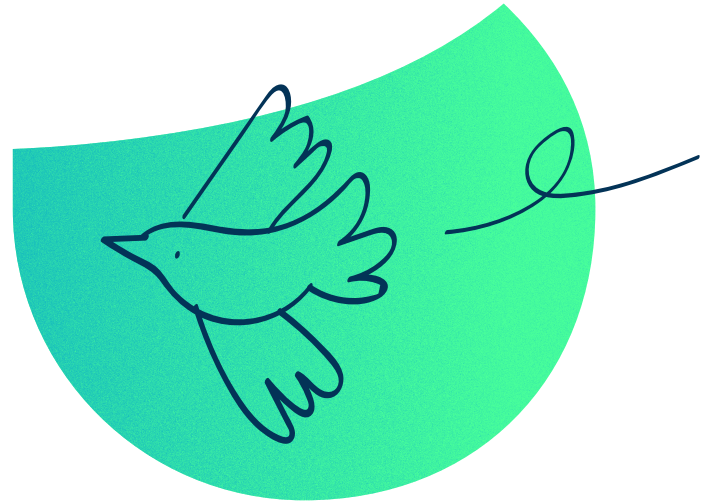


Migrating to Asset Essentials FAQs

Switching your operations platform can seem like a major undertaking. We understand and want to provide some helpful information to better guide your decision to switch to Asset Essentials.



Will there be interruptions in my current operations?

No, we have created a seamless self-guided migration path that allows you to continue operations on your old platform while your team learns the new platform with all your current data.

How much longer will you be supporting my current software? Are you forcing me to move?

We currently have no plan to discontinue support for classic solutions. At this point, switching to Asset Essentials is completely voluntary.

How long will you keep my classic maintenance solution on for me?

With the outlined migration process, you should be able to begin using Asset Essentials within 30 days of signing your contract. Your current platform will remain active during this time with an additional 30 days of access for administrators only.

What if I want to clean up some of my account data before we move to Asset Essentials?

One of the benefits of migrating is that the new Asset Essentials platform allows you to edit/delete existing data such as work orders. Workflow data, such as status, cannot be deleted. You can edit your data once it's moved over from your classic maintenance solution, or you can select the 'enhance data' migration option, and one of our consultants will make changes to meet your goals.

What happens to my workflow processes that are set up in my current solution?

We move 100% of your current data. This includes configurations so your operations can remain consistent without the need for reconfiguration.



What amount of change management is going to be needed?

Switching platforms requires training and communication across your organization. We have created a seamless migration path with all the resources you'll need to train and communicate with your teams about the new platform.

Are there differences in work flows or processes I need to know about?

Asset Essentials is not just an upgrade from your current platform. There are differences between the two such as reporting, UI and the message center. We have designed Asset Essentials around best practices to help you be more efficient as well as including new features. Some reports that were available in your current product may be different, but you'll still be able to see the same data.

I need to change my current system setup. Can I make changes when moving to the new system?

To make custom changes in Asset Essentials, you will need to purchase the Asset Essentials Core Plus product. This comes with services that allow you to request custom fields. Please note, these services will not be rendered until you have completely moved over to Asset Essentials.

We rely heavily on reports – especially Saved Actions. Will those be the same in the new system?

No, the reports available in Asset Essentials are different from what you may be using today. Asset Essentials is packed with reports so you'll be able to extract the same information, but it may look different than what you're used to.

We utilize Dude Intelligence; will we have access to that data in the new solution?

You won't have access to the traditional dashboards that you use today but you will have access to the new data analytics dashboard that provides similar operational data.

Does Asset Essentials have a message center feature?

Currently, Asset Essentials does not have a message center component.

How long before I see value from the new solution?

With our shortened self-guided migration timeline, you'll be able to start using Asset Essentials and realizing value in as little as 30 days.



What type of training resources are available?

Asset Essentials comes with a ton of training resources to get your team trained quickly. These include in-product guides, Help Site documentation and training videos to walk you through every step of the application. We also include self-paced eLearning courses available on our learning management system.

Will we need to update all usernames to email addresses?

Yes, if you're not currently using email addresses as the identifier for your users you will need to update the usernames to their respective email addresses. Your onboarding checklist will walk you through the process of the user audit and make sure roles and permissions are set up correctly.

What are my implementation options for going to the new solution?

For this program, we have created a completely free self-guided migration path that guides you through every step of your migration journey. If you absolutely need one-to-one guidance from our experts and still want to move to Asset Essentials, please reach out to our sales team and we can provide dedicated implementation for a fee.

Will I lose years of valuable data if I switch systems?

No, Asset Essentials comes preloaded with 100% of your current data in a training environment while you and your team get up to speed. Once you're ready to fully switch, we will resync your data into your production environment so all your work orders and updates will be the most recent from your old system.

What is the benefit of switching to the new system?

Asset Essentials is a more robust platform that is designed to grow with your organization as you become more efficient. Some of the major advantages include:

- Get reactive, proactive and mobile maintenance in one platform.
- Streamline workflows with more advanced routing and customization.
- A modern user interface that simplifies training and everyday use.
- Continuous development to meet your needs now and in the future.



What is the pricing of the new system, and when can I expect ROI?

Asset Essentials pricing varies dependent on the size of your organization. Call us today at 866.455.3833 to get a personalized quote today.

Will I get all my work order history?

Yes, all work order history will be available in Asset Essentials, so you don't have to worry about missing data.

Will the new solution offer all the same functionality that we have in the current solution?

Asset Essentials is an entirely new platform. Although it performs a lot of the same functionality such as work orders, PM schedules and asset management, a lot of things are designed differently to help you become more efficient while providing even more functionality.

About Brightly Software

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.