



Cohesive

AssetWise ALIM

Cloud Support - Services Definition

G Cloud 14

Lot 3

INTRODUCTION

Driven by your challenges, we work closely with our clients to provide the right digital transformation to meet their precise needs.

We empower your digital transformations and deliver the impact and capabilities you need while maximizing asset performance, increasing returns, and delivering exceptional customer service.

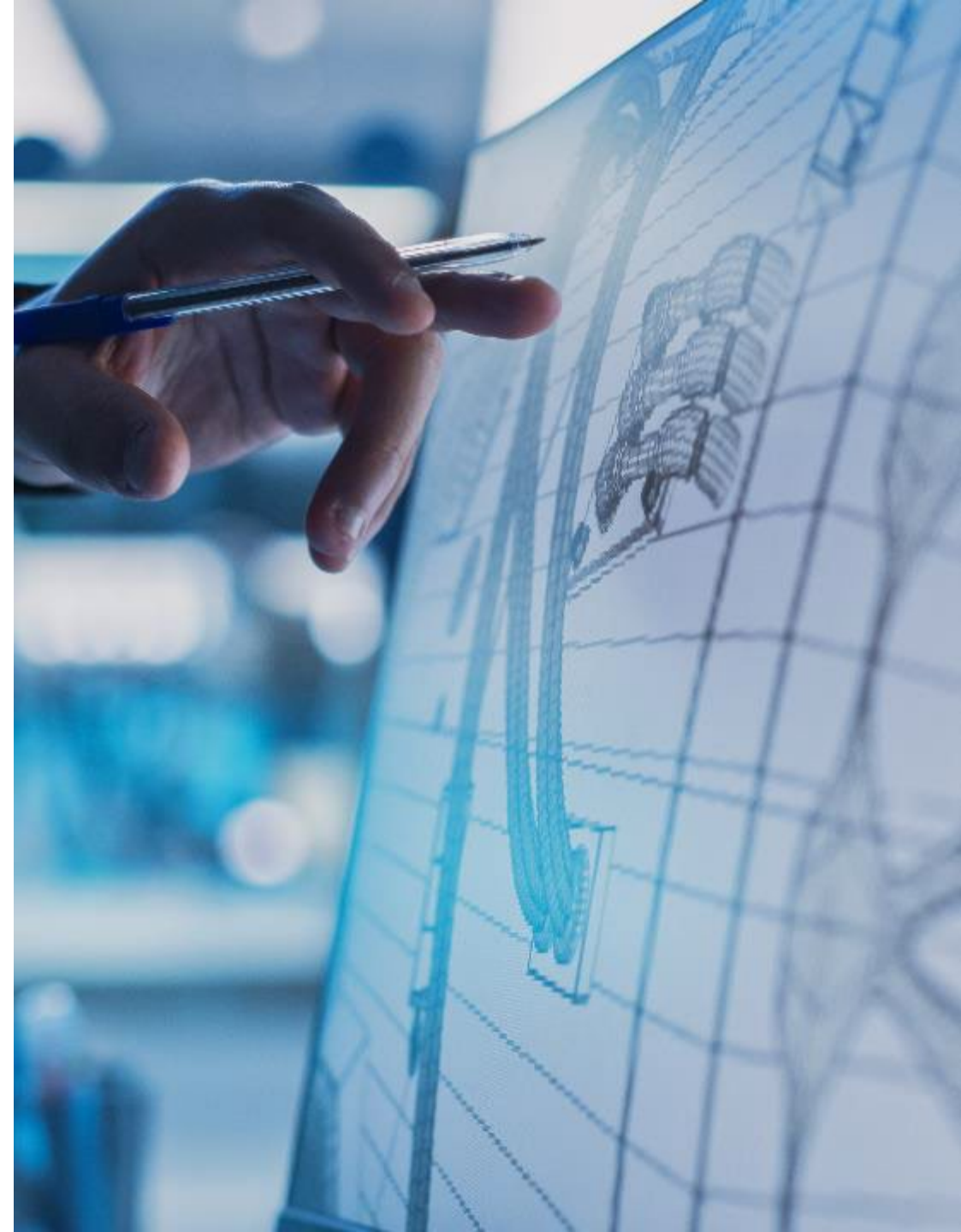
We help you navigate increasing industry and stakeholder demands by leveraging data and digital solutions, integrating systems, and optimising asset lifecycle management. Our customer-centric culture, partnership approach, tailored solutions, and continuous learning, empower clients' digital transformations. In short, we help you remain competitive and sustainable in a rapidly evolving environment.

At Cohesive, we prioritise you, your journey, and your experience. We design with you in mind. We optimise your assets and foster collaborations with a clear line of sight to your business objectives and the challenges that keep you awake at night.

We understand the core challenges facing our industry - including economic performance, carbon reduction, aging assets, operational reliability, and optimizing availability - and we are there to co-build solutions that operate and function as you want.

As a systems integrator, we deliver digital solutions to minimise risks, and create sustainable value, within your business and ecosystem.

Together, we can shape a thriving future for businesses, communities and the world.



EXECUTIVE SUMMARY

AssetWise Asset Lifecycle Information Management (ALIM) is a modular suite of software services that supports the business processes required to manage the assets that drive the business.

AssetWise ALIM provides capabilities for information integrity management, change management, and configuration management underpinned by Bentley's Connected Data Environment (CDE). AssetWise advances the performance of infrastructure assets throughout their operable life by enabling informed decision-making through best practice processes for major and minor changes and improvements, as well as during daily operations. AssetWise utilises the digital engineering model to provide visibility of what "is" as well as what is "intended". This enables organisations to plan intelligently, model alternative options, and make informed decisions for optimal operational and asset performance, improving TOTEX - total lifecycle cost encompassing both capital expenditures (CAPEX) and Operations expenditures (OPEX) - and extending the operational life of an asset.

AssetWise is used to capture and manage information throughout the asset lifecycle. Before and during design, AssetWise manages and controls functional definitions and requirements that define the expected behaviour, maintenance, repair, and performance of planned assets.

AssetWise Enterprise Interoperability connects 3rd party systems to provide a federated view of both Bentley and non-Bentley enterprise data in the CDE. AssetWise extends the information captured in planning and design with operational and maintenance information necessary to manage reliability and drive the performance of assets.

AssetWise ALIM capabilities improve overall accessibility, quality, and integrity of information, integrating best practices of change and configuration management and improving safety and compliance with regulations. Managing changes over the asset lifecycle is critical to operational success and ensuring that we know what and where assets are, and mitigating risks associated with the proposed changes.

Manage Asset Registry and Tags

<<USER>> can manage, track, and maintain assets, equipment, structures, systems, and components for ongoing operations. Additionally, <<USER>> can manage assets and their configurations including product and item baselines, snapshots, and serialised items, as well as change management of tags and physical items.

Control and Manage Documents

Integrated document control capabilities that encompass document management, change management, document retention, and distribution. AssetWise ALIM effectively, efficiently, and accurately captures, manages, controls, retrieves, distributes, and archives all types of infrastructure asset information across a facility or network.

Manage Records

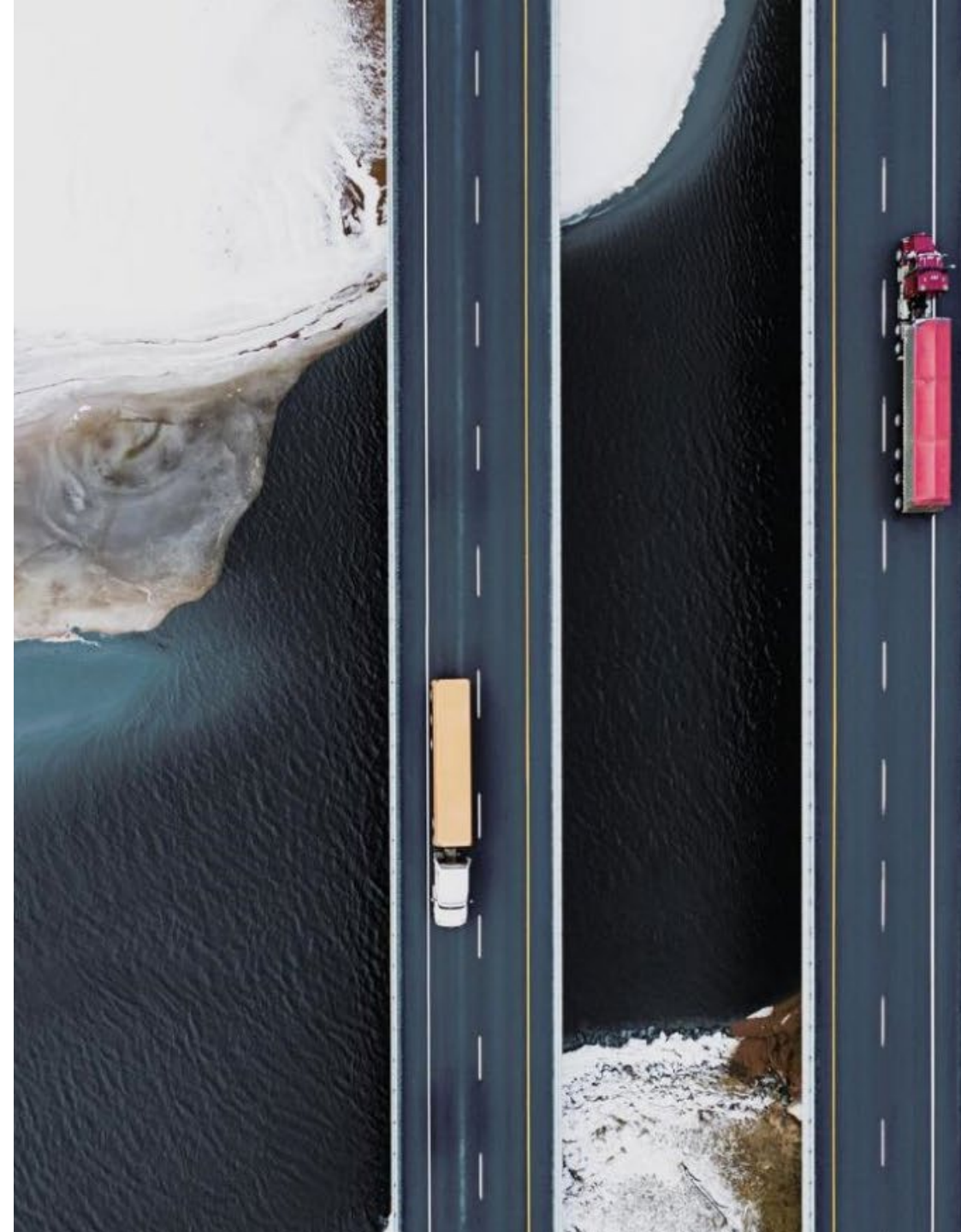
<<USER>> can comply with corporate record-keeping policies to meet regulatory compliance and reduce the risks associated with audits and litigation. AssetWise ALIM provides evidence for transactions, compliance audits, legal discovery, and manage records and associated information across the lifecycle with advanced file plan and disposition functionality.

Manage Asset Configurations

The certified configuration management functionality ensures that asset structures and related information conform to requirements and physical configurations through a closed-loop process. The user can identify and retain the context of information and its projects, processes, equipment, organisations, and users, while effectively managing its integrity throughout the lifecycle of change.

Manage Asset and Document Changes

<<USER>> can identify the impact of change with powerful features that track inter-related asset information across the lifecycle. Furthermore, the user can monitor the progress of change requests and trace change history with reporting that supports regulatory and requirement compliance.



1. IMPLEMENTATION AND CONFIGURATION SERVICES SCOPE

To maximise the value and capabilities of the proposed AssetWise ALIM solution, Bentley recommends that <<USER>> utilise Bentley's implementation services expertise. The AssetWise ALIM system will be configured as defined in Lot 2 - Cloud Software Services Description. This configuration has been designed to enable <<USER>> to apply the AssetWise ALIM solution quickly and easily, drawing on Bentley's extensive experience to deliver ALIM solutions to their users within their enterprise.

Should <<USER>> require further assistance from Bentley, a separate services proposal with a specific scope of work, subject to additional costs may be required.

1.1 Project Virtual Kick-Off Meeting

The Kick-off Meeting is the first meeting for the project team from <<USER>> and Bentley. This meeting will follow the definition of the objectives and goals for the project and other project planning activities. This meeting introduces the members of the project team and provides the opportunity to discuss the roles of team members.

The objectives of the call will be to:

- Align the project vision statement
- Introduce the project team, contact persons, and define key stakeholders
- Review project requirements, goals and objectives, and software installation
- Confirm system architecture and the status of the required hardware
- Confirm availability of <<USER>>'s resources that will be required for the deployment (IT, network administration, project manager, project owner, and others)

Agree upon the project schedule, deadlines, and milestones

For these activities, Bentley assumes that:

- This kick-off will be hosted by Bentley via a virtual conference
- <<USER>> coordinates internally the involved parties and stakeholders to attend the virtual kick-off.

For these activities, Bentley assumes that the following persons and roles are involved.

- <<USER>>'s executive sponsor and/or Steering Committee
- <<USER>>'s project manager
- <<USER>>'s business representative(s)
- <<USER>>'s IT representative(s)
- <<USER>>'s AssetWise ALIM administrator
- Bentley's project manager
- Bentley's cloud engineer (optional)
- Bentley's consultant(s)

Deliverables of this phase

- PD-02: Project Execution Plan (PEP)
- PD-11: Project Kick-off Meeting Minutes

1.2 Project Management

During the entire project lifecycle Bentley assigns a responsible project manager as a single point of contact for <<USER>>'s assigned project manager. The Bentley project manager takes care of the project approach and logistics, project deliverables from Bentley, deployment team supervision, team communications, schedule, and budget etc.

The following subjects will be discussed during the project review meetings:

- Project initiation, planning, execution, and monitoring
- Creation and tracking of a project plan
- Project status and progress monitoring
- Following up on and coordination of services and agreed results
- Communication of project teams
- Reporting of delivered services and invoices
- Review of risks and issues
- Project sign-off

To save travel cost and expenses the project management activities will be completed off-site unless otherwise requested by <<USER>>. The project status meetings are conducted off-site via telephone conference and remote connections if not otherwise requested by <<USER>> before signing this proposal.

For project status meetings and calls, Bentley will assume that the following persons and roles are involved.

- <<USER>>'s executive sponsor (optional)
- <<USER>>'s project manager
- <<USER>>'s business representative(s)
- <<USER>>'s IT representative(s)

- Bentley's project manager
- Bentley's cloud engineer (optional)
- Bentley's consultant(s)
- Bentley's trainer(s) (optional)

The attendees may vary depending on the topic of the meeting and project phase.

Deliverables during the project execution phase

- PD-01 Project Plan - Project Gantt Chart (Initial version for review and sign off from <<USER>>)
- PD-02 Project Execution Plan (PEP) - (final version after requirements and configuration workshops phase for review and sign off from <<USER>>)
- PD-10 Project Status Reports
- PD-11 Meeting Agendas and Minutes

1.3 AssetWise ALIM Cloud Provisioning

<<USER>> intends to use the advantage of Bentley Managed Services, which provide a complete Bentley hosted AssetWise ALIM environment. Therefore, a local installed server environment is not required. The final solution architecture will be agreed during the workshop phase.

The following AssetWise ALIM components are required to provide the requested functionality:

- AssetWise ALIM Information Integrity Server
- AssetWise ALIM Web

Bentley Cloud Services Security certifications are described at:

- <https://www.bentley.com/en/trust-center>
- <https://cloudsecurityalliance.org/star-registrant/bentley-cloud-services/>

For these activities, Bentley assumes that the following persons and roles are involved:

- Bentley's cloud engineer
- Bentley's consultant

Deliverables of this phase:

- PD-04 Server Provisioning Report - a report of the enabled AssetWise Server modules, including instructions on how to connect to the Bentley hosted AssetWise environment

1.4 Requirements and configuration workshop

The implementation of AssetWise ALIM for <<USER>> will be based on the AssetWise ALIM Primer configuration.

Requirements being included in the template are listed in Appendix-1 'AssetWise ALIM Primer Configuration' of this document. In the Requirements and configuration workshop, Bentley will present the AssetWise ALIM primer configuration and agree with <<USER>> on configuration changes, required to finish the AssetWise ALIM configuration.

Once Bentley and <<USER>> have agreed on the required configuration topics, Bentley will perform the workshop in which the following topics will be covered:

- Review pre-configured document classes and templates
- Review pre-configured package structure
- Collect AssetWise ALIM tags
- Collect AssetWise ALIM locations
- Collect AssetWise ALIM organisations
- Collect AssetWise ALIM projects
- Collect AssetWise ALIM document distribution
- Collect AssetWise ALIM relationships
- Collect AssetWise ALIM workflows
- Collect AssetWise ALIM skills and roles

1.4 Requirements and configuration workshop

For this task, Bentley assumes that:

- <<USER>> coordinates internally the involved parties to attend on the workshops.
- <<USER>> ensures that all relevant stakeholders and representatives from the affected departments attend the workshop to gather information, discuss the objectives and get decisions in terms of the discussed topics in relation to the proposed project.
- The workshop(s) will be conducted remotely.
- The provided AssetWise ALIM solution will be based on the AssetWise ALIM Primer configuration.

For these activities, Bentley assumes that the following persons and roles are involved

- <<USER>'s project manager
- <<USER>'s business representative(s)
- <<USER>'s system administrator(s) (current or future responsible person for the application)
- Bentley's consultant(s)

For this task, Bentley assumes that:

- <<USER>> coordinates internally the involved parties to attend on the workshops.
- <<USER>> ensures that all relevant stakeholders and representatives from the affected departments attend the workshop to gather information, discuss the objectives and get decisions in terms of the discussed topics in relation to the proposed project.
- The workshop(s) will be conducted remotely.
- The provided AssetWise ALIM solution will be based on the AssetWise ALIM Primer configuration.

For these activities, Bentley assumes that the following persons and roles are involved

- <<USER>'s project manager
- <<USER>'s business representative(s)
- <<USER>'s system administrator(s) (current or future responsible person for the application)
- Bentley's consultant(s)

Deliverables during this phase

- PD-03 - Solution Definition Document (SDD), a PDF document which details the outcome of the solution design phase. It will cover the requirements and future configuration

1.5 AssetWise ALIM Test Client Installation

AssetWise ALIM is providing a web frontend not requiring a client installation for most users, but AssetWise ALIM Administrators and some key users will require a client installation. Bentley will perform a manual installation on up to 3 test client PCs, possibly remotely, to install the following listed client software. Bentley recommends that an IT administrator from <<USER>> supports this activity to enable <<USER>> to perform additional installations. Bentley will also provide installation instructions how to install the client applications to repeat the installation process.

- AssetWise ALIM Director
- AssetWise ALIM Import/Export Tool

For this task, Bentley assumes that:

- <<USER>> will be responsible for additional installations of the client software; however, Bentley will provide over-the-shoulder training during the installation of the client software as listed above
- The creation of scripts for automating software installation is outside the scope
- The Bentley consultant needs administrative rights to install the applications

For these activities, Bentley assumes that the following persons and roles are involved.

- <<USER>>'s IT Representative(s)
- <<USER>>'s AssetWise Administrator (Current or future responsible person for the application)
- Bentley's Consultant(s)
- Deliverables of this phase
- PD-05 - AssetWise ALIM Director Client Installation Instructions

1.6 AssetWise ALIM Configuration

AssetWise ALIM will be configured according to the AssetWise ALIM Primer configuration as a baseline and in accordance with "PD-03 - Solution Definition Document (SDD)". These activities will be conducted remotely unless otherwise agreed. Appropriate <<USER>>'s personnel must be reasonably available to work with the Bentley consultants and Managed Services experts during the normal working hours throughout the configuration phase.

For the configuration of the AssetWise ALIM data source Bentley will provide or accomplish the following:

- Data Source Management: Set up of one data source with one file repository
- Document and tags attributes and classes: Based on the configuration definitions agreed on in "PD-03 - Solution Definition Document (SDD)"

- Locations, Organisations, Projects: Will be configured based on definitions agreed to in "D-02: Solution Definition Document (SDD)"
- Virtual Group Structure: Based on the configuration definitions agreed on in "PD-03 - Solution Definition Document (SDD)", no changes to the default Virtual Group Structure configuration of the AssetWise ALIM Primer configuration will be made
- Audit Trail: Already configured in the baseline environment. Additional reports can be added at a later stage as part of a Success Plan
- User and Group Management: Basic roles and Grade A permissions are already defined in the baseline configuration. Up to 10 users and three additional roles including Grade A and B permissions are included. Further roles and users can be added by <<USER>> after the AssetWise ALIM Director Administrator training
- Security: Basic security is already configured in the baseline environment. Further security settings can be applied by <<USER>> after the AssetWise ALIM Director Administrator training
- Workflows Two sample workflows are already pre-configured in the AssetWise ALIM Primer configuration. Further workflows can be added by <<USER>> after the AssetWise ALIM Director Administrator training.
- Information package configuration to model MIDPs and TIDPs is already included in the AssetWise ALIM Primer configuration. Additional processes or additional automation can be added later but are considered being outside of this project.

For these tasks, Bentley assumes that:

Before starting the configuration of the AssetWise ALIM environment, <<USER>> needs to have accepted and approved the Solution Definition Document

- The setup of connectors to systems is out of scope

For these activities, Bentley assumes that the following persons and roles are involved.

- <<USER>> 's business representative(s)
- <<USER>> 's system administrator
- Bentley's consultant(s)

Deliverables of this phase

- Finalised configuration: Bentley will inform <<USER>> during a project status meeting when the initial configuration of the solution has been accomplished



1.7 Software Training and Coaching

<<USER>> should train several users during the implementation phase and in the future on the implemented AssetWise ALIM solution. Bentley will perform the following listed training and coaching sessions to enable <<USER>>'s users to follow best practices in terms of AssetWise ALIM processes and standards. Therefore, Bentley suggests a "train the trainer" approach through which Bentley will train <<USER>>'s administrators and key-users who will in turn train the end users.

Bentley recommends that <<USER>> to assign key-users who are experts in terms of your business processes and standards who can provide background information's during the training and coaching sessions. The Bentley instructor can teach from the technical application perspective and information we have received during the workshop and implementation phase, but we also recommend that <<USER>> assigns a representative who attends the sessions and acts as a co-trainer to provide information, guidance and can answer questions in the business context.

The following training sessions are included to support the suggested "train the trainer" approach with this proposal. If you would like to schedule additional training, please contact your account manager or the assigned project manager.

1.8 Training Courses Details

AssetWise Director training

This course presents an overview of the AssetWise ALIM Director client application. It is for administrators who need to have an overview of the AssetWise ALIM configuration and need to know how to amend the configuration of the environment.

Table 1 AssetWise ALIM Director Training

AssetWise ALIM Director training	
Skills Taught	After completing this course, <<USER>>'s personnel will be able to: <ul style="list-style-type: none">- Change and add classes- Change and add templates- Creating relationships- Create Users and User Groups- Add users and security settings- Defining workflows- Work with virtual breakdown structures
Course Prerequisites	AssetWise ALIM user
Course Material Language	English
Training Material	Supporting presentation Material
Recommended attendees	Up to four (4) attendees per group
Duration	Two (2) days per group

AssetWise ALIM User Training

This course is for individuals who need to manage documents throughout a project cycle and work in the AssetWise ALIM environment. It presents techniques for working in the integrated environment and methods for searching for documents. Live training courses are very interactive. Trainees will continually engage with the instructor to ensure a successful learning outcome that includes a course assessment.

Table 2 AssetWise ALIM User Training

AssetWise ALIM User training	
Skills Taught	After completing this course, <<USER>>'s personnel will be able to: <ul style="list-style-type: none">• Learn how to log on and log off AssetWise ALIM• Understand introductory material related to the user interface• Search for and navigate to objects of interest• Check out and check in files• Create object relationships• Understand object approval and the change process• Create and use virtual items
Course Prerequisites	None
Course Material Language	English
Training Material	Supporting presentation material
Recommended attendees	Up to eight (8) attendees per group
Duration	Two groups, half a day per group

AssetWise ALIM Information Management Processes training

The AssetWise ALIM Primer configuration enables workflow and an object relationship model within AssetWise ALIM to simplify the creation and management of information management packages.

This training session will explain the object model, attribute requirements, relationships information items, and instruct users on how they are created, maintained, and submitted.

AssetWise ALIM User training	
Skills Taught	After completing this course, <<USER>>'s staff will be able to: <ul style="list-style-type: none">• Create Documents• Understand synchronization with ProjectWise• Create and manage information packages
Course Prerequisites	AssetWise ALIM User training
Course Material Language	English
Training Material	Supporting presentation material
Recommended attendees	Up to eight (8) attendees per group
Duration	Two (2) days per group

For these tasks, Bentley assumes that:

- Bentley will provide the training material in an electronic form.
- The training and coaching sessions will be held remotely.
- <<USER>> assigns an instructor/trainer who has sufficient business knowledge from <<USER>> to lead the training session together with the Bentley trainer.
- The Bentley trainer will support this course in terms of the AssetWise ALIM standard functionality and specific configured solution from <<USER>>.

For these activities, Bentley assumes that the following persons and roles are involved.

- <<USER>'s project manager
- <<USER>'s business representative(s) – key users for the “train the trainer” session(s) and UAT preparation
- <<USER>'s business representative(s) – Document controller for the “train the trainer” session(s) and UAT preparation
- <<USER>'s IT representative(s)
- <<USER>'s system administrator
- Bentley's project manager
- Bentley's trainer(s)

Deliverables of this phase

- PD-06 - Training Course Materials as described above for the different types of training

1.9 User Acceptance Test Support

- After the initial implementation is finalised and administrators and users are trained, the test period from <<USER>> will start.
- During this timeframe <<USER>> is responsible for completing user acceptance activities and determining if the delivered solution meets the agreed system requirements defined in PD-03 - Solution Definition Document (SDD).
- During this phase, additional configurations may be required. The consultant will adjust the configuration remotely.

Duration of the test phase: 4 weeks

- Bentley's support effort of the test phase: up to 40 hours

For this project phase, Bentley will

- Provide remote support during the test phase
- A maximum of two UAT test cycles are included
- Perform adjustments to the configuration according to the confirmed and prioritised issue list

For these tasks, Bentley assumes that:

- <<USER>> will perform the application and functional test
- <<USER>> will be responsible to create and maintain an issues list and test report
- Bentley will provide test support remotely up to the estimated number of hours
- The UAT is carried out against D-02: Solution Definition Document (SDD) only

For these activities, Bentley assumes that the following persons and roles are involved.

- <<USER>>'s project manager
- <<USER>>'s business representative(s) – Assigned key user(s) for the UAT session(s)
- <<USER>>'s business representative(s) – Assigned document controller for the UAT session(s)
- <<USER>>'s AssetWise ALIM system administrator
- Bentley's project manager
- Bentley's consultant(s)

Deliverables of this phase

- No physical deliverables planned for this phase from Bentley
- PD-07: <<USER>> 's Test Scripts
- PD-09: <<USER>> 's Test Reports
- PD-12: <<USER>> sign-off on the functional acceptance form for the solution provided by Bentley

1.10 Production Go-Live and Operational Hand-Over

Once <<USER>> has agreed that the appropriate capabilities and configurations as defined in PD-03 - Solution Definition Document (SDD) are working, Bentley will coordinate the go-live schedule with <<USER>>. Use of the system for production will constitute acceptance and readiness for operational hand-over.

For this project phase Bentley will

Support <<USER>>'s key-users and administrators during the go-live phase

For these activities, Bentley assumes that following persons and roles are involved:

- <<USER>>'s project manager
- <<USER>>'s business representative(s) – Key users
- <<USER>>'s business representative(s) – Document controller
- <<USER>>'s system administrator
- Bentley's project manager
- Bentley's consultant(s)

Deliverables of this phase

- PD-12 Deliverable Acceptance Form to <<USER>> for review and sign-off

1.11 Operational Hand-Over

After a successful production go-live, the Bentley project manager will coordinate an operational hand-over call to transition to the operation and support phase. This call will be attended by the <<USER>>'s representatives as well as the Bentley Project Manager and Managed Services Consultant (Bentley's cloud engineer).

For this project phase Bentley will:

- Support the <<USER>> key-users and administrators during the Go-live phase

For these activities, Bentley assumes that:

- IT is available to provide support
- IT right ports are open
- System access from outside if considered in the requirements of the project

Remote connection for Bentley is available for the post deployment support.

For these activities, Bentley assumes that following persons and roles are involved

- <<USER>> 's Project Manager
- <<USER>>'s Business Representative(s) - Key Users
- <<USER>>'s Business Representative(s) - Document Controller
- <<USER>>'s ProjectWise Administrator
- <<USER>>'s AssetWise ALIM Administrator
- Bentley's Project Manager
- Bentley's Consultant(s)

Deliverables of this phase

- PD-09: Instructions for Support Request

1.12 Post deployment support

Bentley's AssetWise ALIM consultants will spend up to the estimated number of days with the use of AssetWise ALIM helping them with issues and questions. The time will be spent answering questions, confirming user training topics, and helping <<USER>> personnel using AssetWise ALIM. Additional offsite consulting services are available at an hourly rate and can be proposed separately if requested.

Post Deployment Support phase: duration of 4 weeks

Bentley's support effort of the test phase: up to 40 hours

For this project phase, Bentley will:

- Support your key-project team answering questions, discuss issues and provide guidance
- Follow up on open questions
- Review reported issues and providing support to fix those together with <<USER>> representatives

For these tasks, Bentley assumes that:

- <<USER>> must setup and maintain a remote connection to ensure that the Bentley consultants have access to the <<USER>> clients if required.
- The project post deployment support will be conducted remotely.
- Bentley will provide support up to the estimated number of hours during this period. <<USER>> can request additional support from Bentley via a change request or an additional services proposal.



For these activities, Bentley assumes that the following persons and roles are involved.

- <<USER>>'s Business Representative(s) - Key User(s)
- <<USER>>'s Business Representative(s) - Document Controller(s)
- <<USER>>'s AssetWise ALIM Administrator
- Bentley's Consultant(s)

Deliverables of this phase

No physical deliverables planned for this phase from Bentley

1.13 Project Close Out

During a project close-out meeting with <<USER>>, the final project review and acceptance of the project will be performed. Bentley analyses the project retrospectively to create a final report.

For this project phase, Bentley will

- Prepare the project close out meeting and update all related documents
- Review the project objectives together with <<USER>>
- Review project issues together with <<USER>>
- Handover the project close-out form to <<USER>>

For these tasks, Bentley assumes that:

- <<USER>> Review, fill in and sign off the project close out form if there are no remaining issues on the project.
- <<USER>> coordinates internally the involved parties to attend the meeting
- The project close-out meeting is conducted remotely

For these activities, Bentley assumes that the following persons and roles are involved.

- <<USER>>'s Executive Sponsor and/or Steering Committee
- <<USER>>'s Project Manager
- <<USER>>'s Business Representative(s)
- <<USER>>'s IT Representative(s) (optional)
- <<USER>>'s AssetWise Administrator
- Bentley's Project Manager
- Bentley's Cloud Engineer (optional)
- Bentley's Consultant(s)
- Bentley's Trainer(s) (optional)

Deliverables of this phase

- PD-12: Deliverable Acceptance Form
- PD-13: Project Closeout Summary

1.14 Solution Documentation

Bentley will provide the following solution documentation during the execution timeframe of the implementation project:

- During the trainings, Bentley will provide standard application documentation. This distributed material will not consider <<USER>>-specific AssetWise ALIM configuration
- If <<USER>> wants an add-on documentation containing <<USER>>'s information package structures, workflows, folder structure, document classes and attributes and other relevant settings, Bentley can offer this on request.

For this task, Bentley assumes that:

- The document language is English
- All documentation will be handed over in electronic form as PDF files
- <<USER>> will support Bentley in creating the listed documents
- Bentley will complete one update cycle of the listed documents
- Bentley will not provide documentation or training material for the <<USER>>-specific configuration. If <<USER>> would like to have additional training material or documentation, Bentley can offer this on request.

Deliverables of this phase

- Ordered documents as listed above

For these activities, Bentley assumes that the following roles and groups will be involved:

- <<USER>'s business representative(s) – Key user(s)
- <<USER>'s business representative(s) – Document controller(s)
- <<USER>'s system administrator
- <<USER>'s IT representative(s)
- Bentley's project manager
- Bentley's consultant(s)

For these activities, Bentley assumes that the following persons and roles are involved.

- <<USER>'s business representative(s) – Key user(s)
- <<USER>'s business representative(s) – Document controller(s)
- <<USER>'s system administrator
- <<USER>'s IT representative(s)
- Bentley's project manager
- Bentley's consultant(s)

2. PROJECT EXECUTION

2.1 Implementation Approach

Bentley Professional Services work in strict compliance with our project execution methodology, the Bentley Solutions Methodology (BSM). BSM is a compilation of Bentley's standardised processes for end-to-end Professional Services project activity, thoroughly covering project definition, execution, communication, and completion aspects. The methodology is based on over 20 years of implementation and training services expertise within Bentley Professional Services, best industry practices, and established methodologies such as the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK® Guide) and PRINCE2®.

Bentley Professional Services couples BSM with formal project delivery training, a knowledge management approach to centrally harness and share best practices and lessons learned, a Professional Services Automation approach based on standard industry systems and tools, and most importantly, a pool of highly skilled resources. The level of expertise in Bentley Professional Services serves to strengthen the position of our partners and the users we are privileged to serve.

Working in Partnership

The checks and balances established by the BSM serve to control the project during its lifecycle. Because it is important that all stakeholders are aware of the expectations and progress of the project, Bentley requires <<USER>> to name someone to act as a project manager. Both parties' project managers are responsible for successful project completion within the estimated timeline and budget, and for keeping all stakeholders informed of progress and the assignment of resources. <<USER>> must also provide Bentley with timely responses when requests are made for information or staff support to help implement and configure the system. These requests may require <<USER>> to coordinate meetings, schedule resources, and provide data, documentation, and other information relative to the objectives of the project.

Change Management

The Bentley project manager or project coordinator will be responsible for managing project changes, including requirements changes. Not all changes will result in a change request, but changes that lead to a change in cost, scope or schedule will be handled using an agreed-upon change-control request process.

- All changes on the project will be evaluated and approved by both Bentley and <<USER>> authorised approvers before being implemented.
- Possible changes to this project will be measured against the agreed project definition and baseline, and can be (but are not limited to):
 - A change in cost (either increase or decrease) that results from a scope change or schedule change. Demobilisation and mobilisation fees will be enforced if <<USER>> causes significant delays to the schedule
 - A change in scope (either increase or decrease)
 - A change in the timeline of a milestone or the end of the project
 - A change in products to be used
 - A significant change in the composition of either team

2.2 Project deliverables and Acceptance

Bentley will deliver the following items as a part of this deployment:

Table 3 Deliverables and Acceptance

Item # and Deliverable	Description	Responsible Role	Supporting Role
Project Plan	A PDF document of the Project Plan showing the tasks, dates, resources etc. defined in the plan	Bentley project manager	<<USER>> project manager
Project Execution Plan (PEP)	A PDF document identifying how the project will be executed. It consists of: <ul style="list-style-type: none"> • High-level project schedule • Communication Plan • List of contacts 	Bentley project manager	<<USER>> project manager
Solution Definition Document (SDD)	A PDF document detailing the outcome of the workshop phase. It will cover the requirements and future configuration. It is an amendment of the latest revision of document "B00137330 AssetWise ALIM Primer Configuration Solution Description" This document is a mutual commitment between <<USER>> and Bentley.	Bentley consultant (CO)	<<USER>>'s executive sponsor <<USER>>'s project manager <<USER>>'s business representative <<USER>>'s IT/MIS representative <<USER>>'s system administrator

Item # and Deliverable	Description	Responsible Role	Supporting Role
Server Provisioning Report	Server provisioning report of the enabled AssetWise ALIM Server modules	Bentley's cloud engineer (CE)	Bentley project manager
AssetWise ALIM Director Client Installation Instructions	The AssetWise ALIM Director Installation instructions are part of the "AssetWiseImplementationGuide.pdf".	Bentley consultant (CO)	Bentley project manager Bentley's cloud engineer (CE)
Training Course Materials	Classes to be delivered as listed within this proposal. Electronic copies of the training or coaching material will be provided if indicated.	Bentley trainer/instructor	Bentley project manager
<<USER>> 's Test Scripts	Documents describing the detailed test and use cases in line with the AssetWise ALIM business- and functional requirements agreed to in the configuration workshop.	<<USER>> project manager	<<USER>>'s business representative <<USER>>'s IT/MIS representative <<USER>>'s system administrator

Item # and Deliverable	Description	Responsible Role	Supporting Role
<<USER>> 's Test Reports	A document in report table form in line with the predefined test scripts from <<USER>>. The report must contain a precise description of issues that have occurred and a process to reproduce them. A contact person for additional clarification needs to be nominated.	<<USER>> project manager	<<USER>>'s business representative <<USER>>'s IT/MIS representative <<USER>>'s system administrator
Instructions for Support Request	A document describing the process for submitting a support request once the system is in operational mode.	Bentley project manager	Bentley's cloud engineer (CE)
Project Status Reports	PDF document(s) detailing the status of the project, including outstanding issues, risks, and other items.	Bentley project manager	<<USER>> project manager
Meeting Agendas and Minutes	PDF documents detailing the items to be discussed at project meetings (meeting agendas) and the results of those project meetings (meeting minutes).	Bentley project manager	<<USER>> project manager
Deliverable Acceptance Form	PDF document(s) listing the deliverables and acceptance by the <<USER>> PM.	Bentley project manager	<<USER>>'s project manager <<USER>>'s business representative <<USER>>'s IT/MIS representative

Item # and Deliverable	Description	Responsible Role	Supporting Role
Deliverable Acceptance Form	PDF document(s) listing the deliverables and acceptance by the <<USER>> PM.	Bentley project manager	<<USER>>'s project manager <<USER>>'s business representative <<USER>>'s IT/MIS representative <<USER>>'s system administrator
Project Closeout Summary	A PDF document identifying a summary of the tasks performed throughout the project, deliverables provided, any lessons learned and any future opportunities.	Bentley project manager	<<USER>>'s executive sponsor <<USER>>'s project manager <<USER>>'s business representative <<USER>>'s IT/MIS representative <<USER>>'s System Administrator

The <<USER>> Project Manager or identified designee(s) will review and approve deliverables identified in this proposal. The deliverable acceptance process will be as follows:

- When complete, Bentley shall submit final deliverables and a copy of a "Deliverable Acceptance Form" to the <<USER>> Project Manager or identified designee(s), who will conduct a review to determine the deliverables' conformance with the agreed specifications (including, without limitation, the project approved Implementation Plan or other project approved documentation). Upon completion of this review the <<USER>> Project Manager or designee(s) will complete the Deliverable Acceptance Form indicating acceptance or rejection <<USER>> and return it to the Bentley Project Manager.
- If a deliverable is neither accepted nor rejected within ten (10) business days, or if the deliverable is placed into production use, the deliverable will be deemed to have been accepted by <<USER>> without change or comment. <<USER>> may request an extension to the ten (10) days acceptance period, which will not be unreasonably withheld by Bentley unless it affects the project schedule, which would then trigger a change request that may impact the project timeline, resources and/or cost.

Deliverable Acceptance

Once user acceptance testing is complete and formal acceptance has taken place, production use of the system may occur. Placing the system into production use with or without completed acceptance testing shall constitute formal acceptance.

All other deliverables will be considered accepted following a five (5) working-day period if <<USER>> does not provide written documentation to Bentley's project manager of any material discrepancies with the deliverable. Should more time be required for the acceptance of a deliverable, the <<USER>>'s project manager must coordinate with the Bentley Project Manager to ensure that proper agreed updates to the schedule, scope, and budget are made. If material discrepancies are reported, Bentley will resolve the discrepancies and redeliver. Upon redelivery of items containing material changes, <<USER>> will again have five (5) working days to accept or Bentley will consider that item accepted.

If <<USER>> rejects a deliverable, <<USER>> will provide Bentley with a written description of the reason the deliverable was rejected on the Deliverable Acceptance Form. If the identified deliverable discrepancies are mutually agreed to be within the specifications of this proposal or other project approved documentation, Bentley will rework the deliverable at its sole cost as necessary to achieve its conformance with the specifications herein. If the discrepancies are mutually agreed to be outside the specifications, <<USER>> shall either accept the deliverable as-is or request a change order. If the parties cannot come to an agreement regarding the discrepancies, the issue shall be elevated to respective management teams to discuss the deliverable and project specifications in detail.

Bentley will track the status of all project documentation including the deliverable approval process and status. Bentley will inform <<USER>> if delays are to be incurred due to deliverable acceptance documents not being signed and returned in a timely manner. Bentley will indicate, via the status report, any potential impact on the project timeline for delayed acceptance. If both parties agree to a delayed acceptance, a change request will be issued and signed before milestone dates can be reset.

Software/Solution User Acceptance Testing

User acceptance testing (UAT) is the last phase of the software solution testing process. During UAT, actual users test the solution to make sure it can handle required tasks in real-world scenarios, according to the agreed functional requirements.

UAT is one of the final, and critical software project procedures that must occur before a newly developed solution is rolled out to production. UAT is important because it helps demonstrate that required business functions are operating in a manner suited to real-world circumstances and usage.

The following are the steps for in-house UAT:

- Planning: The UAT strategy will be outlined during the planning stage.
- It is the responsibility of <<USER>> to define and create required test scenarios to evaluate the coverage of all the functional scenarios of the software in real-world usage.
- Selection of testing team: The testing team will be comprised of real-world end-users.
- Executing test cases and documenting: The testing team will execute the designed test cases. Sometimes it may also execute relevant random tests. All bugs will be logged in a testing document with relevant comments.
- Issue resolution: Responding to the inconsistencies found by the testing team, the implementation team will make final adjustments to the solution.
- Sign-off: When all issues have been resolved, the testing team will indicate acceptance of the solution. This will show that the solution meets user requirements and is ready to be rolled out in the production environment.

2.3 Schedule

The schedule will be finalised to reflect specific dates and times that are mutually agreed upon final acceptance of this proposal and the issuance of a purchase order acceptable to Bentley. Bentley's project manager and <<USER>>'s project manager is responsible for successful project completion within the estimated timeline and budget, and for keeping all stakeholders informed of progress.

2.4 Roles and Responsibilities

The roles and responsibilities will be needed on both customer and vendor side to deliver the project. The required roles mentioned in the scope of work sections are required and planned roles for this deployment project. However, the final roles and responsibilities will be defined in the Project Execution Plan (PEP) provided by the Bentley Project manager.

Executive Sponsor and/or Steering Committee

The Executive Sponsor is the client "champion" of the Implementation Project and is also usually the Executive who has the budget and signing authority for the project. The Executive Sponsor would be involved at key communication meetings during the implementation and at regular briefing and steering committee meetings.

<<USER>>'s Project Manager

The User Project Manager manages the project from the client-side and works closely with the Bentley Project Manager. He or she would be involved in every aspect of the implementation, so would have a significant time commitment to the project. Responsibility for the day-to-day management of the project; where required, the Bentley project manager will be consulted for information

User business representatives (the core team)

These representatives, assigned from the affected User departments, provide input to the System Specification, and participate in Training and Specification Review Sessions. They typically become the champions of the new system and play a significant role in communications, training, and support.

IT/MIS Representative

These representatives from the client's MIS or IT department will be involved during the software installation planning, preparation, platform configuration, system administration training, workstation installations and production rollout. It is Bentley's goal to transfer sufficient technical knowledge to the client's IT group for them to be completely self-sufficient in their ability to install and configure and troubleshoot the solution.

System Administrator

The System Administrator is responsible for maintaining and updating the configuration of the Bentley system after the project team has completed the initial configuration. The configuration may consist of, but is not limited to, data model, users and groups, input and output devices, security, and file systems. The system administrator is typically a full-time member of the project team for the duration of the project.

Bentley Project Manager

The Project Manager manages the project on behalf of Bentley to ensure that a solution is delivered to agreed-upon requirements, time scales, budgets, and standards. The PM is responsible for all communication between Bentley and the customer, as well as for all planning, budgetary control, resource allocation and any other implementation issues.

Bentley Senior Consultant

Senior Consultants will primarily be responsible for all activities relating to the analysis of the requirements, design, and definition of the solution. A design specification is produced by the senior consultant, which defines the client's requirements and solution design.

Bentley Consultant

Consultants are primarily responsible for all activities related to the implementation and configuration of the solution. Consultants also support the client during the test phases, perform coaching sessions, create, and maintain documentations.

Bentley Trainer

The Trainer is responsible for providing product and solution training and coaching to the project team as well as advice and assistance on training the user population.

2.5 Assumptions, Limitations, Exclusions, and Constraints

The following assumptions have been made regarding this project which will affect the following including but not limited to the project cost estimate, deliverables, production schedule, and project staffing.

Assumption No.	Assumption Category	Assumption Description
PA-01	General	<<USER>>'s staff will be available, as needed, for the duration of this project.
PA-02	General	<<USER>> will be responsible for supplying all on-premise hardware.
PA-03	General	<<USER>> will provide network access and network security access to the consultants as needed to accomplish the tasks outlined in this proposal.
PA-04	General	<<USER>> provides remote access to the on-premises infrastructure as needed to accomplish the tasks outlined in this proposal.
PA-05	General	<<USER>>'s IT group is responsible for opening the appropriate ports in the firewall as required.
PA-06	General	<<USER>> will be responsible for any 3rd party licensing of all software per their user licensing agreements.
PA-07	General	Bentley Subscription Entitlement Service/CONNECT Licensing hosted by Bentley must be used as the primary means of licensing Bentley software. <<USER>> must secure internet connections from all on-premises servers and clients to the Bentley hosted license service and licenses must be activated prior the consultant taking action.
PA-08	General	Bentley assumes that <<USER>> will create the CONNECTED User logins (IMS logins) and use the Bentley CONNECTION Client.
PA-09	General	The creation of scripts for automating installation of software is outside the scope of this proposal but can be provided through a separate services proposal.
PA-10	General	Issues found in the standard application will be covered as part of the Bentley Commercial Program Agreement.
PA-11	Project	The minimum time required to initiate the project is 10-15 working days after Bentley has officially accepted the purchase order form <<USER>>.

Assumption No.	Assumption Category	Assumption Description
PA-12	Project	Bentley assumes that we build up directly the productive environment for <<USER>>. We do not consider building a separate pre-production or test environment if not otherwise requested.
PA-13	Project	Server Implementation Environment: Bentley Hosted.
PA-14	Project	Application and interface language is English.
PA-15	Project	Project and documentation language is English.
PA-16	Project	This project will be conducted from one location. On site activities, will be performed in United Kingdom.
PA-17	Project	Normal working hours 7.5 hours per day
PA-18	Project	Bentley assumes the engagement (project) duration is not more than one (1) year after the purchase order has arrived. If an engagement (project) duration must be extended, both parties (<<USER>> and Bentley) must confirm the extension of the duration as well as terms or conditions in a written form. If not, both parties have the right to terminate the engagement considering the agreed terms and conditions of this proposal. In case <<USER>> wish to extend the period, Bentley reserves the right to adjust the daily rates or fees according to the latest standard rates.
PA-19	Project	On site services, will be invoiced for minimum 1 day and increments of half days. Remote services will be recorded and invoiced in increments of half hours.
PA-20	Project	This services proposal is only valid if <<USER>> has signed and submitted the Cloud Services Subscription (CSS) for AssetWise Licence Subscription including the related contractual SELECT documents to Bentley.
PA-21	Project	For documentations, Bentley assumes that: <ul style="list-style-type: none">- The document language is English- All documents will be handed over in electronic form as PDF file format.- <<USER>> supports Bentley to create the listed documentations.- Bentley consider up to two document review and update cycles for custom documentations.- Bentley doesn't provide a documentation or training material for the <<USER>> specific configuration settings, workflows, folder structures etc. If <<USER>> would like to have specific training material or documentations, we can offer this on request.
PA-22	Project	Bentley will provide a replicated reporting database. It is the responsibility of the <<USER>> to provide a fixed IP address for connecting <<USER>>'s in house reporting solution to the replicated reporting database.

Exclusions

- Development of bespoke features and capabilities
- Customisations do not fall under the Bentley SELECT Program Agreement
- User data correction and import is excluded
- Data loading or data migration is excluded
- Interfaces to other systems is excluded
- Configuration of the ALIM ProjectWise connector is excluded
- No third-party software is provided as part of this solution
- Integration with third party systems is excluded
- No local (on-premise) hardware is provided as part of this solution



AssetWise ALIM Primer Template



This section describes the standard services that are included within the software product subscription fees to support <<USER>>'s AssetWise ALIM environment.

AssetWise ALIM enables organisations to make informed decisions for optimal operational and asset performance, improving TOTEX - total lifecycle cost encompassing both capital expenditures (CAPEX) and Operations expenditures (OPEX) - and extending the operational life of an asset.

AssetWise ALIM is used to capture and manage information throughout the asset lifecycle.

Before and during design: AssetWise ALIM manages and controls functional definitions such as documents and asset data. It captures the requirements that define the expected behaviour needed for operations.

During operations, AssetWise ALIM improve overall accessibility, quality, and integrity of information, integrating best practices of change and configuration management and improving safety and compliance with regulations.

Managing changes over the asset lifecycle is critical to operational success and ensuring that owners know what and where assets are, and mitigating risks associated with the proposed changes.

It delivers the following business processes for owners:

- Project package delivery assurance, acceptance, and planning
- Contractor deliverables correspondence
- Information (document and asset) acceptance
- Project information governance
- Operational System Integration

Within the AssetWise ALIM Project Information Packaging provides:

Document Register and Control

AssetWise ALIM provides effective document control capability to accurately capture, manage, control, retrieve, distribute, and archive all types of infrastructure asset documents across an asset or network.

Project Information Packaging

Managing the contractual delivery needs the ability to plan, review and progressive assurance by the breakdown of a project. AssetWise ALIM provides the ability to capture information against the project package structure and ensure information is delivered to the project milestones.

Asset Register and Data Management

Organisations have hundreds of thousands or millions of assets, equipment, structures, systems, and components that need to be managed, tracked, and maintained for ongoing operations. AssetWise ALIM gives users the ability to manage assets and their configurations including product and item baselines, snapshots, serialized items.

Configuration Management

Configuration management ensures that asset configurations conform to their requirements. It provides the ability to identify and retain the context of information and its relationship to projects, processes, equipment, organisations, and users throughout their lifecycles.

Change Management

AssetWise ALIM gives Users powerful features for varying levels of change management and monitors the progress of a change request by providing status details for each information asset and traces the lifecycle of changes made with revision history.

Why Cohesive?



AssetWise ALIM

Why select Cohesive as your partner?

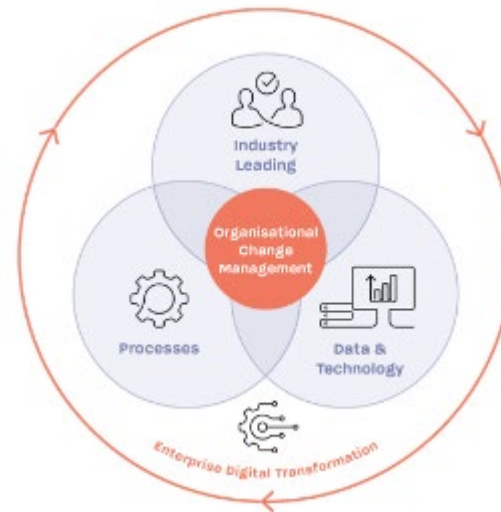
Cohesive brings you the world's leading digital transformation, enterprise asset management, asset delivery, and asset service performance optimization capabilities.

We use the power of data, digital twins, and artificial intelligence, and capitalize on new technology to optimize and automate operations. We build digital talents and cultures for improved and sustainable results.

Guided by our values, we create a smarter and more sustainable way of working for our customers - one that is mindful of our planet and the communities they serve.

By bringing together industry, data, and asset experts with change management we offer unique, end-to-end digital and service integration across your asset's lifecycle.

Working collaboratively, we help design and deliver transformational outcomes in both the built and natural environments while achieving your practical service, financial, environmental, social, and governance goals.



Cohesive was created by the amalgamation of industry-leading brands.

We have over 900 skilled engineers, data scientists, change and asset management experts, researchers, writers, and people coaches with unparalleled expertise and experience. They push boundaries and think in fresh ways to achieve better outcomes and deliver a high-performing, sustainable, and digital future.

To complement our team, we have an extensive ecosystem of industry partners who bring the best possible technology, thinking, and delivery needed to help bring transformational outcomes to your estate, network, or assets and the service you provide your customers.

AssetWise ALIM

How we do business

Cohesive is a global digital integrator with a local presence in the Americas, EMEA and Asia Pacific.

With resources around the world, we combine global expertise and local insight to guide companies through their digital transformation journey and turn ambitious goals into reality.

Working in close partnership with our clients, we apply a systematic approach which involves clearly defining tasks, objectives and outcomes.

Roles and responsibilities are assigned and teams formed drawing on the diversity of talent from within our team as well as complementing those of our clients.

We work with our clients to agree the common working practices we will use and a review process that ensures everyone is kept informed of progress and planned work. We follow an agile approach and adapt to cater for unforeseen changes.

We ensure an effective leadership team is in place and work with our clients building mutual trust and respect through the transparency in our approach and delivering on our promises. Maintaining open lines of communication helps foster good working relationships across what can be extensive networks of stakeholders.

Our approach to collaborative working has three key activities which the team will focus on: The proactive management of risk, a dynamic approach to joint problem solving involving our client team personnel and other stakeholders as appropriate, and a strong commitment to

continuous learning so that we can improve and achieve better outcomes. We operate in accordance with our accredited systems and procedures and use our extensive range of tools to aid delivery of our work in the field.

Our clients include:

- National Highways
- High Speed 2
- Environment Agency
- HM Government
- Deutsche Bahn
- Queensland Rail
- Stena Drilling
- BP
- Shell



Our Services In Summary

Our Range of Services in Summary

Our Value Solutions are a suite of services which support your business needs, from Digital Twin Solutions to digitally-enabled sustainability.

Tailored for five sectors, they support new business and project capabilities, and practical adoption - including core technologies and services to help tackle both industry and often complex sector-specific challenges.

- The sectors we work in:
- Energy and Utilities
- Transportation and Mobility
- Building and Communities
- Manufacturing and Materials
- Natural Environment

Our service offerings include:

- Information Management
- Digital Twin Solutions
- Asset Performance Management and Optimisation
- Requirements Management and Progressive Assurance
- Enterprise Asset Management
- Digital Strategy (Advisory)
- Organisational Change Management (OCM)
- Bespoke Developments
- Sustainability - Digitally-enabled

Our Range of Services in Summary

INFORMATION MANAGEMENT

Using BIM, GIS and other digital tools to manage the design, construction and commercial performance of new asset delivery and upgrades.

Organisations faced with the need to deliver a new asset will expect some impact on the performance of their existing core business. Cohesive works with clients to minimize the impact of the construction delivery process and ensure that new assets are delivered on time and on budget through the innovative use of data and technology supported by effective people change and support.

The use of a virtual or digital twin is an emerging method to help clients to reduce risk and improve productivity. The journey to a digital twin often starts with a new asset, when the provision of high-quality

information and data substantially improves the understanding and governance of complex concepts.

Using requirements management, simulation, building information modelling, project controls and a range of other tools, Cohesive helps suppliers and clients to optimize their activities and ensure effective decision-making and increased productivity.

Our Cohesive DataConnect and digital integration suite enables all requirements, design, project management and site management data to be integrated and optimized enabling significant efficiencies and improved financial, social and environmental outcomes.

Service Areas include:

- Information management strategies, systems, procurement and planning
- Standards, methods and procedures
- Information assurance, delivery and assessment management
- BIM management
- Project management
- Insight and intelligence
- Technical delivery support and training

Our Range of Services in Summary

DIGITAL TWIN SOLUTIONS

Cohesive's Digital Twin solutions seamlessly integrate data from multiple sources, providing contextual visualization and driving quality, productivity, and waste reduction.

With real-time analysis of assets, workflows, and environmental data, Cohesive's Digital Twin solutions seamlessly integrate data from multiple sources, providing contextual visualization and driving quality, productivity, and waste reduction.

Connect multiple data points and information models for enhanced value and performance across your assets and organization. The federated digital twin can slash the time spent searching for information by up to 30 percent.

Access key operational information in real-time to support operational activities, trigger events, and reliability planning.

Mastered Digital Twin

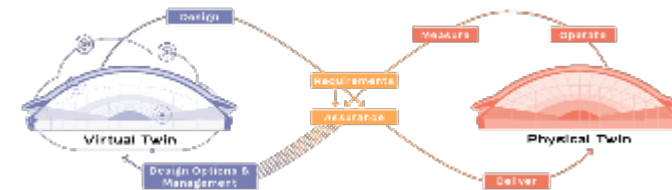
A system integrator, Cohesive integrates data from various sources for contextual visualization and analysis. Cohesive's master data services align and share data from different systems and data acquisition layers, driving quality, reducing waste, and improving productivity.

We seamlessly combine Building Information Models (BIM), Geospatial Information Services (GIS), documentation, project control, and real-time sensor data for comprehensive analytics, and insights in real-time.

Digital Twin for Asset Management

Optimise operations and asset management activities with a digital twin that enables real-time monitoring, predictive analytics, and proactive maintenance regimes - a 'repair before fail' approach.

Identify and address potential failures or risks before they occur and ensure optimal asset performance, energy usage, environmental impact, and safety.



Our Range of Services in Summary

ASSET PERFORMANCE OPTIMISATION

Achieve Sustainable Operational Excellence with Integrated Asset Performance Management

Cohesive enables clients to optimize their assets for sustainable operational excellence through an integrated approach to asset performance management (APM).

APM encompasses data capture, integration, visualisation, and analytics to improve the reliability and availability of physical assets. By investing in asset performance, clients gain valuable insights for evaluating, managing, and optimising their infrastructure network or asset portfolio.

Performance Management (Energy and Utilities)

We support our clients in the energy and utilities sector to continually monitor, measure, and predict their assets' performance.

We support them in optimising the operations of their assets in real-time to respond to market conditions, environmental changes, and asset conditions safely and quickly. Through continual monitoring, feedback, assessment, predictions, and decision-making, and by utilising AI tools, sensors, and control activators, we transform economic, environmental, and social outcomes.

Improve Overall Asset Performance

Use our Asset Performance Management and Optimisation solutions, such as Bentley Analytics and iTwin to deliver measurable and immediate outcomes.

Improve your company's overall asset performance, reduce the amount of unplanned downtime and operational risks, increase asset availability and lifetime, and digitise your mobile workforce.

Performance management (Transportation and Mobility)

By coupling our Asset Performance Management solution and linear analytics with our data management and strategic advice, we support our clients in the transport and mobility sector, to optimise the performance of their assets, connect the supply chain, and coordinate predictive and proactive maintenance.

This reduces downtime, increases safety and customer service, and reduces the exposure to fines. We ensure information is available to the right people in real-time so decisions and actions can be made quickly and confidently to ensure operations are always efficient.

Our Range of Services in Summary

REQUIREMENTS MANAGEMENT & PROGRESSIVE ASSURANCE

Cohesive's Requirements and Progressive Assurance solution enhances infrastructure investment by facilitating efficient requirements capture, validation, and delivery tracking.

Our strategic advice, data management, and digital capabilities ensure clear articulation of business, design, regulatory, and operational requirements from the outset.

Simplify Complexity

We prioritise assurance throughout the process, validating virtual and physical deliverables, managing change, and ensuring compliance. With real-time tracking and reporting, we minimise rework costs and delays, enabling clients to achieve their infrastructure objectives with confidence and efficiency.

Cohesive simplifies the complexities of infrastructure investment, optimising project outcomes and delivering value for our clients.

Capture, Manage and Track Requirements

Cohesive streamlines requirement planning, assessment, and management in one location, ensuring consistency and minimizing the risk of loss or miscommunication. Our solution enables comprehensive tracking, change management, and assurance of requirement fulfillment, with the ability to simulate alternative approaches to meet objectives.

By integrating existing and innovative technologies, we empower you to efficiently define, assess, and make evidence-based decisions, providing audit traceability and reporting.

This digital capability spans the asset's lifecycle, facilitating ongoing assurance, agile response to changes, and performance optimisation.

Communications, Traceability and Change Management

Cohesive streamlines requirement communication, approval, and understanding for all stakeholders, minimizing miscommunication risks. It provides a centralised platform for seamless collaboration and a shared understanding of outcomes and deliverables.

This eliminates the need for time-consuming meetings and ensures a single version of the truth.

Our Range of Services in Summary

ENTERPRISE ASSET MANAGEMENT

With Cohesive, you gain the power to obtain reliable and accurate insights from your EAM solution.

Our data management experts lay the foundations for capturing the right information within your EAM system, ensuring easy access to trustworthy and timely data. Drawing on our industry knowledge and leading digital asset management capabilities, we will identify the optimum EAM solution for you, one that drives better decision-making, faster interventions, and proactive actions.

Our expertise enables organisations to extract additional value from their assets across the entire lifecycle, paving the way for reliable and timely asset management and empowering you to achieve and report on your goals confidently.

Cohesive, in partnership with IBM and their Maximo Application Suite (MAS), enables you to amplify the value of all your assets, from buildings to linear infrastructure, rigs, plants, and fleets. We can enable you to obtain reliable and accurate insights from your EAM program.

We are a world-leading provider of IBM Maximo Software, the most powerful EAM solution available today.

Cohesive employs the largest team of industry experts and certified Maximo professionals in the EAM marketplace. Our energy, utilities, and manufacturing domain knowledge of industry-leading practices enables our clients to achieve high-performance reliability programs and maximise their Maximo technology investment.

IBM Maximo unifies comprehensive asset life cycle and maintenance management on a single platform. We can tailor solutions to your Maximo needs, including upgrading you to MAS and hosting for you on a Cohesive cloud.

Maximo Upgrade and Data Utilities

Ensure data security and uninterrupted Maximo EAM operation during upgrades or remote work with Cohesive's data management expertise. Our solutions maintain live data through migration, mitigating downtime and loss.

Our Range of Services in Summary

DIGITAL STRATEGY (ADVISORY)

Paving the Way for a Successful Digital Future

Cohesive understands the unique challenges faced by asset-intensive clients in the built environment. As the digital era continues to re-shape industries, it is essential for businesses operating in these sectors to embrace a comprehensive digital strategy.

Our innovative solutions are tailored specifically for built asset organisations, enabling them to thrive in a rapidly evolving digital landscape.

Cohesive is committed to helping organisations in the built environment embrace the digital revolution. Our team of digital experts understand the unique requirements across various sectors and work closely with clients to develop tailored and appropriate outcome-driven digital strategies.

By understanding your business needs, digital maturity, and real-world best practices, we empower clients to navigate the digital landscape, unlock new opportunities, and achieve sustainable growth.

Our unique Value+ approach helps our clients define value, related critical success factors and a line of sight to their impact goals, to ensure the digital and innovation transformation delivers the required outcomes and measurable benefit, and is suitable to the organisation.

We help you plan, leverage, and adopt the latest digital technologies and processes that can dramatically enhance asset delivery, operation and optimisation. We provide structured and evidence-based arguments for why an initiative should be pursued, helping decision-makers evaluate its feasibility and potential impact.

Bespoke solutions include:

- Digital Transformation Strategies and Programme Management
- Business Case Development
- Information Security Risk Advisory
- Strategic Asset Management and ISO55000 Series
- ISO19650 and BIM Strategies
- Value Definition and Innovation Strategies

Our Range of Services in Summary

ORGANISATIONAL CHANGE MANAGEMENT (OCM)

Empowering your Digital Transformation Journey

Cohesive partners with our clients to drive successful digital transformation by implementing effective organisational change management strategies. We understand that achieving digital objectives requires not only technological advancements but also changes in processes, behaviors, and culture throughout the organisation.

Our human-centric approach to change management ensures faster adoption, higher employee engagement, and increased retention. By embracing diverse perspectives and expertise, we create inclusive strategies that align closely with your workflows and evolve through collective action.

We empower you to lead and motivate your workforce, ensuring that everyone is focused on the desired outcomes.

Together, we navigate the challenges of change, driving sustainable success in your digital journey.

OCM Maturity Assessment

We assess your organisation's maturity level to align strategy and secure realistic digital transformation. Cohesive offers independent advice, strategic roadmaps and insights for adaptable implementation, based on years of experience in transformation.

Planning Change

We develop data roadmaps and people strategies for business-driven transformation, ensuring collaborative change processes aligned with workforce requirements, preparing leaders for effective change management.

Implementing Change

We drive adoption of new ways of working, delivering benefits and

opportunities - managing transition, engaging stakeholders, and monitoring progress for agility in overcoming obstacles.

Change Enables Digital Transformation

Digital transformation goes beyond technology. We optimise processes for organisational maturity and operational excellence, focusing on sustainable adoption and delivering measurable outcomes.

Managing the People Side of Change

Successful digital transformation relies on managing the people aspect. Cohesive combines expertise in data, digital, strategy, and process with change management to maximise adoption, productivity, and ROI.

Our Range of Services in Summary

BESPOKE DEVELOPMENTS

Cohesive offers no-code and low-code with visual and model-driven development concepts to speed up and transform application development.

With no-code tools intended for non-developer users (business analysts, business developers, etc.) and low-code tools intended for a wide range of developers, organisations can enable both groups to collaborate on a single platform and focus on achieving the same goal.

Full Lifecycle Support

Cohesive supports the application through its full lifecycle with an integrated set of tools designed to do so. Starting with business requirements management, teams can create a backlog of user stories, Sprints, and release plans.

Developers can then rapidly build these user stories, continuously merge models, ship revisions for automated testing, refactor feedback from the built-in feedback mechanism and collaboration features of the platform, and deploy using the Mendix Developer Portal.

The Cohesive Application Test Suite (ATS) can be used for automated testing. Finally, end-users can use the app's built-in feedback mechanism.

Web Apps

Choose a unique web app and focus on increasing the efficiency of your company. We will create an individual scenario of activities tailored to your needs.

We offer continuous support at every stage of project implementation, following the Agile methodology.

Enterprise-class solutions

We can create apps for any purpose, built from scratch, including EAM, ITSM, IWMS, CRM and CMS, etc. With a particular emphasis on the needs and expectations of the end users.

Frontend

We follow the current trends in designing web apps, providing solutions where design and usability will be combined into one, with care taken to maintain the highest quality.

Backend

The selection of the right backend tools is the basis of success, where the majority of valuable data is stored. In practice, the backend acts as a web app structure, streamlining the information transfer processes.

Our Range of Services in Summary

SUSTAINABILITY - DIGITALLY ENABLED

Transforming the Built Environment for a Sustainable Future

Organisations, especially asset-intensive owners, recognise the value of operating in a more sustainable, and socially-responsible manner. However, even as they work to deliver on sustainability commitments, they face mounting pressure from regulators, investors, and consumers to demonstrate verifiable progress.

Streamline Requirements Management

At Cohesive, we recognise the pressing need to address sustainability and ESG within the built environment. We also understand the challenges faced by organisations seeking to reconfigure themselves to deliver and operate sustainable infrastructure.

This includes:

ESG Disclosures

- Increasing scrutiny from investors, customers, and employees
- Proliferation of standards and frameworks

Achieving Decarbonisation Targets

- Developing practical roadmaps and data strategies to support commitments

GHG Calculation and Reporting

- Overcoming complicated calculation methods
- Providing robust finance/grade data required to support commitments

Driving Engagement and Action

- Making ESG reporting meaningful and turning findings into practical action

ESG Data Management and Reporting

Building a sustainable business and ensuring the proper management of environmental, social, and governance (ESG) indicators has never been more important or challenging.

Cohesive offers a range of digitally enabled services that empower organisations, and individuals to embrace sustainability, while making a positive impact on the planet. By leveraging cutting-edge technology, data analytics, and expert insights, we provide comprehensive solutions that drive sustainable practices and ESG integration.

Connect

Conceptualize

Construct

Collaborate

Communicate

Coordinate

Cocreate

Cohesive