Cohesive

ComplyPro Implementation and Support

Service Definition Document

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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.
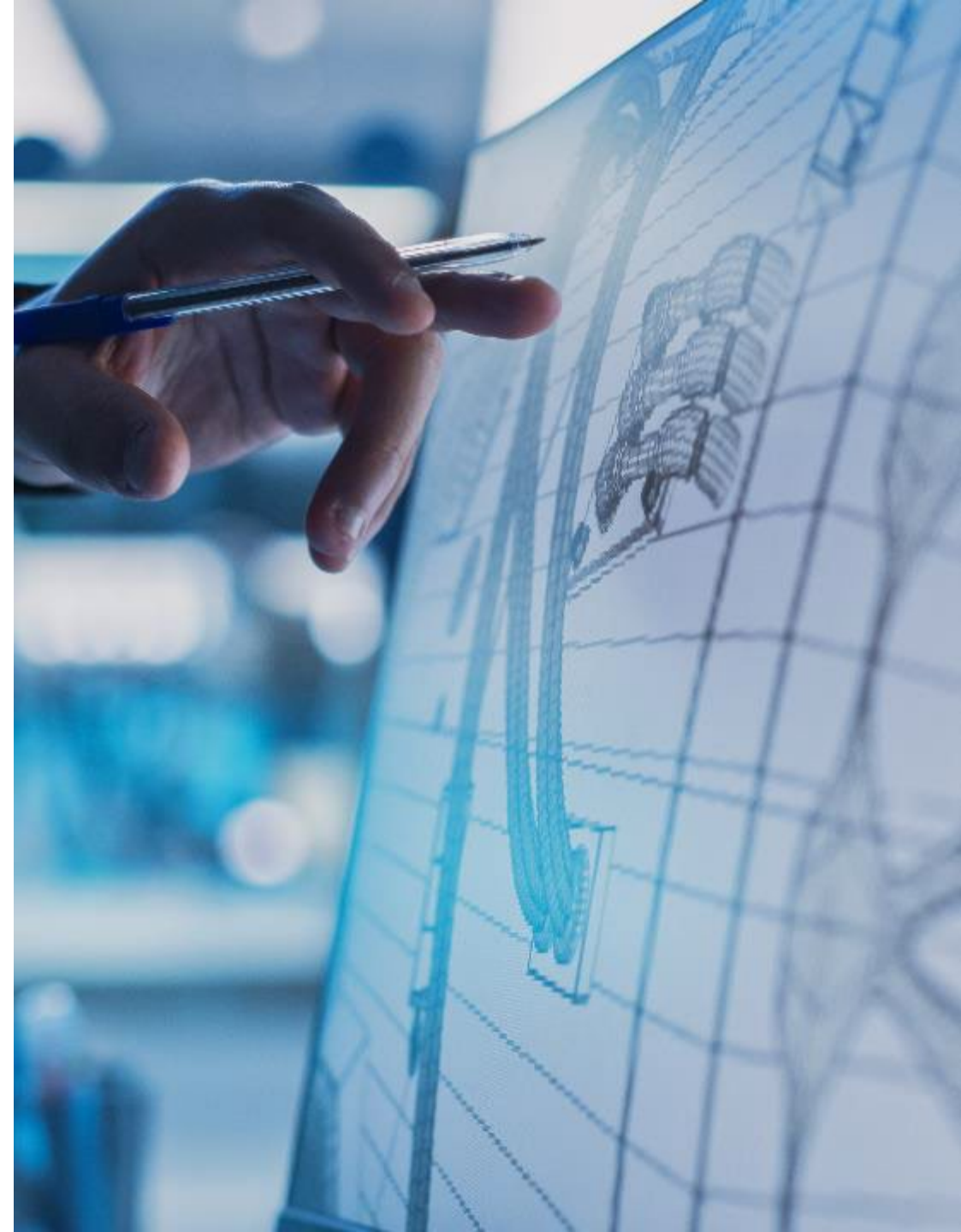
We help you navigate increasing industry and stakeholder demands by leveraging data and digital solutions, integrating systems, and optimising asset lifecycle management. Our customer-centric culture, partnership approach, tailored solutions, and continuous learning, empower clients' digital transformations. 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.

INTRODUCTION

Skills and Experience

Adhering to well-defined requirements has never been as paramount to supporting complex programme ecosystems, involving numerous interdependencies, and evolving dynamics.

Merely managing requirements is not enough, and this is where progressive assurance requirements and ComplyPro come into play.

Cohesive's progressive assurance solution, ComplyPro, is a tightly coupled alignment of methodology, a highly integrated functional assurance process, and a collaborative cloud-based software platform, which delivers powerful process management and role-based access through a highly intuitive user interface.

The ComplyPro platform reduces the need for costly parallel assurance processes and increases the integrity, efficiency, and quality of design and delivery across and throughout project and asset lifecycles - simplifying the delivery of assurance on complex programmes and projects.

Service Areas include:

- Ensuring data requirements are met as per the master data management plan.

- Confirming solution alignment with the brief and operational targets.

- Managing change throughout delivery and operations.

Our Approach

Service Summary

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.

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.

Our approach includes:

- Real-time management of project requirements for informed decisions and an evidence-based audit trail.

- Secure, standardised data repository as a single source of truth for aligning outcomes and assessing changes.

- Effortless requirement communication, tracking, and validation with progressive assurance for comprehensive compliance.

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ComplyPro Implementation and Support

Service Summary

Service Features:

- Standing-up of ComplyPro

- Installing of ComplyPro

- Configuring of ComplyPro

- Training and coaching in using the application and on configuration

- Consultancy to help manager peak workloads

- Solution implementation with proven practices that reduce risk

- Roadmap planning to identify and implement winning strategies

- Ad-hoc support

Service Benefits:

- Ensure data requirements are met as per the master data management plan.

- Confirm solution alignment with the brief and operational targets.

- Manage change throughout delivery and operations

- Assure and report on compliance

- Track and report on regulatory requirements

- Reduce costs and delays linked to rework

- Learning and support to make your team productive quickly

- Workflow and process implementation to optimise your business' efficiency

- Project management ensuring alignment with your business' goals

Why Cohesive?

ComplyPro Implementation and Support

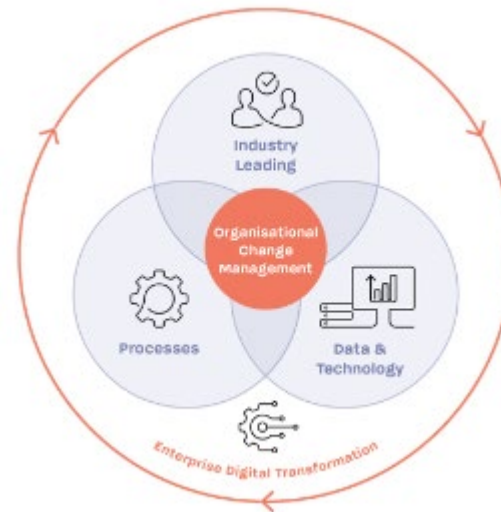## Why select Cohesive as your partner?

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.

ComplyPro Implementation and Support

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.
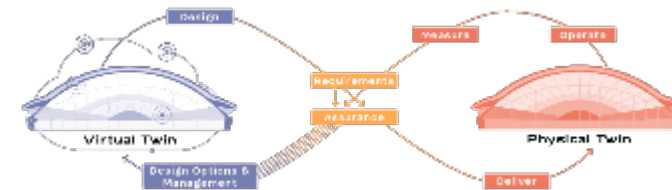
Mastered Digital Twin

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