



NTT DATA Business Solutions

Service Description Document for G-Cloud for:

Hexagon (HxGN) EAM Enterprise – Facility Management Edition

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NTT DATA Business Solutions is a partner of Hexagon and provides all Hexagon products in the same form as if they had been purchased directly from Hexagon.

Introduction

We Transform Technology Solutions into Value

We understand our clients' businesses and know what it takes to prepare them for the future. At NTT DATA Business Solutions, we drive innovation across the full lifecycle, from advisory and implementation to managed services and beyond. We continuously improve technologies and digital solutions to ensure they deliver real value for organisations and for the people who rely on them.

Looking to transform, grow, and achieve greater success? We offer more than deep technical expertise. As a passionate and trusted partner, we connect your business opportunities with the latest technologies and provide a proven, pragmatic approach to delivering results smoothly and effectively. Our strong partnerships across the technology ecosystem give you access to innovative solutions and ongoing advancements. As part of the global NTT DATA Group, we are equipped to manage projects of any size, scale, or complexity. With operations in more than 30 countries, we have helped thousands of organisations become more efficient and effective over the past three decades. Our global team of more than 14,000 experts supports clients on their journey towards becoming truly intelligent, data-driven enterprises, starting wherever they are today. We specialise in making complex technology solutions work in practice, delivering measurable outcomes for businesses and meaningful impact for their people. We transform technology solutions into value.

We are proud to be consistently recognised across the global technology and consulting ecosystem for our performance and innovation. These honours reflect our commitment to excellence in areas such as business transformation, intelligent technologies, and cross-portfolio delivery. Just as important as these achievements is our greatest differentiator, our people. In 2025, the NTT DATA Group was named a Global Top Employer in 33 countries by the Top Employers Institute. This recognition underscores our commitment to fostering a supportive, inclusive, and high-performing workplace, and reinforces our reputation as an employer of choice for technology professionals worldwide.

Transforming Through Expert Partnerships and Specialised Services

NDBS is a global organisation dedicated to the implementation and support of HxGN EAM technology solutions. We are one of Hexagon's Premium Partners – a small group of companies awarded by Hexagon as being their most trusted, experienced, and strategic partners. We are backed by our strong parent company, NTT Group, who are 55th on Fortune Global 500 of companies and one of the world's largest IT service providers, so that our customers can find comfort in our financial stability and depth of resources. Our expertise with HxGN EAM is also end-to-end, meaning we have project implementation expertise, support, and skills across all business areas such as Asset Management, Work Order Management, Materials Management, Procurement, SAP Integration and Data & Analytics, whilst our key skillsets remaining in the implementation of core asset systems.

We are proud to be recognised widely within the Hexagon eco-system, and as a premium partner of Hexagon and with our expertise across all of Hexagon's EAM solutions, you can take comfort that NDBS will always look to advise on the future as well as the present.

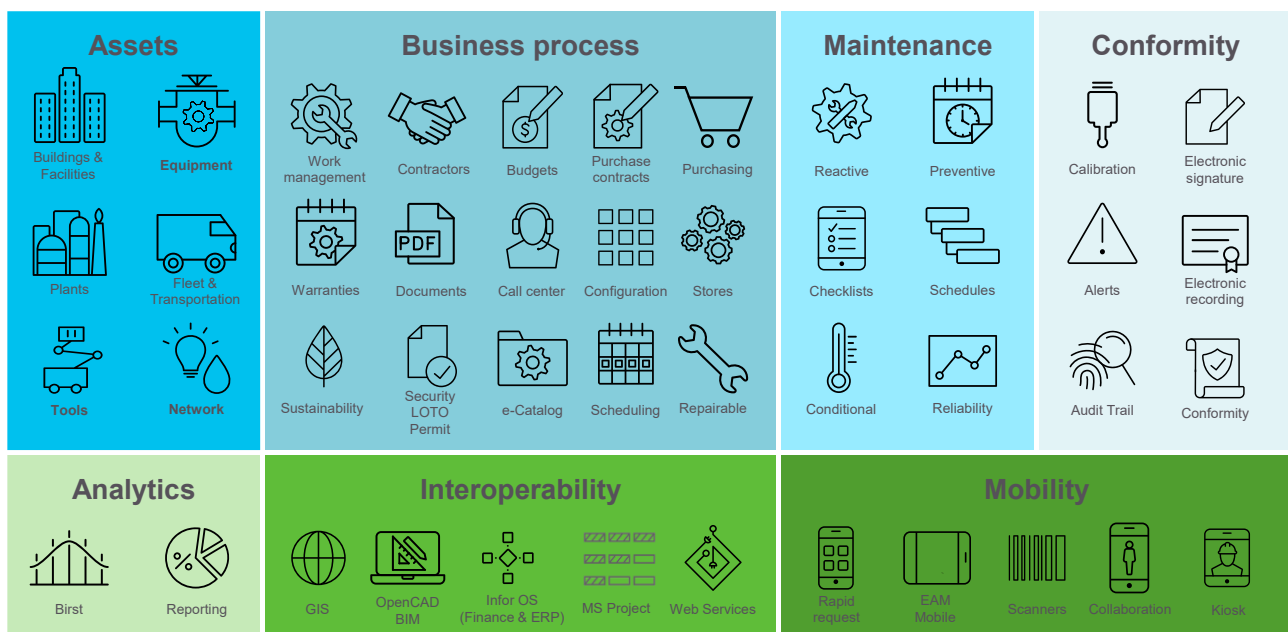
We firmly believe success is driven by our respective teams working in harmony as a single team with a common goal. This focus on culture is fundamental to our approach.

Service

Hexagon EAM

HxGN EAM is a fully Web-architected asset management system that provides unparalleled capability for cost-effective, asset-intensive, and performance-oriented maintenance operations. Configurable and customizable, HxGN EAM is designed to enhance workflow and increase production. HxGN EAM also contributes directly to your company's profitability by helping ensure that physical assets are maintained properly and efficiently.

HxGN EAM provides users with an intuitive and versatile HTML5 interface for easily accessing the information and functionality that best targets user-specific roles. Because every enterprise comprises a combination of users, HxGN EAM gives customers the choice of full access or limited access for requesting, review and approvals. HxGN EAM delivers an easy-to-use and easy-to-configure zero-footprint web-based interface.



Powerful

HxGN EAM offers a suite of powerful features, which includes:

A suite of asset management features –from asset hierarchy management to audit trails, to preventive maintenance, and more.

The ability to view and manage assets across multiple organizations and in multiple languages and currencies.

Simple, user interface system administration that minimizes the strain of IT resources.

Rich analysis and reporting capabilities to help users extract valuable business insight from asset data collected through HxGN EAM

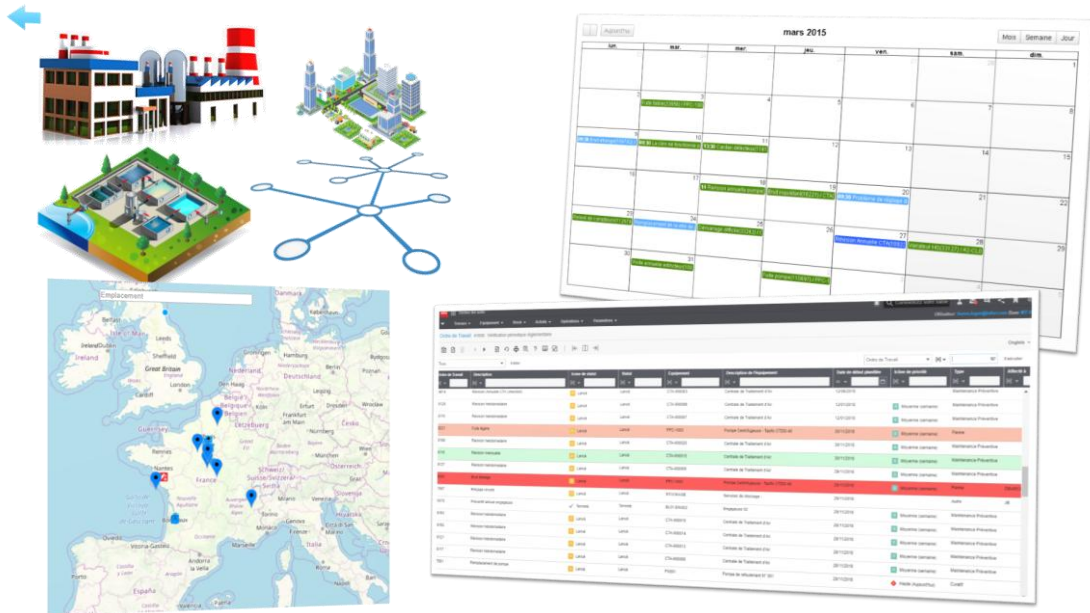
A complete secure environment built upon reliable and field-proven technology.

EAM is a set of processes and tools that allow companies to track and manage their physical assets throughout their lifecycle. It is used to plan, optimize, execute, and track all maintenance activities with the associated priorities, skills, materials, tools, cost, and other information.

Flexible

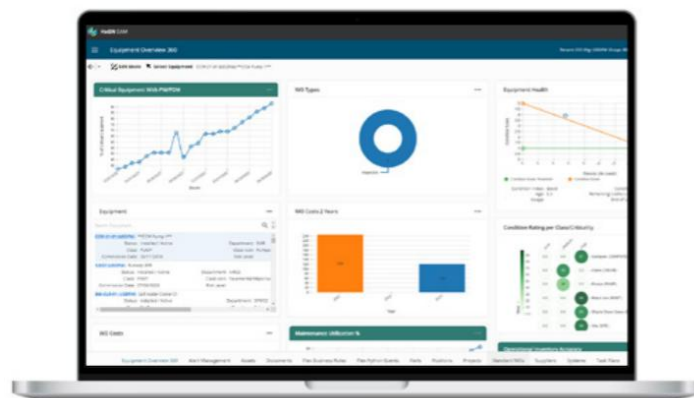
HxGN EAM is the industry's first fully Web-architected and browser-style interface asset management system. This means greater ease of implementation since you simply need to install your browser on the

client workstation without any other additional software to access the application. This also results in users quickly getting to grips with the solution. Users access HxGN EAM through a standard HTML 5 Internet browser from anywhere at any time. Mobile users are supported through dedicated mobile solutions, available in both the Android and Apple application stores.



HxGN EAM Core Modules

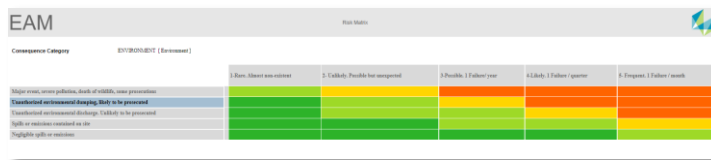
HxGN EAM is designed to support the specialized requirements of your organization. Additionally, it is built on the Amazon Web Services® (AWS) cloud platform. This means you get extremely reliable uptime and the flexibility to handle elastic demand; additional computing power is there, whenever it's needed. The cloud-based platform's built-in scalability also means that the solution is designed to easily grow with your organization.



HxGN EAM's core capabilities include:

- **Alert Management** — Automatically monitor the HxGN EAM database for specific data and send emails or create work orders based on the analysis of that data. Alerts run at a predefined frequency, so they're ideal for anything that doesn't need immediate action.
- **Asset Management** — Record, maintain, structure and standardize asset information. Capture the identity, configuration and structure of physical assets, their complete technical and commercial configurations and current position (either by location, functional position or tag), as well as prior locations and maintenance history.

- Includes: asset depreciation, structure and bill of materials, descriptive history and total cost of ownership information, warranties and claims, dashboards and linear assets, linear references, failure analysis and documents providing full visibility along the asset's lifecycle
- **Asset Management Services** — Track all costs incurred for services delivered to customers, including work order costs, costs for fuel consumption, equipment usage, rent or lease and utility charges. Automatically include costs on periodically generated invoices.
- **Asset Performance Management (APM)** — Utilize a framework that enables your administrators to make use of physical assets to realize business-specific goals. You can employ multiple asset performance management strategies to maximize profit and reduce business risk factors.
 - Includes: decay curve, asset performance score, service life, risk rating, criticality rating, condition rating and reliability



The screenshot shows the EAM system interface. At the top, there's a header with 'EAM' and 'Risk Matrix'. Below this, there's a table with columns representing different risk levels: 'Low', 'Medium', 'High', 'Very High', and 'Critical'. The table contains several rows of data, each with a color-coded cell (green, yellow, orange, red) indicating the risk level. The rows are labeled with various asset categories and their corresponding risk scores.

- **Budget Management** — Automate the budget creation process and the subsequent capture, supervision, control and analysis of expenditures associated with maintenance work. Calculate a variety of financial and performance indicators that serve as input to critical enterprise performance measures.
 - Includes: budget organization, expenditure and position identification; capital planning requests and general (GL) accounts
- **Calibration** — Track calibration data for equipment categories, assets, systems and positions. Define test-point data and associate test-point sets with work orders and preventive maintenance work orders. This can be done through mobile and desktop.
- **Compatible Units** — Build a template for estimation, quotation, approval and work order generation for commercial projects. Quickly create an estimated cost of a project to apply to work orders for execution based on the estimate. Create a library of repeatable tasks, materials and services.
 - Includes: templates for labour, parts, tools, services, project quotation, estimation and work order generation
- **Electronic Records and Signatures** — Create electronic records (snapshots) of events that occur in the database which require signatures. Through version control and audit capability, you can track insertions, updates or deletions of every attribute for almost every table in HxGN EAM, as well as all comments per entity.
- **Energy Performance** — Set baselines, monitor and compare the energy performance of your assets against standards, such as Energy Star, ASHRAE 90.1, LEED and ISO 14001. Collect utility bills to monitor anomalies.
- **Fleet Management** — Process warranty claims, manage tires and fuel and improve vehicle performance through preventive maintenance that increases productivity and cost-per-mile savings. With the Vehicle Maintenance Reporting System (VMRS), all code key values are included in the HxGN EAM database.
- **Inspection Management** — Simplify the formation of inspection routes, specific measurement points on each asset, aspects to be measured and the collation of results. Link with asset management and work management modules for the listing and creation of work orders.
 - Includes: inspection planning and organization, inspection point scheduling, classification and results, and checklists
- **Intelligent Nonconformity Tracking** — Quickly identify potential issues that can be tracked and assessed automatically with your maintenance schedules over time and then assign a level of severity or risk based on a preset nonconformity index.

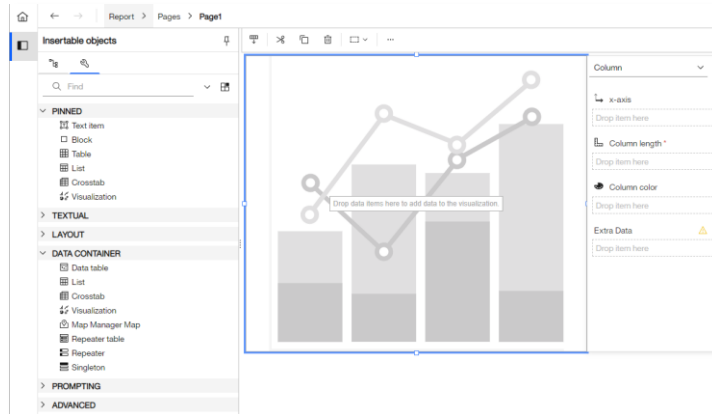
- Includes: incident management of an event such as an accident, creating detailed documentation (search by severity, intensity and importance)
- **Materials Management** — Determine the correct stock levels to provide an acceptable service level of parts and supplies to meet anticipated demand for maintenance. Minimize the working capital invested in stocked parts and supplies. Automatically generate requisitions and purchase orders based on low stock levels, purchase requisitioning, goods receipts and returns, parts repair and recordkeeping.
 - Includes: materials organization, stock replenishment, store issues and returns; recording stock-take; goods receipt and return; purchase order tracking; repairable spares, material analysis, parts condition, inspections, failures and warranties, and product category management
- **Procurement Management** — Manage every aspect of the purchasing cycle — from requisition creation, approvals, supplier selection, purchase order placement and goods receipt through invoice matching. Ensure the selection of qualified suppliers and obtain the best price and delivery terms.
 - Includes: purchase requisition generation, requests for quotations, purchase orders, invoice vouchers, contracts and receipts
- **Project Management** — Convert those capital planning requests into projects to execute against — from initial budget and timescale planning to completion of the final work. Facilitate comparison of actual status and progress of work, resource usage and costs against a project plan.
 - Includes: project planning and organization; project budgeting, scheduling and execution, and Microsoft Project Interface
- **Reliability, Planning and Analysis (RPA)** — Create reliability rankings with associated reliability decision trees, which are used as input on user-defined formulas that yield a numerical value. Create condition-score calculations, condition-decay protocols and risk-and criticality calculations. Determine the reliability ranking score associated to a reliability ranking index. In addition, use Weibull, LaPlace and Crow-AMSAA formulas to predict potential failures.
 - Includes: auditing of an event, such as an accident; creating detailed documentation, search by severity, intensity, size and importance.
- **Reports** — Utilize over 250 pre-built reports that support every module within HxGN EAM, from administration and assets to budgeting and inspections.
 - Includes: work order reporting, assets inventory list, equipment details, mean time between failures, work order cost per equipment, estimated versus actual labor hours, purchasing reports and inventory reports
- **Safety Management** — Identify and control all hazardous situations, materials and activities to protect people and the environment. Comply with health, safety and environmental (HSE) regulations.
 - Includes: hazards, precautions, safety, isolation points, lock out/tag out, lockout boxes, permit to work setup, permit to work and sign-offs
- **Work Management** — Manage, plan, monitor and approve work, as well as the necessary resources to complete that work. Create standard, regular and corrective work, project work, periodic and non-periodic maintenance, and inspection follow-up work orders and schedules. Define work information such as supervisors, permits, qualifications, employees, shifts, tools, tools and dynamic checklists.
 - Includes: work order generation and scheduling; work organization, scheduling and completion; human resources management, periodic and non-periodic maintenance; call center and service request portal; deferred maintenance; crews; routes; multi-asset work orders; maintenance patterns and campaigns; reliability; revision control; case management and reservations calendar
- **Workflow Approvals** — Provides an embedded visual workflow approval capability that helps manage work orders, case management, requisitions and purchase orders. With this module, administrators can

create an approval workflow setup record that systematically routes records within HxGN EAM to specific users or groups for review.

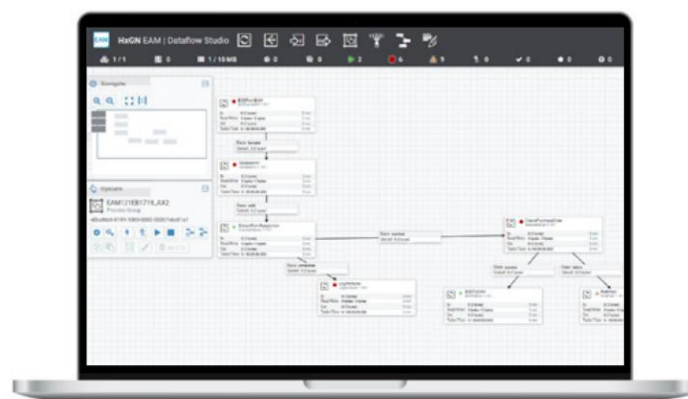
Advanced Add-On Modules

HxGN EAM's advanced add-on modules include:

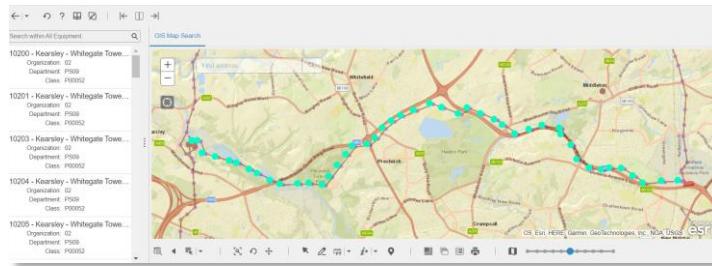
- Advanced Reporting Author** — Maximize the data gathered by HxGN EAM into real-time reporting. Users can choose from hundreds of predefined reports or easily build their own custom versions to further analyze the data.



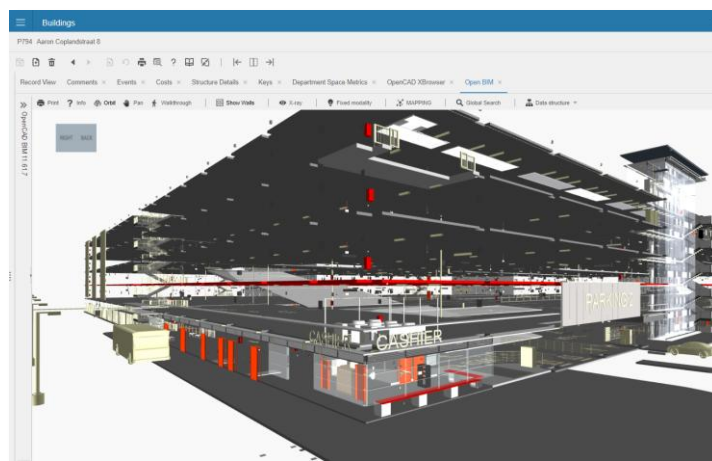
- Databridge Pro** — Powered by Apache NiFi, a leading open-source data flow automation platform, Databridge Pro provides enhanced data integration capabilities by introducing new features for configuring data pipelines, managing endpoint connections and providing better visibility for efficient troubleshooting and debugging. Available for HxGN EAM SaaS customers, it supports BOD, RESTful API, oData and other interface contracts.



- Geographic Information System (GIS) interface** — Leverage HxGN EAM's intuitive interface and seamless GIS integration to visualize the assets and work along a map. Access GIS attributes and HxGN EAM asset attributes through one screen. Add/modify GIS data through the mobile application. You can also streamline workflows on widely dispersed equipment and create a consolidated, easy-to-access view of asset location and history.



- OpenBIM** — Create and manage asset data with an intelligent, 3D-model-based, process building information modeling (BIM) tool. BIM gives architecture, engineering and construction professionals data access and tools that can help maintenance to understand how assets are connected, where they are located to help visualize assets and work along a 3D model.



- OpenCAD** — Access and mark-up drawings within HxGN EAM. Calculate floor space using predefined industry standards. Save time by building your asset registry and creating assets in HxGN EAM directly from drawings. Visualize workspaces, permits, any facility or plant and assets work across the space.



- Requestor** — Easily support an increase in the number of users submitting work requests, equipment reservations and purchase requests, without significantly increasing your financial investment. The contractor portal is also available for mobile and desktop use.

HxGN EAM Mobile Modules

HxGN EAM Mobile modules include:

- **HxGN EAM Mobile** — Enable workers to harness HxGN EAM's functionality on a powerful mobile platform. Access, capture and manage information, either online or offline, directly from the job site or service location. This results in higher productivity and more effective decision-making. HxGN EAM Mobile is licensed by device to support shared devices within a facility or crew.
 - Includes: work orders, work requests, meter readings, equipment, checklists, physical inventory, reports, case management, asset hierarchy and equipment inspections
- **HxGN EAM Mobile Requestor** — The Mobile Requestor is ideal for users that have a need to periodically create requests or for contractors to see work that's been assigned to them. Users can now access the Mobile Requestor functionalities from HxGN EAM's Digital Work platform.
 - Includes: work requests, parts requisitions, reservation requests, operator checklist and the Contractor Portal
- **HxGN EAM Advanced Mobile** — Take advantage of HxGN EAM's most powerful, mobile-based EAM product. Extend user capabilities to more EAM modules and functionality. HxGN EAM Advanced Mobile adds to the existing capabilities of EAM Mobile and Mobile Requestor, and is available via the HxGN EAM Digital Work mobile app.
 - Includes: capability, work orders, work requests, permit to work, equipment, physical inventory, notebook, operator checklist, parts, purchase order receipts, asset inventory and requests

A Competitive Advantage

HxGN EAM allows you to gain a source of greater business efficiency with the industry-specific capabilities you need to transform understanding into action. Improving your asset performance allows you to reduce costs, increase profitability and reduce project risk. With HxGN EAM, you can turn your organization's asset management into a competitive advantage.

Onboarding

The HxGN EAM software is provisioned and made available to the customer from the point of contract signature as a Software-as-a-Service.

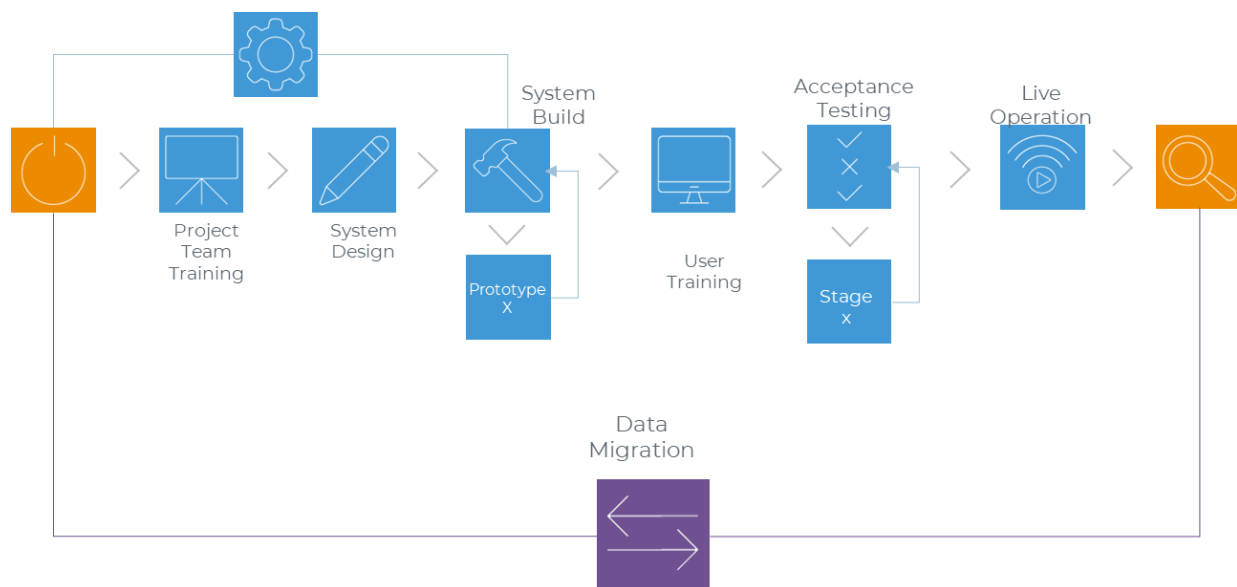
Full use of the service is enabled through an implementation project. NTT Data Business Solutions can deliver the implementation project through our listing for NDBS Cloud Support Services (Implementation), also on G-Cloud.

General Implementation Approach

NTT Data Business Solutions offer implementation and advisory consulting services for the implementation and onboarding of the HxGN EAM software, available through our Lot 3 listing – NDBS Cloud Support Services (Implementation). These services cover:

- Application skills for implementation, configuration, testing support
- Value Added services for: change management, training and training strategy, data migration
- Technical skills for development of applications, enhancements, and integrations to/from the EAM platform

Customers achieve fast and cost-efficient deployment of Hexagon products and innovations through a consistent and proven methodology.



Key activities during implementation include:

Design Phase Activities:

- Kick off the project
- Project Team Training via a training system
- Solution scoping and design
- Define project goals, a high-level scope, and a project plan
- Identify and quantify business value objectives
- Secure executive sponsorship
- Establish project standards, organization and governance
- Define roles and responsibilities for the project team
- Validate the project objectives
- Establish project management, tracking, and reporting mechanisms for value delivery
- Receive and access the initial systems
- Project management execution, monitoring and controlling
- Customer project team enablement
- Fit-to-standard analysis
- Configuration definition
- Integration prerequisites confirmation
- Data load preparation

Build Phase Activities:

- Establish the solution landscape
- Implement the solution in the test environment using incremental build in defined build cycles
- Perform prototype and incremental training sessions after each build cycle is completed
- Conduct overall end-to-end testing of the solution
- Finalize end user training materials and documentation
- Conduct project team and key user training
- Complete all scheduled end user training
- Set up production environment
- Prepare for data migration and data archiving

Deploy Phase Activities:

- Finalize the solution and business processes for production go-live
- Proceed with cutover activities including data migration
- Execute transition and cutover plans
- Develop post-go live support plan

Run Phase Activities:

- Ongoing system operations
- Continuous change management
- Continuous learning
- Continuous improvement
- Release cycles

Our approach embeds the following principles:

- **START with BEST PRACTICES** - with the solution delivered through proven, re-useable Knowledge Assets and pre-built content, including Process Flows, pre-configuration, Test Scripts, Data Migration Assets, and end-user documentation and help
- **VALIDATE the SOLUTION** - Validation to Best Practices and Fit-Gap Analysis
- **MODULAR and AGILE** – Hexagon EAM provides the ability to deliver the solution incrementally, ensuring to value and focus on key business benefits
- **PRE-ASSEMBLY & CLOUD READY** – Pre-built Best Practices enable customers to accelerate implementation whilst leveraging the flexibility and speed of the cloud
- **QUALITY BUILT-IN** – A stage gate approach with embedded quality milestones delivers early identification and management of risk, with a “total quality” approach to implementation
- **A FOCUS ON ADOPTION** – Utilisation of Best Practices as an accelerator allows the project to focus less on the technical aspects of the solution, and more on the data and adoption aspects that are critical to success

Implementation projects for all products and services are tailored to the customer, and delivered in line with client needs and requirements.

Service Levels and Support

For productive system the service level for availability is 99.7%. For non-productive systems (development, test) the service level for availability is 99.5%.

Software Support is provided by Hexagon Product Support. NDBS can also provide additional application and technical managed service support for the application which enhances the Hexagon Product Support with additional support for the application and the technical elements of the application. This can include 'how do I?' and 'break-fix' type support.

Maintenance Windows

There is a major release every year, with an interim minor release, 6 months after the major release. Patches are released every 2 months, except in the month where a major or minor release is scheduled. All maintenance windows are scheduled and published ahead of time. Upgrades and patches are mandatory to ensure all clients are on the latest release. Subscription includes costs all software upgrades and patches. Hexagon does offer the option to have a Pre-Production environment as an additional environment, which allows for access and testing on a new version before the Production versions are updated.

Offboarding, and Access to Data

When offboarding, Hexagon will provide a full dataset at contract termination. The customer is responsible for extracting any interim data prior to contract termination. Additional cost options can be provided for enhanced support from NDBS to support the extraction of the data.

Business Continuity

Hexagon Cloud Operations performs automated backups on a fixed cadence as below.

Cloud Operations leverages database and filesystem (snapshot) backup techniques to ensure that all aspects of the proposed solution can be recovered in a timely fashion and with minimal data loss. All backups are taken to local attached storage, and immediately upon completion are replicated to a geographically dispersed region.

Full Backup - image copy of all the data in the database including the transaction log, once a week

Differential Backup - copy of all database changes since the last Full Backup, every eight hours.

Transaction Log Backup - backup of all transactions since the last Transaction Log Backup, every 15 minutes.

After Sales Support

Hexagon provides Enterprise Support for the duration of the subscription (software support). NDBS can enhance the Enterprise Support, by providing highly flexible Application and Technical Managed Services for the buying organisation. As these can be tailored for individual customer requirements, NDBS can provide specific detail on application.