

# Confirm Enterprise Asset Management Service Definition

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**Brightly Software**

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# Overview

Brightly Software Limited (Brightly), a Siemens company, is a global leader in asset management and infrastructure intelligence. Powered by Siemens' engineering and operational technology expertise, Brightly enables asset owners to operate more efficiently, reduce lifecycle costs, and deliver safer, more resilient and sustainable services for their communities.

With more than 25 years of experience, Brightly supports the complex asset management needs of major cities, counties, regions, national infrastructure providers and public organisations. As expectations grow, asset management is shifting from static asset registers to intelligent, connected ecosystems, integrating IoT data, advanced analytics and predictive insights to enable real-time optimisation, proactive maintenance and improved citizen engagement.

In partnership with Siemens, we provide a modern, integrated asset management platform – Confirm – that addresses both operational and strategic challenges. From centralising asset data and automating workflows to enabling IoT integration, predictive analytics and real-time response, Confirm delivers a scalable, future-ready foundation for public infrastructure management.

Together, Siemens and Brightly equip clients to solve today's challenges while confidently preparing for the infrastructure demands of tomorrow.

## Key Outcomes

For more than 25 years, public sector organisations have trusted Confirm as a mission-critical platform that enables them to:

- Deliver the core operational processes required to manage highways, streets, and public spaces effectively.
- Provide safe, reliable and responsive services to citizens and stakeholders.
- Maintain compliance with legislative, regulatory and organisational obligations.
- Rely on proven implementation, secure hosting and expert support to sustain essential frontline services.

Brightly is a trusted, accredited provider of Enterprise Asset Management solutions, delivering measurable value to local authorities and public infrastructure operators by enabling them to:



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- Consolidate all asset, operational performance and investment information into a single, authoritative source of truth.
- Make fully informed, data-driven decisions to optimise asset performance, maintenance cycles and operational efficiency.
- Maximise the return on investment from infrastructure assets through improved planning, utilisation and longevity.
- Reduce total lifecycle risk, including insurance exposure, asset failure, compliance breaches and unnecessary replacement.
- Enhance the customer and citizen experience through better service delivery, transparency and faster response.

Typical assets managed through Confirm span a wide range of public infrastructure and community environments, including (but not limited to):

- Extensive road and highway networks
- Street lighting, electrical apparatus and emerging assets such as EV charge points
- Drainage systems, waterways and flood-management infrastructure
- Community spaces and public realm environments
- Buildings, structures and essential physical infrastructure
- Parks, green spaces and natural/organic assets
- Commons, open land and village greens
- Public Rights of Way and associated access networks

## The Confirm Offering

The Confirm product suite is the foundation of our UK public sector asset management offering, supporting authorities facing increasing financial pressure, rising regulatory demands, evolving statutory frameworks and heightened public expectations. Confirm embeds global best practice aligned to ISO 55001 and reflects UK Government priorities around efficiency, transparency, resilience and digital transformation.

Designed to support asset management from basic registers to smart, connected operations, Confirm incorporates proven processes and methodologies while accommodating the specific needs of each authority, service area and asset type. Its flexible configuration lets organisations tailor policies, risk frameworks and performance measures to deliver their strategic and operational objectives.

Confirm is designed to support local process and variables enabling:

- **Risk-based asset management** aligned to national guidance (e.g., Well Maintained Highways, local inspection policies, resilience strategies).



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- **Lifecycle planning and prioritisation** to justify funding, target limited resources and demonstrate best-value outcomes.
- **Robust asset strategies, governance and audit trails** supporting statutory compliance and scrutiny requirements.
- **Operational efficiencies through digitisation**, reducing administrative burden and supporting stretched workforces and supply chains.
- **Improved citizen engagement**, meeting expectations for transparency, responsiveness and accessible service delivery.

Confirm enables coordinated working across highways, streets, lighting, parks, structures, and the wider public realm, facilitating seamless collaboration between teams, contractors, and stakeholders. With end-to-end asset lifecycle visibility, authorities can make informed decisions while demonstrating compliance, value, and accountability. This full-cycle approach lets every service area monitor performance, manage risk, and achieve strategic and operational objectives across the asset management cycle:

- Strategic financial planning and budget allocation
- Fulfilling statutory and local obligations to safeguard assets
- Ensuring asset integrity and safety, reducing risk to people and operations
- Optimising intervention planning and performance monitoring
- Maintaining financial, policy, and quality compliance

## Confirm Enterprise Asset Management

The Confirm Platform brings IoT-enabled asset management to life, connecting stakeholders, partners, users, and communities. In a world of growing connectivity, our platform links:

- People to assets
- Assets to assets
- People to their environments

By harnessing asset data from diverse and expanding sources, we turn interconnectivity into measurable value for citizens, users, and stakeholders, enhancing processes and delivering greater impact across the asset lifecycle.

Our technology enables us to interconnect with external systems and data sources to enhance process and deliver extended value to our clients. The Confirm products are as follows:

- Confirm Enterprise Asset Management (EAM)
  - Confirm EAM

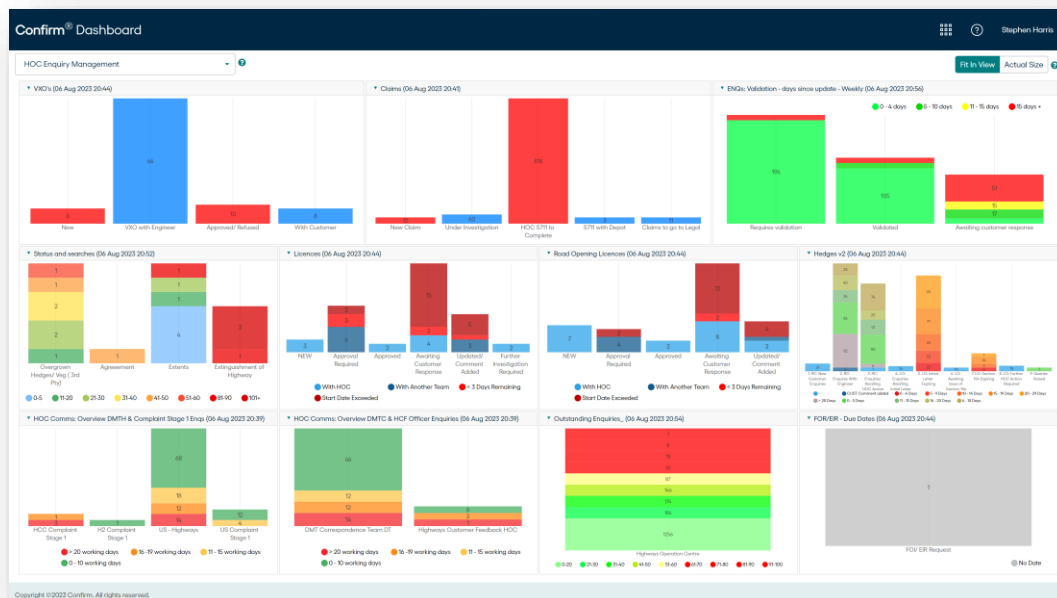


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- ConfirmConnect Mobile
- Confirm Scheduler
- Confirm Essentials
- Confirm Smart Scheduling
- Confirm Stock Management
- Confirm Data Share
- Confirm Community Central
- Confirm Forms
- Confirm Underground Utility Search
- Confirm Predictor & Work Planner

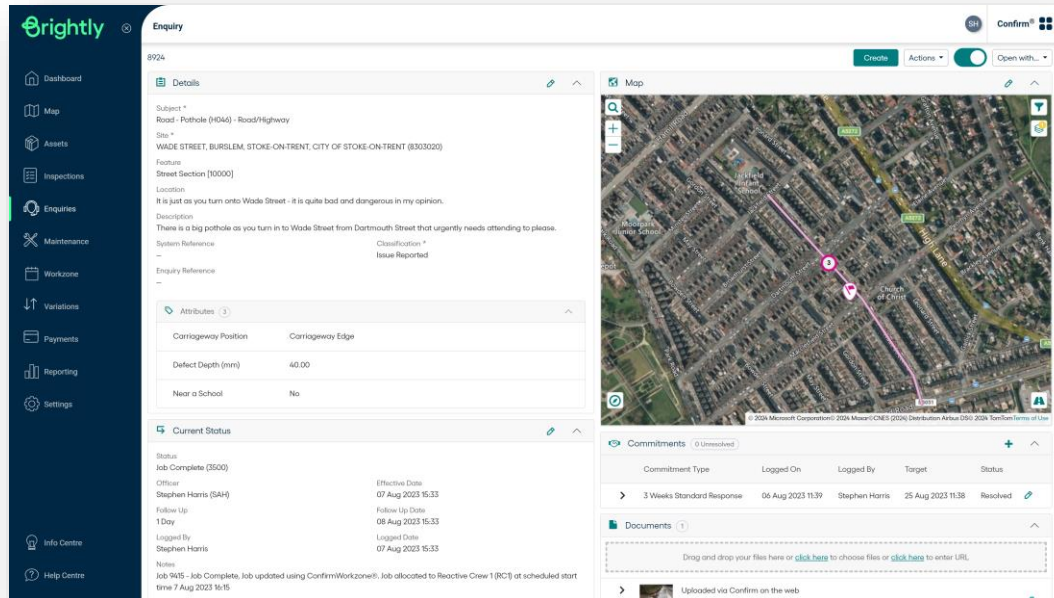
The strength of Confirm is data collation and reporting, enabling asset management from creation, maintenance and investment planning through disposal. The platform provides tactical and strategic visibility of assets and engages all asset stakeholders in the effective asset management process. Providing one source of truth for asset inventory with clear reporting for asset condition, finance and performance against local and statutory compliance enables holistic asset management in line with ISO 55001.

It is designed to support the management of all asset environments requiring data visibility and reporting functionality, specifically those with statutory obligations to maintain compliance and archive inspections, interventions and asset valuation. The suite is fully scalable, enabling clients to add new asset types to their existing implementation as assets grow by number or new asset types are identified that would benefit from the visibility provided.

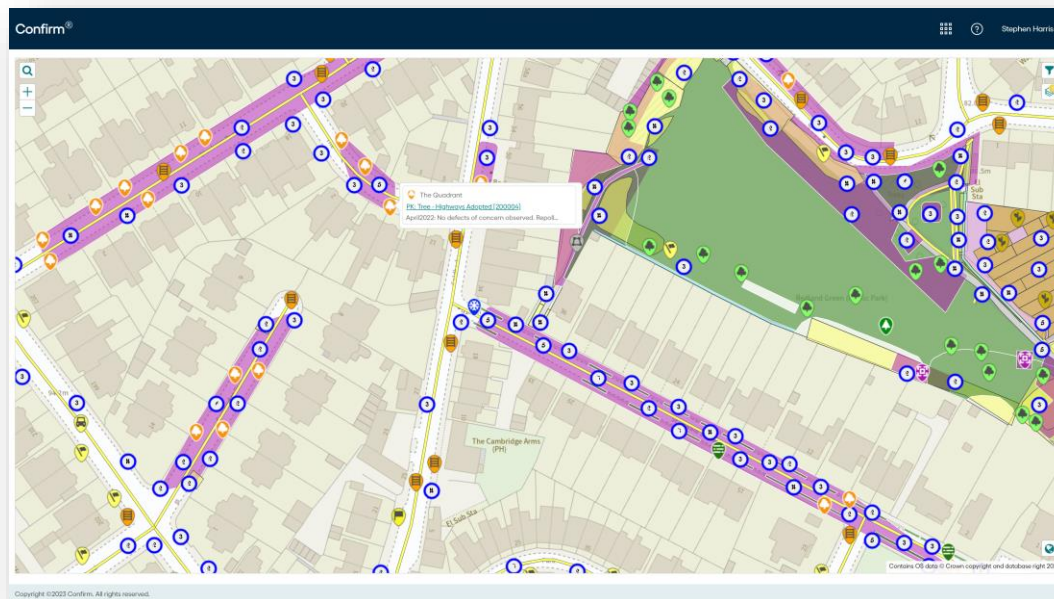




## Example Confirm Dashboard

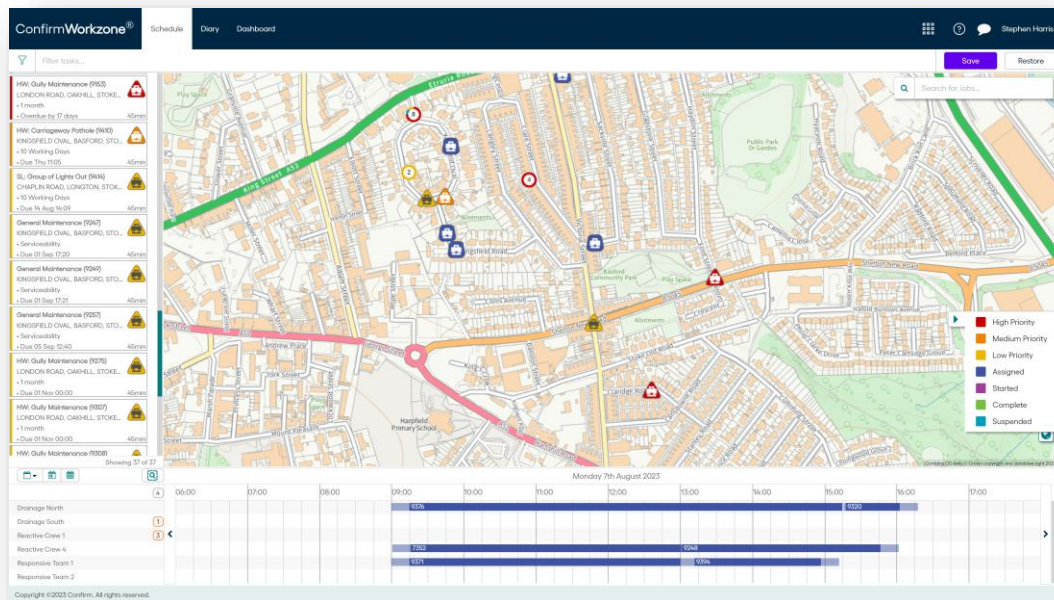


## Example Confirm Customer Services Enquiry

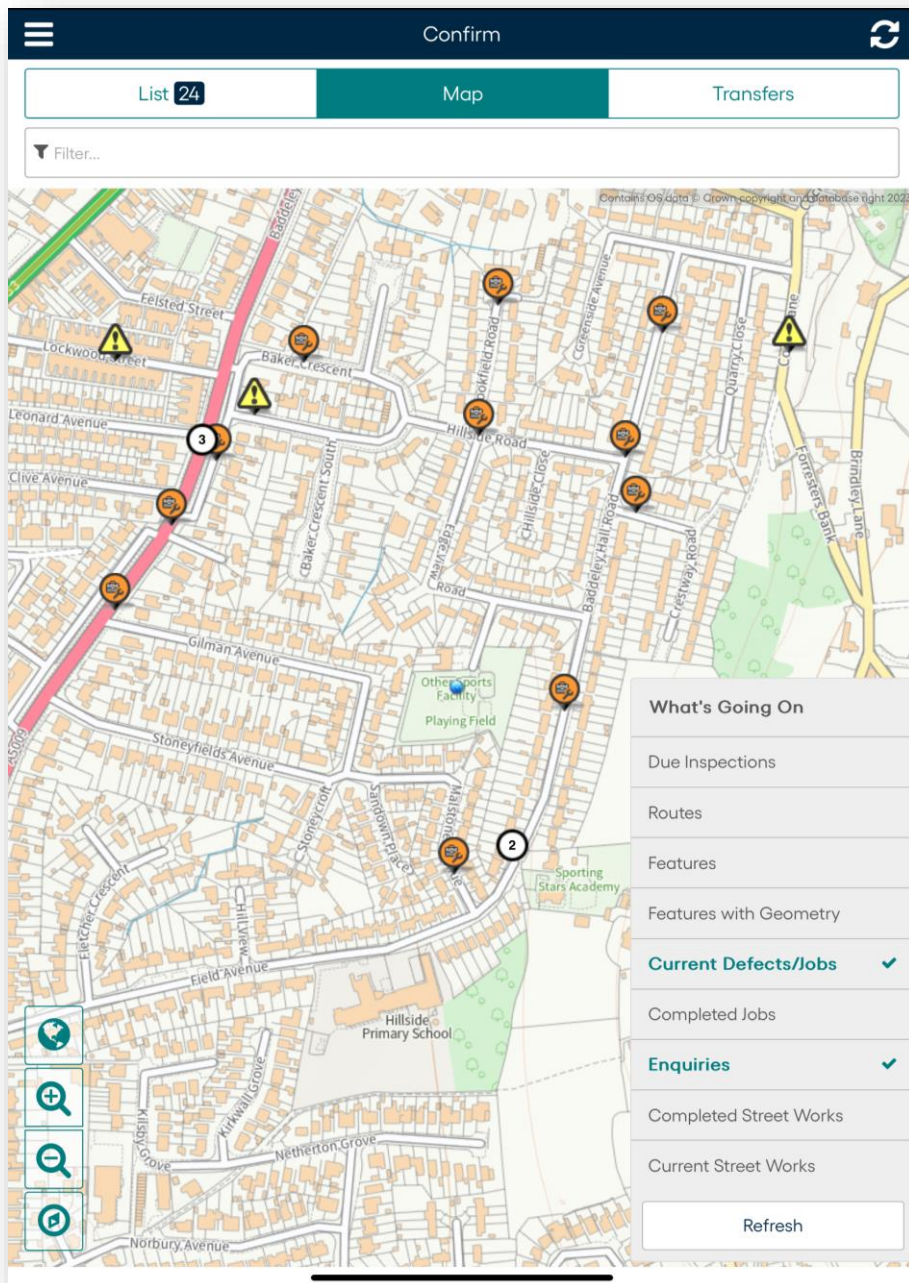


## Example Confirm Mapping Interface





Confirm Scheduler online scheduling board showing jobs to be allocated, jobs already allocated to onsite teams along the timeline, location of teams and the suggested route



ConfirmConnect mobile application showing current GPS location including outstanding jobs, defects and enquiries

## Confirm Essentials

Confirm Essentials delivers the core power of Confirm EAM for a single asset type or specific processes such as Street Works / Permitting or UKPMS. Supporting up to 15 users, it offers a cost-effective way to meet defined requirements, with the flexibility to scale to full Confirm EAM as needs grow.

## Confirm Smart Scheduling

Smart Scheduling is an optimisation capability that automatically creates more efficient schedules by analysing job priorities, resource availability, skills, locations and constraints. It helps organisations reduce travel time, improve resource utilisation and deliver work more reliably by providing intelligent, data-driven scheduling recommendations.

## Confirm Stock Management

Confirm provides a mature, integrated stock management tool that can track materials consumed on jobs and provides a stock-take/delivery facility. Materials are depleted as jobs are completed on site.

## Confirm Data Share

Confirm Data Share allows you to integrate Confirm data with your corporate reporting and business intelligence platforms such as Power BI, SAP, and Tableau, enabling operational and strategic reporting across the wider organisation.

## Confirm Community Central (Public Reporting Portal)

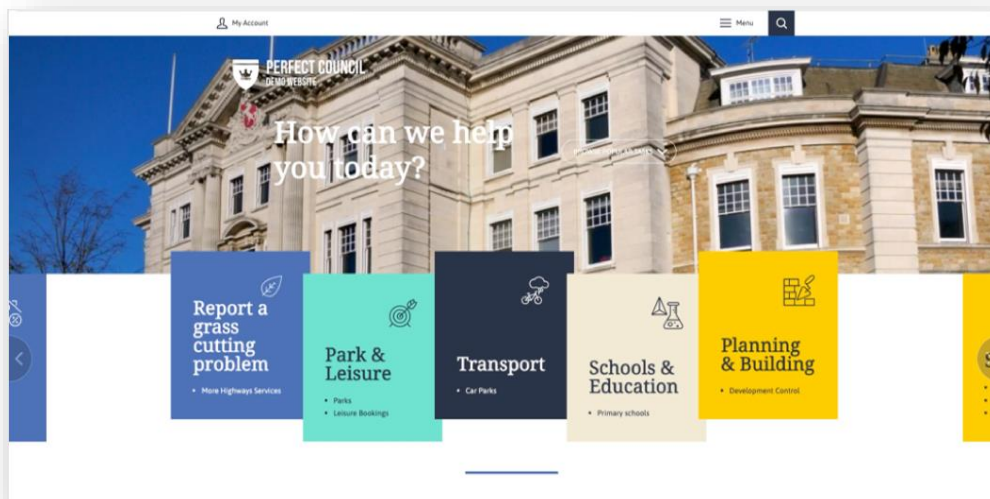
Community Central transforms how authorities connect with residents and stakeholders by making Confirm data accessible, understandable, and actionable via public reporting portal. Residents can quickly find the information they need, reducing contact with the authority - while fully digital engagement supports policies, consultations, licenses, and dropped curb applications securely and efficiently. Community Central enables authorities to:

- **Engage proactively:** Reduce failure demand with clear, self-service access.
- **Eliminate duplication:** Provide a single source of truth for network conditions and service needs.
- **Communicate clearly:** Explain policies and decisions, helping the community understand the "why" and "why not."
- **Automate processes:** Streamline workflows to ease pressure on limited resources.
- **Crowdsource priorities:** Capture resident and stakeholder input to focus on community needs.

Community Central brings workflows to life in the digital world, boosting transparency, efficiency, and stronger community connections.



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## Confirm Forms

Confirm Forms extend the Confirm platform with low-code digital workflows for field and office teams. Built to support inspections, compliance, and operational processes, they enable faster, more accurate data capture directly within Confirm.

Powered by Mendix, a Siemens low-code platform, these solutions provide a secure, mobile-first way to design and adapt workflows without relying on paper or disconnected tools.

Fully embedded within Confirm and delivered through ConfirmConnect and the Confirm web interface, this approach provides a single, integrated experience - improving efficiency, compliance, and visibility across public infrastructure operations.

## Confirm Underground Utility Search

The Confirm Underground Utility Search capability is a quick and user-friendly service providing accurate, consolidated underground utility packs to inform users of the location of buried pipes, cables and other infrastructure during their activities.

The technology gives local and national highway authorities, utility suppliers and contractors accurate data before starting excavation, design or feasibility works. This significantly reduces the risk of utility strikes, avoiding costly delays and losses, improving the design process - and keeping teams safe on site.



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## Confirm Predictor and Work Planner

Brightly Predictor is a strategic asset modelling solution that enables organisations to assess the long-term impact of funding and investment decisions on asset condition, risk, and service performance. It supports analysis at both individual asset and portfolio level, providing evidence-based insight to inform sustainable, defensible infrastructure investment decisions.

Predictor is asset- and data-agnostic and has been deployed for over 10 years across the UK, Australia, and internationally, supporting hundreds of organisations and more than 150 asset types. It is designed to support long-term infrastructure planning and investment, typically over periods of twenty-five years or more. It enables organisations to:

- Model infrastructure investment scenarios over long-term planning horizons (typically 25+ years)
- Quantify the current and projected renewal gap under different funding scenarios
- Assess the cost required to deliver defined service levels over time
- Understand the impact of funding increases or reductions on service performance and risk
- Evaluate alternative renewal and maintenance strategies to close the renewal gap
- Incorporate capital, operating, and maintenance costs using true whole-of-life costing
- Produce year-by-year capital works programmes to support budgeting and financial planning
- Undertake cross asset trade-off to determine the optimum budget distribution across the entire asset portfolio
- Demonstrate transparent decision-making by clearly showing trade-offs between service levels, financial strategies, and risk outcomes
- Establish a sustainable, evidence-based approach to long-term infrastructure asset management

By providing consistent, transparent modelling of future outcomes, Brightly Predictor supports improved investment prioritisation, risk management, and long-term asset sustainability.

## Confirm Carbon Reporting

Confirm supports local authorities in understanding, managing, and reducing their operational carbon footprint through both native functionality and the reuse of operational data for wider carbon reporting.

### CarbonZero

Confirm includes access to Brightly's CarbonZero solution, which enables local authorities to track and report on their operational carbon emissions. CarbonZero uses asset, maintenance, and operational activity data captured within Confirm to calculate emissions associated with highways, street lighting, fleet, and other infrastructure services. This provides a consistent and



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auditable view of operational carbon performance, supporting sustainability objectives, reporting requirements, and informed decision-making.

### **Use of Confirm Data for Third-Party Carbon Reporting**

Operational data captured within Confirm can also be exported and used within third-party carbon reporting tools. This allows organisations to leverage Confirm as a source of accurate operational activity data while applying external carbon reporting solutions for broader environmental reporting, benchmarking, or compliance purposes.

The implementation of Brightly's Carbon Reporting solutions are delivered by our Professional Services team.

### **Confirm Services**

Our experienced and qualified Professional Services team have a diverse array of software, training, engineering and asset management backgrounds. We implement the vision and business outcomes of our clients, working collaboratively across all relevant teams, and provide a seamless experience for our clients whether they need one-off consultancy or a large-scale implementation.



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# Confirm Functionality Overview

## Overview

This section details typical functionality offered by Confirm Enterprise Asset Management solution providing a fully integrated, end to end, mobile platform for internal use, with contractor and customer engagement.

- A cloud hosed/SaaS solution
- Management oversight of the Highways Maintenance service
- Legislation(s) and codes of practice compliance
- Asset Management and Asset Valuation
- Mobile working capability with real-time communications
- Provision of a Production and Test environment

## Asset Management

Confirm enables organisations to manage all asset types within a single, secure, and reliable platform. It provides intuitive tools to capture, store, search, and maintain asset information, supporting efficient day-to-day management and informed decision-making across the asset lifecycle.

## Works Management

An effective works management module which provides tools for:

- Budgeting & costing
- Planning
- Performance & inspecting
- Asset data capture
- Managing operational contractor activities

## Inspections & Cyclic Maintenance

The system provides a means of creating, executing, and monitoring a programmed schedule of activities for works which are required to be carried out on a cyclic basis such as:

- Safety inspections
- Asset surveys
- Condition assessment surveys
- Rolling programmes for preventative treatments



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## Smart Scheduling

Smart Scheduling is an AI-powered optimisation capability that automatically creates more efficient schedules by analysing job priorities, resource availability, skills, locations and constraints. It helps organisations reduce travel time, improve resource utilisation and deliver work more reliably by providing intelligent, data-driven scheduling recommendations.

## Stock Management

Confirm provides a mature, integrated stock management tool that can track materials consumed on jobs and provides a stock-take/delivery facility. Materials are depleted as jobs are completed on site.

## Key Confirm Asset Types (not limited to)

- **Highways & Roads:** Efficiently manage the lifecycle of roads, pavements, and footways, from inspections to maintenance planning and reporting.
- **Bridges & Structures:** Track condition, schedule inspections, and plan maintenance to ensure safety and compliance.
- **Street Lighting:** Monitor assets, manage faults, and optimise energy usage across lighting networks. Providing functionality to support the management of Street Lighting and other illuminated and electrical (e.g. EV Charger) assets. This can be provided either as part of the core highways system or as an interface to a third-party application.
- **Drainage & Gullies:** Capture asset details, schedule cleansing, and reduce flood risk through proactive management. Provides a management system that is capable of collecting all drainage assets and inspection data, including routine cleansing of gullies, catchpits, soakaways, weir kerbs, grips, cattle grids.
- **Parks & Green Spaces:** Maintain public spaces, track maintenance activities, and monitor usage for better community services.
- **Trees & Arboriculture:** Manage tree inventories, health inspections, and work scheduling for safety and environmental benefits.
- **Waste & Recycling:** Track collection, monitor performance, and support compliance and sustainability goals.
- **Other Public Assets:** Extend management to any additional infrastructure, improving visibility, reporting, and service delivery.



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## Mapping (GIS) Interface

Confirm links with external GIS data sources, including MapInfo, ArcMap, ArcGIS Pro, and other standard GIS formats. It provides embedded, map-based visualisation and interaction with asset data, supporting spatial insight and informed operational planning.

Confirm also supports the export of spatial data in MapInfo TAB and ESRI SHP formats, enabling further analysis within external GIS applications.

## Local Street Gazetteer (LSG)

Confirm supports the maintenance of the Local Street Gazetteer in line with GeoPlace data entry requirements. It provides functionality to upload LSG data to the National Street Gazetteer (NSG) hub and supports the management and submission of Additional Street Data (ASD).

## Public Right of Way (PRoW)

Confirm supports the management of Public Rights of Way information, including the ability to produce and extract a Definitive Map. It enables users to query PRoW asset data and generate reports, such as analysing complaint volumes or identifying recurring issues (e.g. obstructions) on specific routes.

## UKPMS

Confirm is UKPMS accredited and has successfully met the requirements of the UKPMS Annual Health Check every year since the process was introduced.

Confirm supports the import of condition data from all UKPMS visual and machine survey types using HMDIF, comma-delimited, or tab-delimited formats. Additional visual and machine survey types can be configured through the user interface or by loading configuration files.

The system enables organisations to:

- Automatically identify appropriate strategic treatments for road assets based on condition.
- Model multiple maintenance scenarios (e.g. do nothing, treatment in year one, treatment in year two).
- Forecast asset condition over a 20-year period, including future maintenance interventions triggered by deterioration.

Confirm includes standard reporting for all UKPMS key performance indicators, including:



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- 130-01
- 130-02
- BVPI224b
- BVPI187

## Mobile Device Interface

Confirm supports mobile working by providing field teams with secure access to up-to-date asset information. Mobile users can capture data, complete inspections, and manage work and customer interactions in real time, improving productivity and data accuracy at the point of work.

## Financial Interface

Confirm is capable of interfacing with a corporate finance system so that financial transactions managed within the highways system can be reflected in the corporate finance system.

Confirm will be responsible for the generation of Work Orders with the Finance system authorising payments and generating the Purchase Orders. Confirm is primarily focused on managing department budgets, in-house jobs, inter-departmental jobs and revenue generating works. Your Finance system's function is to process the related accounts payable/contractor payments, general ledger and accounts receivable (invoicing customers).

## Customer Management

Confirm supports the logging, tracking, and management of customer reports related to streets and asset-related issues within a single system. It can integrate with online customer portals to provide status updates on reported issues.

Confirm includes a CRM-agnostic API and has been successfully integrated with a wide range of customer relationship management systems, including Jadu, Microsoft Dynamics, Lagan, Firmstep, and Salesforce.

## Public Reporting Portal

Community Central surfaces any data in Confirm to your residents and stakeholders enabling them to easily digest the information and remove the need to contact the authority. In addition, the solution allows you to present and educate the community on asset policies, consultations and even apply and pay for licensing and dropped curbs in a fully digital and secure solution bringing your workflows to life in the digital world. Community Central is focused on supporting Authorities in:



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- Proactive engagement with the community to remove failure demand
- Removal of duplication providing clarity on network condition and service requirements
- Effectively communicating policy and “why/why-not”
- Automation of business process to reduce pressure on limited resource
- Clearly defining resident and stakeholder demands to “crowd source” community priorities.

## Other System Integrations

Confirm provides a range of tried-and-tested standard APIs, deployed across its UK local authority client base, to support integration with third-party systems and processes. Using Commercial Off-the-Shelf (COTS) technology, integrations with key council systems can be implemented efficiently, supported by our experienced consultancy team.

Confirm integrates with commonly used third-party applications and databases via RESTful and SOAP-based APIs, including: Confirm Web API, GraphQL API, CRM Connector API, Contractor Interface API, Financial Interface API, and Mapping Link (GIS) API.

## BI and Reporting Functionality

Confirm Data Share allows you to fully integrate Confirm data with other corporate systems and reporting tools, such as PowerBI, Tableau and Qlik. It provides read-only access to a replicated copy of the Confirm production database, allowing organisations to analyse and report on operational and strategic information.

## Data Management

Confirm enables the secure segregation of confidential data and supports compliance with EU General Data Protection Regulation (GDPR). Standard capabilities include:

- **Make Anonymous** – removes customer details from existing enquiries via the web interface.
- **Document Link Deletion** – deletes documents containing personal data from enquiries.
- **Clear Customer Details** – replaces customer surnames with the date and user who cleared them.
- **Clear Enquiry Details** – removes location, description, text attributes, document links, status notes, contact, and commitment notes from enquiries.
- **Officer Location Cleardown** – deletes historical location data for officers using spatial functionality, such as mobile devices.

## Statutory Requirements

We have initiatives running to keep pace with legislative and business changes around UKPMS, PAS 2161, Street Manager, NSG, D-TRO and NUAR requirements.



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Confirm is compliant with the following government regulations:

- TMA Compliant – Traffic Management Act 2004
- NSG compliant – National Street Gazetteer
- NRSWA compliant – New Roads and Street Works Act
- DfT Street Manager
- UKPMS

## System Administration

Confirm provide the system administrator(s) with all the facilities required to monitor and control usage of the system, including permissions and groups, plus enables configuration.

## IT Support, Upgrades and Maintenance

Software maintenance releases are first deployed into the Development environment prior to Production roll out. The Client has the opportunity to test the new software release before it is rolled out into Production.

Confirm includes comprehensive support, configuration and technical documentation in the form of installation, configuration and user manuals.

Our Tech Support services consist of:

- Telephone support
- Product enhancements and updates
- Correction of technical errors or non-conformities
- 24/7 online support portal & case management



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# Appendix

- Scope of Service
- Onboarding / Offboarding Support
- Implementation Plan
- Pricing Overview
- Ordering and Invoicing
- Termination
- After Sales Support
- Technical Requirements
- Fair Use Policy
- API Fair Use Policy
- Data Storage
- System Usage
- Exclusions for Permitted Data
- Exclusions for Permitted Use

## Scope of Service

The Confirm application and associated services are delivered in a Software as a Service (SaaS) model in a fully managed cloud-based environment, which is accessible from the public internet and provides access from anywhere. This provides you with the necessary capability to securely and reliably deliver the application to meet the requirements of the business.

These are some of the key features of the service:

- High fault tolerance achieved by providing multiple physical locations in the UK.
- Includes Production and Test Confirm environments.
- 99% System Availability SLA.
- Includes full disaster recovery (DR), with geo-redundant configuration.
- Accessed via the Internet (HTTPS), allowing multi directional interfaces via external web services.
- All hardware and software (current and future) requirements are managed by us and is therefore never a customer concern.

## Onboarding Support

Onboarding is different depending on whether you are an existing customer or not.

Existing customers will use our standard packages available for converting from an on-premise deployment of Confirm to OnDemand.



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New customers will need to be evaluated and resource estimates supplied depending on the amount of data to be transferred, training required, business processes to be implemented. We will use the G-Cloud rate card for this.

## Implementation Plan

A detailed implementation plan will be provided as part of our proposal once we have estimated the resource and effort required. All our Professional Services engagements will follow our Services Methodology to ensure we are delivering consistent and quality solutions to our customers. Different resources will be required at different stages depending on the skills required.

## Pricing Overview

Our pricing is available in the Pricing Document section of the G-Cloud service.

## Ordering and Invoicing

Please contact us via our website or on the number or email below to discuss your requirements. Ordering is by Purchase Order only; we will invoice on receipt of a Purchase Order. Frequency of invoicing for subscription orders can be monthly, quarterly or yearly in advance.

- Email: [ukgcloud@brightlysoftware.com](mailto:ukgcloud@brightlysoftware.com)
- Phone: 0808 167 4526
- Website: [www.brightlysoftware.com](http://www.brightlysoftware.com)

## Offboarding / Termination

We will provide the Confirm data back in an agreed format to enable you to import into another system should there be a requirement to do so. Any Professional Services time required to assist in this exercise, are charged separately and not part of the subscription agreement. In terms of data sanitisation, at its end of life, all media is sanitised by AWS in accordance with their Device Management process before disposal.

## After Sales Support

### Technical Support

Our software subscription & support services offer comprehensive coverage for software updates and fixes, product upgrades and technical support under a single, common set of agreements, processes and tools.



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Technical Support is available within your subscription fees and includes access to our online case management system and phone support where you can log new cases, report on existing cases and find a vast array of useful information around how to use the product.

Our Technical Support Desk Hours are: Mon to Fri 09:00 – 17:30 (excluding bank holidays).

## Communities

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We also provide a number of online resources to answer your questions and provide information you may need to implement solutions, share knowledge, receive training and obtain technical or client service support.

- **Documentation:** Find all the product information you need in the form of user guides and technical documents.
- **Ideas Portal:** Submit your innovative ideas around Confirm's existing functionality and future development.
- **Knowledge Base:** Get answers to many of your Confirm questions. Our Knowledge Base is a vast library of technical and how-to articles.
- **Community Forum:** Connect with other users and discuss topics around Confirm.

## Professional Services

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Our trainer-led courses deliver high-quality training, at your premises or online. Training is delivered in your database, using your data, and can be delivered to your processes.

We are able to provide access to our Brightly Academy e-learning platform, which contains an engaging mix of process diagrams, written manuals and videos. The Brightly Academy content will be used throughout the implementation project to upskill users but will also enable your System Administrators to learn how to further tailor the system in future to maximize the value of your investment.

Our market leading Learning Management System contains over 300 videos covering all aspects of Brightly Software. Managed by you to enrol users, assign courses and monitor user learning, Brightly Academy provides anytime access to consistent and validated training.

Our learning paths are certificated by the CPD Certification Service. Established in 1996, the CPD Certification Service is the largest and leading independent CPD accreditation organisation working across all industry sectors.

## Technical Requirements

The Confirm OnDemand hosted solution is accessed over the Internet, clients are required to provide their users with the appropriate Internet connectivity and browser support.



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## **Application Streaming**

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The Confirm Enterprise desktop application is delivered to end users via Application Streaming technologies. Users only requiring functionality in the Confirm Web application will not utilise Application Streaming. Application Streaming allows users to access desktop applications from any location via a web browser.

## **Confirm Web Access**

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Clients will need to provide compatible browsers in order to access the Confirm web solution, which is accessed directly through the browser. Details of supported browsers can be found in the Confirm user documentation from the following link:

<https://help.brightlysoftware.com/Content/Documentation/Maintenance/Confirm/Confirm.htm>

## **Mobile Devices (ConfirmConnect)**

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The Client takes full responsibility for their own mobile devices. Details of supported devices and minimum specifications can be found in the Confirm user documentation in the link provided above. We provide the URL for mobile data transfers and advise when they need to be upgraded.

## **Fair Use Policy**

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The Confirm OnDemand environment is shared between all eligible Clients and therefore the resources are limited by physical restraints of technology as well as by reasonable limits of a shared environment. Hence the server technology limits the amount of available resources for use by all eligible Clients, including but not limited to disk drive space, CPU processing power, memory and access speed.

Clients are responsible for ensuring that their organisation adopts a reasonable 'fair use' approach to their use of the Confirm OnDemand shared environment in order to ensure that their actions do not adversely impact the service received by other Clients.

## **API Fair Use Policy**

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To make sure every customer receives a smooth and reliable service, we apply a Fair Use Policy to all API usage. This simply means that API activity should remain within reasonable levels that support normal day-to-day integrations, such as connecting with CRM systems, financial systems, contractor platforms, or other common third-party applications.

Our APIs are designed to support these standard integration needs, and most customers will always operate well within fair use. The policy exists only to safeguard the performance of the



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shared cloud environment and ensure that no single customer's integration patterns unintentionally impact others.

API usage is measured using the annual API Credit allowance included in your subscription. If your organisation's usage ever looks significantly higher than expected, we will contact you to understand your needs, offer guidance on optimisation, or discuss whether a larger API Credit bundle is a better fit.

This policy is not intended to restrict normal use. It exists simply to keep the service fair, stable, and high-performing for every customer. We will always engage with you openly and constructively before taking any action, and we will never restrict usage without prior discussion, except in the unlikely event that urgent action is needed to protect overall service availability.

## Data Storage

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A limit of 4GB per concurrent or mobile user is applied across the Confirm OnDemand environment. This limit applies to the following components of Confirm OnDemand:

- Production database
- Production file system (includes any specifically requested database exports)
- Test database

If any Client exceeds 90% of their allocated data storage their dedicated Account Manager will contact them and advise that remedial action should be considered by the Client to modify their disk usage in the shared environment.

We will impose a hard limit on disk usage once 110% of the Clients allocated storage has been used. Hard limits will not be imposed without an Account Manager first working with the Client to identify ways in which disk usage can be reduced.

We may charge the Client should there be a need for a technical expert to visit the Clients site or interact with the Clients source data in an effort to reduce disk usage. Such charges will be at the then current standard professional services day rate.

If no solution can be found to reduce the Clients disk usage, we will charge an additional fee for the excess data storage use at the then current applicable monthly rate.

## System Usage

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We will not impose hard limits on any component of the Confirm OnDemand environment where the primary metric of usage may be considered a form of bandwidth, CPU or network utilisation.



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However, we may deploy appropriate technologies to balance or manage the use of the shared resources amongst Clients in a fair and non-punitive way.

### **Exclusions for Permitted Data**

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The Confirm OnDemand environment cannot be used to send or store the following types of data.

- Infringing, obscene, threatening or unlawful or tortuous material
- Personal media not intended for use in the domain of Asset Management file including music, photographs and videos
- Person data files not intended for use in the domain of Asset Management or associated practices

### **Exclusions for Permitted Use**

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The Confirm OnDemand environment cannot be used for the following purposes:

- Load testing of any kind
- Penetration / security testing
- Any activity which would compromise the security of the shared environment
- Sending unsolicited bulk/commercial email / SPAM