

Asset Essentials Service Definition

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Brightly Software

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Overview

Brightly Software Limited (Brightly) is a global provider of asset management software that enables asset owners to operate their assets more efficiently, reduce costs, and create safer, more reliable and more sustainable environments for the communities they serve.

Brightly has more than 25 years of experience in asset management and today solves some of the most advanced asset management challenges for large cities, counties, regions, critical national infrastructure and public infrastructure operators.

Asset management is being pushed beyond simply being an asset register, to more strategic roles such as a hub for connected devices or an analytics engine using data to power predictive maintenance, real-time optimisation and proactive citizen communication. These use cases spread beyond traditional asset management functions.

We offer a modern, integrated asset management platform, that enables clients to overcome a spectrum of challenges, from the most fundamental need to reduce costs through centralising asset data and automating workflows, to the most advanced requirements to integrate with IoT data to take real-time action and automate communication. We provide the platform to help clients realise solutions to challenges today and in the future.

Key Outcomes

Throughout our history clients have relied on Asset Essentials and related solutions as a business-critical solution to:

- Provide the foundational platform to support critical processes in their organisations.
- Provide a safe, effective services to stakeholders, technicians, and their related facilities.
- Ensure identification, assignment, and completion of work orders, preventive maintenance planning, and resource utilisation.
- Support compliance with organisational and regulatory requirements.
- Provide robust implementation and support to ensure they can deliver ongoing maintenance and reporting on critical assets.

Brightly are a safe, proven provider of Enterprise Asset Management solutions. We deliver value to our customers by providing:

- A single source of asset, operational performance and investment requirements.
- Options to make the most informed decisions to optimise asset and operational performance.
- Information to achieve enhanced return on investment from their assets.



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- Reduced total cost of risk related to their assets (e.g. insurance, failure, replacement).
- Improved customer/citizen experience when engaging with their assets and environments.

Typical asset categories managed in Asset Essentials include (*but are not limited to*):

- HVAC
- Life Safety
- Production equipment
- Generators
- Fluid meters
- Bay doors

Asset Essentials

Asset Essentials is a cloud-based maintenance solution developed for daily and advanced maintenance operations management. With our software, users can initiate, assign and track the progress of maintenance work orders; manage assets and equipment; develop advanced workflows with preventive maintenance (PM) scheduling; utilise Internet of Things (IoT) technology for predictive maintenance (PdM); and manage inventory. In addition, Asset Essentials has functionality for document management, reporting and mobile capabilities.

Give your team anytime, anywhere access to the information and tools they need to do their jobs on our cloud-based platform. Manage all work orders, assets and maintenance activity in one central location with improved communication.

Eliminate paper and digitize work orders to make your team's jobs easier and more streamlined with request automation, inventory management and work order prioritization.

See the current state of your operations and develop a plan for the future. Drive decision-making with configurable data analysis and built-in reports from a central dashboard.

Find smarter solutions to tough operations challenges by empowering your team to do more impactful work. With better tools in hand, you can better serve your organization.

Mobile Device Interface

Asset Essentials provides the ability to streamline field operations and boost productivity by providing mobile workers with access to the most recent asset information, data collection, inspections, and inventory management using mobile technology.



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Smart Assets

As the Internet of Things (IoT) has grown in scope and scale, a high level of interaction between assets and users has developed. In these relationships increased data and analytics provide multiple opportunities to improve safety, efficiencies and/or user experience.

Smart Assets enables automation between IoT connected assets based on intelligent analytics to provide outcomes for multiple asset environments or individual asset types.

Predictor

Brightly Predictor enables organisations to reduce their renewal gap and optimise service levels across an infrastructure asset portfolio under constrained budget scenarios.

Predictor is a modelling tool that is designed to cater for the long-term planning of infrastructure assets. It has been developed with an embedded optimised decision-making framework that enables the evaluation of typical long term (25 year plus) scenarios including:

- The cost to deliver a service level over time
- The service level that will result from increases/decreases in funding
- The potential impact of alternative treatment strategies
- Year by year capital works plans to support the budgeting process
- Scenarios include capital costs, operating and maintenance costs and therefore incorporate true life cycle costing model

The outcomes achieved when using Predictor include:

- It provides Councils with the opportunity to demonstrate deep capability in long-term asset management planning.
- It will form a strong foundation for Councils to sustainably manage their infrastructure portfolio into the future
- It provides Councils with a transparent infrastructure investment framework, demonstrating the trade-offs on decisions between changes in service levels, financial strategies and risk profiles.

Origin

Brightly Origin is a world-class strategic asset management, asset health, and capital planning solution that provides strategic insight into facilities, assets, and resources that help determine where to focus limited funding.



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Origin helps you improve your strategic asset management (SAM) by helping you prove capital spending through predictive modelling, using real-time asset data. Prove funding requests and assess risks to your asset health based on various funding scenarios and deferred maintenance requests. Mitigate asset risk by focusing budget on critical assets, all while leveraging the largest database in operations to compare operations using real benchmarking data.

The following are some of the benefits of Origin:

- **Know the true health of your assets** - With the largest database in operations, you can predict long-term asset health with asset-specific benchmarking and maintenance data. Use Origin and you will always know the health of everything in your asset portfolio.
- **Don't risk asset failure - get strategic** - Plan for long-term success by ensuring you avoid asset failure. Use the built-in risk ranking that shows the impact associated with aging assets and visualize repair versus replace decisions.
- **Leverage CMMS data** - Pull work order and preventive maintenance data from any computerized maintenance management system (CMMS) and use it to modify expected useful asset life in real time. Maintain an accurate picture of your asset portfolio at all times.
- **Optimise your facility budget** - Prove funding requests with visuals and metrics that clearly outline budget needs, up to 30 years into the future, ensuring long-term success. Understand the impact of deferred maintenance and improve both your asset risk management and your budget.
- **Plan for future costs** - Execute capital projects with ease by using our built-in project tool, incorporating all associated costs with a collaborative and full-picture approach, eliminating guesswork associated with capital project planning.
- **Detailed reporting options** - Understand how your organization stacks up in your industry by using Origin's detailed reporting options, including KPI's and benchmarking, to help mitigate risk and optimize labour resources.

The following are some of the features of Origin:

- **CMMS Standardisation and Optimisation** - Align your work order and preventive maintenance data from your CMMS with your capital planning to get critical visibility on the real-time health of your assets.



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- **Risk Ranking** - Prioritize repair and inspection needs based on the level of risk and the impact of asset failure has on your operations to maintain your ideal level of brand standards.
- **Visibility and Management** - Always get the full picture of your asset or facility health with dynamic asset condition updates for real-time decision-making based on asset condition.
- **Budgeting and Forecasting** - Prove funding requests with visuals and metrics that clearly outline the budget needed to maintain facilities and depict the long-term cost of deferring funding.
- **Strategic Master Planning** - Align stakeholders and departments on every aspect of your next capital project to maximize effectiveness while communicating all associated costs.
- **Mobile FCA and Management** - Update your asset health score in real-time after maintenance is completed to always have the most up-to-date health information on every asset.

System Administration

Asset Essentials provides the system administrator(s) with all the facilities required to monitor and control usage of the system, including permissions and groups. It also enables configuration of the system.

IT Support, Upgrades and Maintenance

Software maintenance releases are first deployed into the Development environment at least 30 days prior to production roll out. The Client has the opportunity to test the new software release before it is rolled out into Production. Upgrades to the hosted environment occur quarterly.

Asset Essentials 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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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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Appendix

- Scope of Service
- Onboarding Support
- Implementation Plan
- Pricing Overview
- Ordering and Invoicing
- Offboarding / Termination
- After Sales Support

Scope of Service

The Asset Essentials 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.
- 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

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.



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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
- Phone: 0808 167 4526
- Website: www.brightlysoftware.com

Offboarding / Termination

We will provide Asset Essentials 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.

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

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.



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

Professional Services

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.



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