

PROGRESSIVE

G-Cloud 15 Service Definition

HxGN EAM: Industry-leading asset management platform

Progressive Technology Solutions Limited

Lot 2b Software as a Service (SaaS)



Phone: +44 (0) 20 3696 8290
www.progressive-tsl.com

Progressive Technology Solutions Limited
50-52 Chancery Lane, London, WC2A 1HL, United Kingdom

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1. Introduction

Company Overview

Established in 2004, London-based Progressive TSL deliver integrated, enterprise-grade cloud software solutions and services to public and private organisations across the UK and worldwide. As a recognised Hexagon Premier Partner, we are trusted implementors of Hexagon's market-leading Enterprise Asset Management (HxGN EAM) and Asset Performance Management (APM) solutions. We enhance these technologies with our best-practice implementation framework, tailored to the specific needs of the asset-intensive industries we serve.

Our strength lies in our dedicated team, whose in-depth technical expertise and subject matter knowledge have been built over many years of successful project delivery.

At every stage of organisational maturity, our customers require resilient and adaptable business systems and processes. Progressive's solutions provide this scalability, enabling small initial deployments that expand in line with evolving operational and strategic requirements.

We deliver a holistic solution that considers both systems and ways of working, supported by transparent feedback, constructive challenge, ongoing support, and continuous improvement beyond go-live. This ensures our customers achieve the outcomes and benefits expected from a Progressive EAM implementation.

Value Proposition

The public sector is harnessing technology and data to modernise operations, aiming to serve the public more efficiently, achieve cost saving and economies, streamline processes and respond to the rapidly evolving demands of contemporary society. Pressure to get greater efficiency from existing assets is continually increasing for organisations of all sizes and industries. For most organisations, achieving this requires a strategic enterprise asset management (EAM) system.

Progressive TSL's EAM solutions have a primary focus on enhancing asset management, maintenance and finance strategies to boost operational reliability and efficiency. We help agencies and organisations to build self-sustaining digital asset ecosystems that support environmentally and socially responsible practices.



What the Service Provides

HxGN EAM

Hexagon are authors of an industry-leading asset management platform that helps to evolve Enterprise Asset Management (EAM) into Asset Performance Management (APM), extending asset life and improving productivity. It joins up all your business functions providing tools to help increase asset reliability and availability, allocate capital, optimise costs, address safety and compliance and improve digital operations. Harnessing asset data insights from IoT sensors, AI and Machine Learning (ML) to drive organisations forward.

Core Modules:

Asset Management – Standardise asset information, build hierarchies, and manage groups. Capture the identity, technical and commercial configuration and structure of physical assets, and their current position and state as well as maintenance history.

Work Management – Manage, plan and capture work, as well as the necessary resources to complete it. Create standard, regular and corrective work, project work, periodic and non-periodic maintenance and follow up work orders. Define information such as approvers, permits, qualifications, shifts, tools and dynamic check lists.

Inventory Management —Provides full control over spare parts, materials, and consumables to ensure assets are supported with the right stock at the right time. Tracking inventory levels, managing warehouses, optimising reorder points, and enforcing accurate issues/returns across the organisation. Streamline procurement processes and determine the correct stock levels to meet demand, minimising working capital.

Procurement Management – Manage all aspects of the purchasing cycle from requisition creation to goods receipt, through to invoice matching.

Mobility - Access and update asset data on mobile devices online and offline for continuity and precise records. Submit work requests, receive notifications and conduct inspections in the field.

Workflow – Automate processes with embedded workflow approval capability. Administrators can easily route records to specific users or groups for review.

Reporting – With over 250 pre-built reports supporting every module, discover rich analysis and reporting capabilities to help your management teams use valuable insights.

AI Assistance – Alix provides practical solutions and convenient support to accelerate performance and simplify operations from the Toolbar.

Extensibility – Write scripts quickly, use existing libraries and integrate with other technologies for a more efficient and effective EAM solution.



Enterprise Integration - Manage data integration between EAM and external systems, suppliers and IoT devices. Handle data tasks like transformation, validation and metadata enrichment.

User Friendly Interface - Simple, modern and intuitive to use screens and dashboards, this is a role-based system with enterprise-grade business rules and security - available on web browser, mobile and tablet.

Cloud First - Built on the Amazon Web Services® (AWS) Cloud Platform for maximum uptime, reliability, security and scalability. EAM is also available on premise.

Visualisation - Access and mark-up CAD/BIM drawings within HxGN EAM. Visualise workspaces, permits, any facility or plant and assets work across the space.

Asset Performance Management - With an intuitive easy-to-use dashboard, the APM module integrates with equipment sensors, utilising machine learning capabilities, sensor based analytics, historians, EAM Work Orders and PM compliance. It gives visibility to emerging threats, exposes and quantifies asset risk and enriches strategic asset management decisions.

Progressive TSL's Industry Frameworks

Progressive TSL's proven EAM Frameworks are built on years of deep industry expertise, designed to fast-track deployment while minimising risk and ensuring compliance with best practices. These frameworks are tailored to meet the unique operational needs of asset-intensive industries, delivering a robust foundation for success from day one.

- **Rapid Implementation:** Predefined workflows for procurement, inventory, and maintenance approvals eliminate guesswork and reduce setup time.
- **Specialised Industry Features**
- **Actionable Insights:** Preconfigured reports and KPIs provide immediate visibility into performance and compliance.
- **Integrated Architecture:** Built-in integration framework simplifies connectivity and data flow.

Our frameworks are continuously validated to remain compatible with the latest HxGN EAM patches and upgrades.

Progressive's Industry Framework can be adopted for an additional cost outlined in the Pricing Document.



Social Value

Kickstart economic growth

Progressive TSL are committed to driving **UK economic growth** and investment by creating high-quality jobs, ensuring fair working conditions and pay with annual reviews, and supporting workforce development. We invest in training and in-work progression to help employees develop new skills. Our policies include strict compliance with the Modern Slavery Act, proactive risk management, and ethical practices across our supply chain. As the organisation grows, additional staff will be recruited to support the needs of the business and ensure that all contracted projects can be delivered successfully.

Support a clean energy future for Britain

Progressive recognises the collective responsibility organisations share for the future of the planet. We embed environmental, social, and governance (ESG) principles into daily operations and strategic objectives. As a “SaaS-first” company, we actively support clients’ transition to cloud-based services, reducing reliance on energy-intensive on-premise infrastructure. All internal IT systems are hosted in the cloud, and we use dashboards to monitor and report the environmental impact of our cloud tenants.

Internally, we take practical steps to minimise our carbon footprint, including:

- Operating a paperless office
- Selecting sustainable materials and avoiding single-use plastics
- Ensuring proper disposal and recycling of electronic devices through certified e-waste partners
- Monitoring and reducing business travel, encouraging virtual meetings wherever possible

By working closely with industries and agencies responsible for **Britain’s energy security**, we aim to strengthen resilience and sustainability, actively reducing our carbon footprint and delivering ESG solutions that make a positive impact.

The EAM solution addresses the following environmental objectives:

- Maintain assets to improve energy efficiency
- Incorporate environmental impact into asset investment planning
- Waste reduction
- Energy scoring assets
- Address the environmental impact of supply chains



Break down barriers to opportunity

Progressive are an **inclusive employer** that welcomes diversity, challenges discrimination and promotes equality. We encourage applications from people of all backgrounds and do not discriminate on the basis of any protected characteristic. We have with a clear goal of achieving a 50% female workforce, and many women, including our founder hold senior roles within our organisation. We support overseas visas to attract global talent. We have comprehensive policies and training on Diversity and Inclusion as well as this being reflected in our day-to-day ethos and operation.

Build an NHS fit for the future

At the heart of our strategy is a focus on employee health and wellbeing, reducing pressure on public services and fostering a culture where people thrive. Our initiatives include enhanced family leave and sick pay, private health insurance, seasonal vaccination programmes, inclusive fitness activities, and team engagement events. We also provide a healthy, accessible working environment with breakout spaces, quiet rooms, and ergonomic facilities. To ensure effectiveness, we regularly monitor these initiatives through employee surveys and feedback mechanisms.

Delivery is overseen by our Steering Group, with an annual Social Value report aligned to government priorities.



Overview of the G-Cloud Service

HxGN EAM's wide range of capabilities empowers you to make better, more strategic decisions that extend asset life, increase safety and improve profitability. Our services support organisations at any stage of their EAM maturity journey, offering flexible options for implementation, optimisation, and ongoing support to help you centralise processes, improve efficiency, and achieve measurable outcomes. Projects can include standard functionality such as supply chain, inventory, maintenance management, as well as functionality developed to meet an individual company's requirements. With dedicated implementation consultants and a responsive help desk, we focus on building long-term partnerships to ensure continuous improvement and maximum value from your investment

Business-critical Features:

- Cloud-native foundation
- Full integration with your existing business systems
- Total visibility in one system of multiple business entities
- Preventative/reactive maintenance
- Performance monitoring and alerting via dashboards
- Streamlining of asset management processes
- Resource management and planning
- Through life asset costing and renewal planning
- Supports mobile working
- Use asset performance data from IoT sensors, AI and Machine Learning to offer insights for Asset Performance Management.

Some of the key benefits for this all-in-one approach are:

- Easy to search inventory – full view of all stock across all locations
- Material Replenishment Processing – automated ordering of critical spares and reducing unnecessary manual ordering and waiting.
- Single, real-time view of assets – so that you can make better decisions on purchases, repairs and renewals.
- Fully scalable and highly adaptable to workflows – as your business grows or changes, so will the solution.
- Makes use of handheld technology – to support mobile working practices.
- Track and manage all assets – maintain what you have while quickly purchasing anything else that your business requires. You can also see how much time is spent on asset maintenance to decide on updates or upgrades to equipment.



Associated Services

Implementation Services

Progressive TSL can deliver HxGN EAM Cloud Implementation Services to guide customers through a best practice deployment framework. This can be purchased through this listing and separately through our G-Cloud Lot 3 listing.

ProCare

ProCare is Progressive's recommended enhanced Support package which provides:

- Access to a dedicated helpdesk staffed by experienced consultants.
- Resolution of the majority of queries at first-line support.
- Expertise not only in the systems but also in your specific configuration and business processes.
- Multiple contact options: phone, email, or support portal.
- Core product issues

ProCare Key Features:

- 24/7 access to log support requests.
- Ability to view request details, including status, priority, and assigned consultant.
- Automated email updates on any changes to tickets.
- Support available onsite (where possible) or via virtual meetings.
- Weekly review calls to discuss open tickets.
- Flexible charging with 15-minute support slots—pay only for the time used.

Please refer to our Pricing Document. This can also be bought separately in Lot 3.

ProInt

ProInt is a secure middleware platform that enables reliable, auditable integration between enterprise systems. It provides rapid configuration, pre-built connectors, and flexible orchestration across systems such as HxGN EAM, IBM Maximo, Infor SunSystems, Yooz and OANDA. Designed for scalability and resilience, ProInt delivers encrypted data exchange, continuous monitoring, and dedicated support to ensure robust, compliant and high-availability integrations.

Please refer to our Pricing Document. This can also be bought separately in Lot 3.



ProBI

ProBI is Progressive's cloud-based data warehouse solution that centralises data from ERP platforms and transforms unstructured information into structured, analytics-ready datasets. Powered by the Microsoft Azure Data Factory, it delivers seamless integration, scalable storage, and robust modelling to support reporting, business intelligence and data-driven decision-making, backed by secure architecture and ongoing support.

Please refer to our Pricing Document. This can also be bought separately in Lot 3.

Yooz Invoice Automation

Integrating Yooz Invoice Automation with HxGN EAM creates a seamless, end-to-end process for managing financial documents and asset-related transactions. Yooz provides advanced invoice automation, OCR, and workflow capabilities, which significantly streamline Accounts Payable operations. When connected to HxGN EAM, organisations can automate the capture, validation, and posting of invoices directly against assets, work orders, inventory, and suppliers. This reduces manual data entry, eliminates duplication, and ensures financial records remain accurate and synchronised. The integration accelerates approval cycles, improves spend visibility, and strengthens financial controls, all while delivering a faster, more accurate flow of information across procurement, maintenance, and finance functions. Together, Yooz and HxGN EAM enhance operational efficiency, reduce processing costs, and support better decision-making across the asset lifecycle.

Please refer to our Pricing Document. This can also be bought separately in Lot 3.



2. Data Protection

Information Assurance

Progressive TSL is fully compliant with all relevant UK legislation, including the UK GDPR and the Data Protection Act. To ensure robust protection of information assets and consistent service quality, we maintain a comprehensive set of internationally recognised certifications, policies, and operational controls.

Accreditations and Certifications:

- ISO 9001 (UKAS) – Quality Management
- ISO 27001 – Information Security Management
- SOC 2 Type 1 - Security, Availability, Confidentiality
- SOC 2 Type 2 – Security, Availability, Confidentiality
- Cyber Essentials
- Cyber Essentials Plus

Our Core Policies, Standards and Procedures cover:

- Information Security & Data Protection
- Risk, Incident & Business Continuity Management
- Quality & Operational Governance
- Software & Development Controls
- Third-Party & Vendor Controls
- Health, Safety & General Governance

Data Back-Up and Restoration

Hexagon hosts its infrastructure across multiple data centres in different geographic locations to ensure resilience and failover. If any part of a data centre — or an entire site — experiences an outage, the remaining centres continue operating, automatically scaling to handle demand.

Backups are taken automatically on a regular schedule using database and filesystem snapshot methods to ensure quick recovery with minimal data loss. Backups are first stored locally, then immediately replicated to another geographically separate region.

Backup schedule:

- **Full backup:** once per week
- **Differential backup:** every eight hours
- **Transaction log backup:** every 15 minutes



All backup and recovery processes are routinely reviewed and tested to ensure reliability.

Business Continuity and Discovery Recovery

Our disaster recovery framework ensures business continuity, with:

- A Recovery Time Objective (RTO) of 12 hours
- A Recovery Point Objective (RPO) of 1 hour

In a multi-tenant cloud environment, critical applications and data are backed up and mirrored to a secondary site. Should an unexpected failure occur, services automatically transfer to the secondary environment. Cloud hosting also enables zero-downtime upgrades, as updates are applied in the background without impacting system performance.

Privacy by Design

Privacy by design principles are embedded from initial development. Measures include data minimisation, role-based access control, and encryption (AES-256 at rest, TLS in transit). Solutions support GDPR rights for access, correction, and deletion, with full audit trails for accountability. Privacy and security controls are regularly reviewed, tested, and aligned with GDPR and other compliance standards.



3. Using the Service

Ordering and Invoicing

Please email gcloud@progressive-tsl.com to discuss your requirements.

Please provide the following information where possible:

- Industry
- Functional requirements
- Pain points/Goals
- Incumbent system
- User numbers
- Integrations
- Cloud/On Premise
- Budget

We will provide assistance in completing the call-off contract.

Availability of Trial Service

Hexagon's **Asset Risk Analyser** is a free APM solution to analyse failure risk and benchmark asset performance. Progressive can provide assistance during this period to help organisations in scoping out a business use case, please refer to our rates card. This APM tool is EAM system agnostic.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

New customers are welcomed with key information regarding their cloud subscription. 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 and the associated costs are shown in our Pricing Document.

For new customers, we start with a project initiation meeting with key stakeholders to establish the solution landscape, set the baseline project plan and desired business outcomes. The relationship is overseen by a dedicated Account Manager who provides a point of continuity and support across the project and beyond.

If offboarding the service, Hexagon provide a full data set upon contract termination. The customer is responsible for extracting any interim data prior to contract termination. Additional cost options are available from Progressive for enhanced support in extracting the data.



Training

Being enabled in a system is key to good user adoption. Included with HxGN EAM:

- Self-paced learning and certification through the Hexagon University portal
- Online help function in the application
- Personal AI assistance (Alix)

HxGN EAM is delivered with a dedicated training environment in addition to the standard production and testing environments.

This training environment provides a safe, isolated space for users to learn the system, practise workflows, and explore new features without any risk to live operational data, ultimately accelerating user adoption and improving overall system proficiency.

Progressive can also provide skills transfer through a combination of:

- Train the trainer
- Classroom based training
- Training materials such as user guides, quick reference cards
- E-Learning
- Change management

Each project may require a different training approach or budget. Guidance on Training strategy and services can be provided through the implementation process and costs are detailed in our Pricing Document rates card.

Implementation Plan

Progressive TSL offer implementation and consultancy services for the best practice implementation and onboarding of the HxGN EAM software. Pricing, including day rates, can be found in the Pricing Document and these services can also be procured through our Lot 3 listing. The implementation team will be responsible for managing the implementation, including but not limited to: monitoring and directing the project, reporting on project status, implementation accelerator execution, managing incidents, and project- related issues that may arise during implementation.

These services cover:

- Proven project management methodology and framework to fast-track deployment
- System and process design and analysis workshops
- Technical skills for configuration, enhancement and installation
- Data migration, data mapping, data cleansing



- Testing support
- Training strategy and roll out
- Report building
- Integrations to other critical business systems
- Go live hyper care
- Ongoing system support

A detailed implementation plan can be provided to the buyer on request.

Service Constraints

The cloud solution is designed for high performance and availability, with a minimum service level of 99.5% uptime in the multi-tenant production environment, measured monthly as a percentage of Scheduled Available Minutes. Support is provided during UK business hours (8:30am – 5:30pm, Monday to Friday), with enhanced support available via ProCare. Regular maintenance windows are scheduled outside core hours and communicated in advance, while emergency patches may be applied as required. Upgrades and patches are mandatory to maintain security and compliance, and our SaaS model includes all updates with zero downtime for upgrades. Customisation is permitted within defined configuration parameters and APIs to ensure compatibility with future releases.

System Availability

Our objective is to provide 24/7 system availability, excluding periods of scheduled maintenance.

- The minimum service level for availability in the multi-tenant production environment is 99.5%, measured monthly as a percentage of Scheduled Available Minutes.
- Higher availability options are available for Private Cloud deployments.

Disaster Recovery

Our disaster recovery framework ensures business continuity, with:

- A Recovery Time Objective (RTO) of 12 hours
- A Recovery Point Objective (RPO) of 1 hour

In a multi-tenant cloud environment, critical applications and data are backed up and mirrored to a secondary site. Should an unexpected failure occur, services automatically transfer to the secondary environment. Cloud hosting also enables



zero-downtime upgrades, as updates are applied in the background without impacting system performance.

Support Services

Customers have access to an inclusive comprehensive Support Platform, enabling them to:

- Log and track support issues
- Search the Product Knowledge Base
- Participate in Support Communities
- Access key contacts and other self-service tools

In addition, Progressive TSL can provide enhanced application support via ProCare which can be procured as part of this listing and separately under Lot 3. Our support team is available for all functional queries and can be contacted via telephone, email or the dedicated support portal.

Outage and Maintenance Management

Cloud customers have access to the latest changes as soon as they are ready with zero downtime for upgrades, enabling you to take full advantage of new functionality, maintain compliance with the latest regulatory changes impacting asset management and protect your systems with up-to-date security patches.

There is a regular release and maintenance cycle, with periodic functional releases and updates delivered throughout the year.

Patches and updates are deployed during scheduled maintenance windows, which are communicated in advance, except where emergency or critical security changes are required.

Upgrades and patches are mandatory to ensure all customers remain on a secure, supported version of the platform.

The SaaS subscription includes all software upgrades and patches; customers remain responsible for testing, training, and change management activities

Financial Recompense Model for not Meeting Service Levels

Service Credits are not available as standard.



4. Provision of the Service

Customer Responsibilities

Please refer to our detailed Terms & Conditions.

Technical Requirements and Client-Side Requirements

Technical System Requirements

a) Client Device Requirements & Supported Operating Systems

HxGN EAM supports a broad range of client platforms as documented in the official requirements guide, including:

- Web Client: Accessed through supported browsers (details documented and validated during design).
- Mobile Clients: Supported on iOS, Android, and Windows mobile/tablet devices depending on module (e.g., Digital Work, Transit, Rapid Request).

Operating system compatibility and device specifications will be validated during the Design phases.

b) Browser & Connectivity Requirements

Users require stable internet or network connectivity, dependent on cloud or on-premise deployment.

As a browser-based solution, HxGN EAM requires a supported modern browser, as per the Hexagon client specifications for the relevant version.

Minimum bandwidth requirements will be agreed subject to the number of concurrent users and expected transaction volumes.

c) Integration & API Requirements

Where integrations are required (e.g., SCADA, ERP, finance, GIS), the following may be required:

- Access to client APIs, middleware, or data endpoints
- Secure VPN or private network connection if the systems are on-premise
- Data mapping resources and test environments

Client-Provided Resources

Operational Readiness is a wholly owned client activity. This would include activities such as communication planning, management of change and the set-up and operation of the Change Advisory Board. Progressive would expect the organisation to identify and commit key stakeholders, such as business leaders, IT teams and end-users, to ensure they are engaged throughout the project. A stakeholder management plan should outline communication and decision-making processes. Ensuring you have SMEs and decision makers available that have expertise in your processes is essential for testing and verifying the solution throughout the lifecycle. Furthermore, technical staff will also be needed for configuration and integration in addition to the functional staff for process alignment and end user training.

To support a successful deployment, the Client is typically expected to provide the following resources:

a) Project Governance & Subject Matter Expertise

- A nominated Project Manager
- Functional and technical Subject Matter Experts (SMEs) from operations, maintenance, procurement, and finance
- IT representatives responsible for networking, security, and infrastructure

b) Access & Environments

- Timely access to existing systems needed for data extraction
- Test users for User Acceptance Testing
- Availability of local IT resources to support security reviews, configuration approvals, and user onboarding

c) Time & Availability

The Client will ensure:

- Availability for workshops, testing cycles, and validation sessions
- Timely approval of documentation, designs, and quality gates

These commitments enable a structured implementation aligned with our delivery methodology.

Outcomes/Deliverables

Customers have seen these improvements with HxGN EAM:

Cost & Maintenance Efficiency

- Up to 50% reduction in maintenance overtime, labour, and contractor costs
- 20% reduction in maintenance material costs

Inventory & Materials Management

- 30% reduction in inventory levels
- 20% reduction in inventory carrying costs
- 10% reduction in materials costs

Asset & Operational Performance

- 20% reduction in purchasing process costs
- 50% increase in warranty cost recovery

Procurement & Warranty Improvements

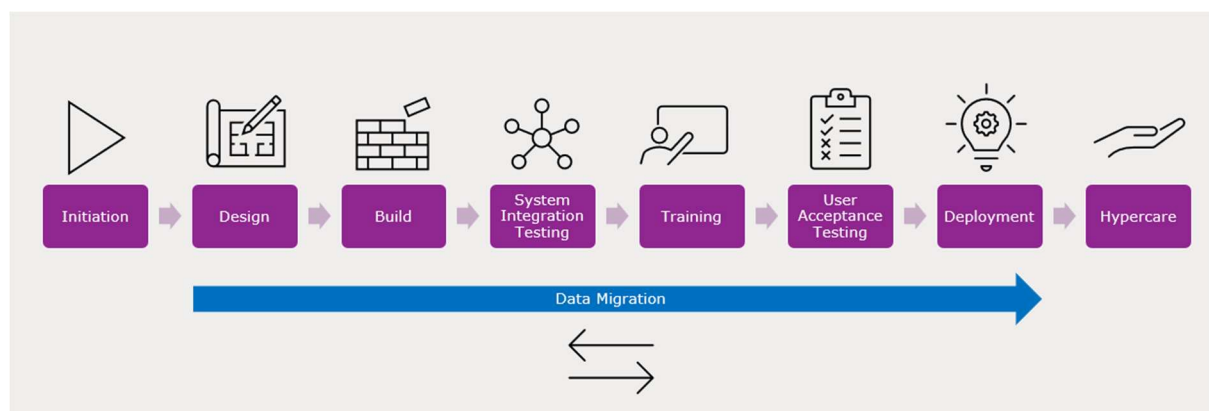
- 50% reduction in purchasing process costs
- 50% increase in warranty cost recovery

Energy & Equipment Related Benefits

- 20% or more reduction in energy usage

Development life cycle of the solution

Our customers achieve an efficient, controlled, and cost-effective deployment of HxGN EAM through our proven stage-gated implementation methodology below. This methodology provides clear governance, predictable timelines, and strong quality assurance across each phase of delivery. It follows a structured, sequential lifecycle complemented by continuous data migration activities.





After-sales Account Management

Progressive TSL will act as a strategic and collaborative partner to ensure the solution is business-aligned. Through dedicated Account Management functions, Progressive provide ongoing guidance, proactive engagement, and structured support across the programme lifecycle and beyond. This includes alignment to long-term objectives through roadmap planning and strategic input.

Termination Process

Term and Termination

a) This Agreement shall commence on the Effective Date and shall continue until terminated by either Party giving the other thirty (30) days written notice of termination. The Client shall remain responsible for payment for all Consulting Services provided and all reimbursable expenses incurred to the termination date by the Consultant.

b) This Agreement may be terminated forthwith by either Party on giving notice in writing to the other if the other Party shall have a receiver or administrative receiver appointed or shall pass a resolution for winding-up (otherwise than for the purpose of a bona fide scheme of solvent amalgamation or reconstruction) or a court of competent jurisdiction shall make an order to that effect or if the other Party shall become subject to an administration order or shall enter into any voluntary arrangement with its creditors or shall cease or threaten to cease to carry on business.

c) This Agreement may also be terminated forthwith by either Party on the expiration of thirty (30) days notice given to the other Party if such Party is in material breach of the terms of this Agreement and has failed, refused or neglected to rectify such breach (in the case of a breach capable of being remedied) within thirty (30) days of receiving a written demand requiring it to do so. For the purposes of this Agreement a breach shall be considered capable of remedy if the Party in breach can comply with the provisions in question in all material respects other than as to the time of performance. The Client shall remain responsible for payment for all Consulting Services provided and all reimbursable expenses incurred to the termination date by the Consultant.



5. Our Experience

Case Study – Translink

HxGN EAM Underpins Passenger Safety and Asset Modernisation at Northern Ireland's Transport Leader

About Translink

Translink is leading the transformation of transport in Northern Ireland. With a mission to deliver advanced, sustainable, and integrated public transport networks, Translink connects people and communities, supports the economy, and promotes a healthier environment.

Key Facts

- 1.5 million passengers travel to work, education, healthcare, and leisure each week
- 12,500 services operated daily
- Fleet of 1,400 buses, coaches, and trains
- Over 44 million miles travelled annually
- Management of 300 miles of rail track, including bridges, level crossings, and signals
- 60,000 school journeys supported daily
- More than 4,000 local, green jobs supported across Northern Ireland
- Fully accessible bus and train facilities
- Over 200,000 active concession passes
- Leading transport provider for major public events

Safety, compliance and best practice

Passenger safety sits at the heart of Translink's operations. The organisation operates within a complex regulatory landscape, with multiple governing bodies overseeing different modes of transport.

As a transport leader, Translink's commitment to passenger safety and service quality extends well beyond compliance, with governance, accountability, and best practice embedded into every aspect of its operations.

However, the legacy manual systems used previously at the transport leader were no longer fit for purpose. Paper-based record keeping made it difficult to perform timely reliability analyses, creating inefficiencies, and a reliance on drivers for manual inspections and data submissions.



Meanwhile, advances in equipment and sensor technology created an opportunity for greater data analysis, efficiency and refinement when it comes to performance and safety standards.

Against this backdrop, Translink identified a need for Enterprise Asset Management (EAM) capabilities, which could integrate with its finance systems to enable comprehensive visibility of maintenance costs, warranties, contracts, and service intervals. The solution needed to deliver full insight into the cost, lifecycle, efficiency, and service performance of every asset across the network.

The Solution: HxGN EAM

Translink selected HxGN EAM based on its ability to deliver the rigour, scalability, and best practice needed to manage a large, complex fleet of trains and buses efficiently and safely.

Transforming Transport Safety

Supported by Progressive TSL, a HxGN Premier Channel Partner, Translink's asset management processes have since been transformed as a result of using the platform.

"HxGN EAM makes it easy to input and extract data, manage work orders efficiently, and capture asset costs, materials, and schedules, while automatically logging and escalating issues when needed," comments David Lowry, Head of Fleet Systems, Translink. "Ease of use has been really valuable as it gives users the ability to access dashboards easily. And because the system is fully integrated with Power BI, we have analysis at our fingertips."

"Defects are a fact of life when operating a transport fleet. In maintaining the smooth running of a diverse fleet, the worst-case scenario is having to disembark passengers from a bus or a train because of a defect, so it's crucial that we remain one step ahead and prevent issues before they become problems.

By capitalising on evolving telematics capabilities, maintaining strict service and warranty intervals, and robust inspection processes, Translink ensures safety and reliability that exceed regulatory requirements, minimising disruption and preventing breakdowns. Auditing has also become seamless as David explains:

"We're audited regularly, and now all the required data is in one place and accessible at the click of a button, a stark contrast to the days where an audit meant searching through filing cabinets."

Continuous Improvement

Translink remains committed to continuous improvement and ongoing investment in HxGN EAM to leverage the latest functionality and sustain operational excellence.

Mobile capabilities are being explored to simplify job assignments. As well as drivers having devices from which to input data in real-time, engineers will receive real-time alerts as soon as issues are detected.



Future development will also include enhanced third-party integration, mapping contractor accreditations, skillsets, and availability to ensure that the right expertise is deployed quickly and efficiently.

And with net-zero goals looming fast, emissions monitoring will also be a major focus. With each vehicle generating data from around 20,000 sensors, this performance data will be critical for leveraging AI technologies and introducing predictive maintenance strategies.

A Shared Ethos

As transportation evolves, the volume and complexity of data will continue to grow. HxGN EAM provides the scalable, future-proof platform Translink needs to support sustainability, safety, and customer experience, backed by Progressive's subject matter expertise.

"Progressive's knowledge, industry experience, and commitment to going the extra mile have been invaluable in embedding rigour and best practice and helping us realise the full potential of HxGN EAM. We look forward to deepening our use of the system to gain richer insights into our assets and driving further improvements."

"With continuous improvement at the heart of our business, Progressive plays a pivotal role in helping us innovate and optimise asset management and passenger safety, and we have complete confidence that we have the right platform, and team in place to tackle the challenges ahead."

Clients

Progressive TSL's unique strength is its in-depth knowledge gained both through the founder's 35 years of experience and the company's 20+ years of experience in implementing systems for asset heavy industries. Progressive have successfully delivered EAM solutions to many companies across the globe:

UK Focus

PROGRESSIVE



progressive-tsl.com

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Contact Details

If you have any queries regarding our listing, please contact:

gcloud@progressive-tsl.com