



The PlayBook

YOU ARE RISING.

Table of contents.

MANIFESTO	05	TRUE INNOVATION ISN'T WAITING AROUND.....	21
A LETTER FROM THE PRESIDENT & CEO	07	5.1 MOBILE AND FIELD CAPABILITIES	
SOFTWARE OVERVIEW	10	TECHNOLOGY AND WORKFLOWS	
2.1 INTELLIGENCE AND FORESIGHT		3D	
2.2 TOOLS AND CAPABILITIES		GIS	
2.3 ASSET MANAGEMENT PLANNING		CONTRACTOR PORTAL	
REAL DATA. REAL PEOPLE. REAL SOLUTIONS.....	13	EVOLUTION IS RELENTLESS	24
3.1 SEAMLESS THIRD-PARTY INTEGRATION		6.1 ALWAYS LEARNING, EVER-EVOLVING	
3.2 INNOVATIVE TOOLS FOR INVENTORIES AND RESOURCES		IMPLEMENTATION	
3.3 CUSTOMER RELATIONSHIP MANAGEMENT		TRAINING	
NOT ALL DATA IS CREATED EQUAL	17	NEXGEN UNIVERSITY	
4.1 DASHBOARDS AND REPORTING FUNCTIONALITY		EVENTS	
4.2 ADMINISTRATION AND SECURITY		GLOBAL SUPPORT	



1.0

**NEXGEN offers the only
future-first, strategy-led
solution for asset managers:
safeguarding budgets,
turning risk into growth,
and blowing up silos.**

To those sticklers for details. To those strategy wonks. To those watching data in their sleep—isolating signals from noise, making order out of disorder, and dismantling systemic dysfunction.

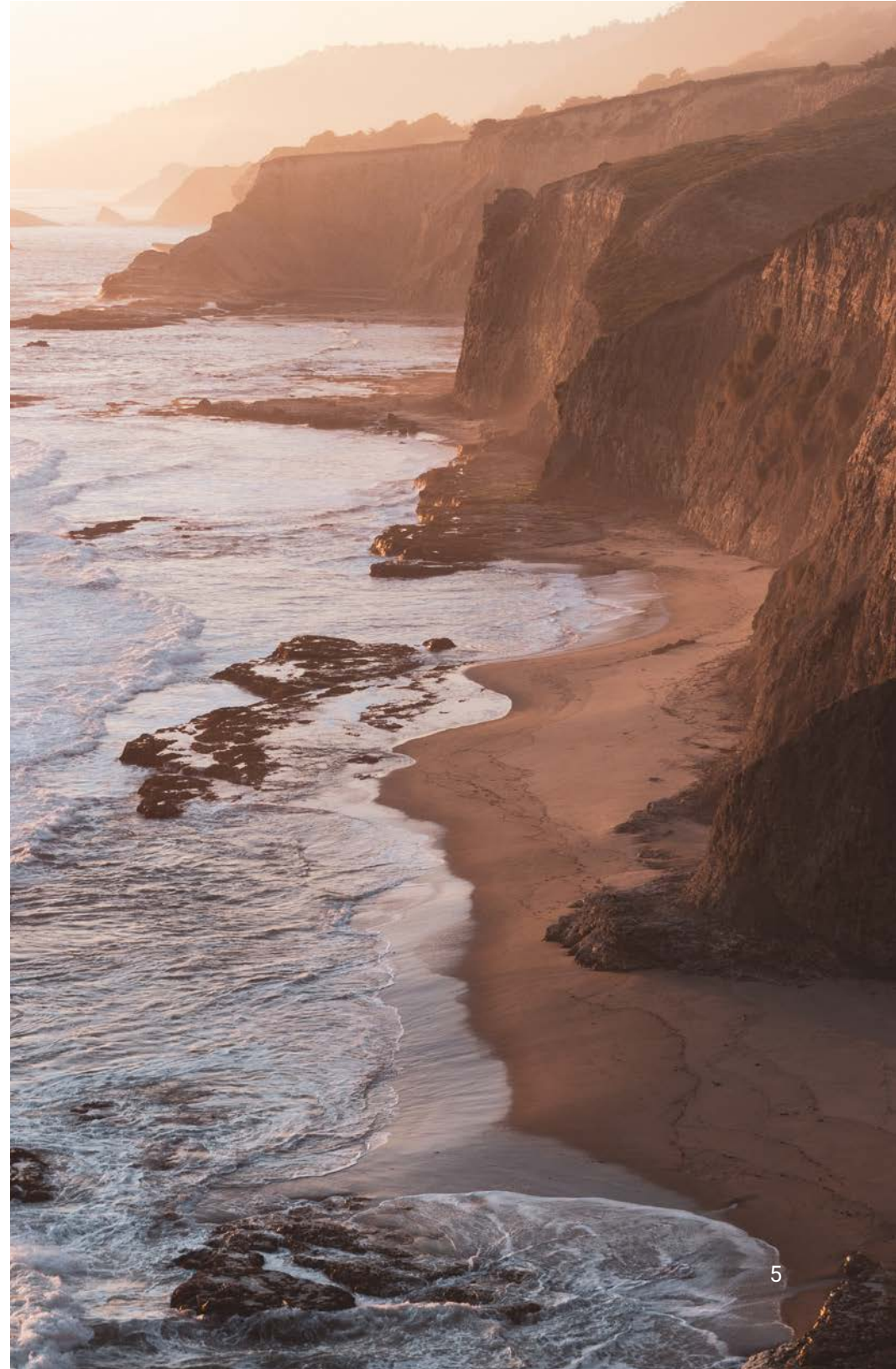
To those fed up with silos and resistance to knowledge-sharing. To those waiting to transform asset management and lifecycle planning into true intelligence and organizational action.

You are rising. NEXGEN is rising with you.

The only future-first, strategy-led CMMS, NEXGEN gives you the power to smash through obstructions, turn risk into reward, and collapse the distance between now and tomorrow.

Intelligence, innovation, and influence. Are you ready to implement meaningful, strategic change across the breadth of your organization?

ASSET THE FUTURE.





**NEXGEN's category-defining
asset management intelligence
is built by engineering,
management, and technology
experts for industry and
municipal leaders.**

Our sole purpose is to provide you with the intelligence and foresight to effect meaningful, strategic change through lifecycle planning and risk mitigation across your organization.

In my early 30's, I served as the vice president of a large, highly-profitable company. I was enjoying profound success, situating myself to eventually coast into the sunset, unchallenged as a principal in the business for as long as I wished. But you know what they say, complacency kills.

For that very reason, I left that career path behind, sparking a new journey in the world of asset management. A new challenge such as this meant that I was essentially starting all over again. It was either the gutsiest move of my life, or pure insanity. Either way, it required tremendous personal sacrifice. I was putting it all on the line.

Why? Because I recognized that there was a serious void—and resulting need—in the space. That's what they all say, right?

Well, this was different. As a practicing consultant, I was implementing asset management platforms for service industry clients. They would always be different systems, and different programs. At the time, it was more of a philosophical approach or a toolkit for a customer to apply asset management practice to an organization.

It didn't take long to discover that the standard asset management systems of that era were disconnected—totally segregated and compartmentalized.

Every different department was using a different system. One tool was strictly for the maintenance people out in the field. The engineers were using something totally different, as were the finance people. And they were all operating in their individual silos.

I saw firsthand how a lack of visibility across these organizations curtailed collaboration, efficiencies, production, and results. This was unacceptable in my mind. I was confident that there had to be a better way.

So, I leaned into my industry experience and a vision of a truly comprehensive asset management software that could alleviate this pain point. I knew that engineering this solution would provide a huge boost to asset management functions across the full spectrum of service industries. At the same time, a breakthrough of this magnitude would position my partners and I on a trajectory never imagined.

We went supersonic, seizing rarified air to construct a new comprehensive asset management software solution to help fill the gaping void. But we'd have to build it from the ground up. I was putting it all on the line—to see my vision realized. Yet, I knew our deep passion to help solve a fundamental challenge faced by so many in our space would propel us across the finish line.



In 2004, NEXGEN was born.

It didn't take long for us to see the tremendous value of an enterprise-wide platform that could break down all of those different silos we had documented. NEXGEN gave users the ability to integrate their traditional asset management philosophies, their maintenance work, and their planning forecast—all into one comprehensive system.

From the earliest days of its inception, we saw that NEXGEN was capable of serving a greater purpose. Bringing people together. Delivering a never-seen-before level of visibility. Driving collaboration and information-sharing—for better decision-making across every organization.

That's the primary vision I had. The inflection point where all of our hard work came together to directly benefit you—our clients: the individuals for whom we ultimately owe our success.

Nearly 20 years later, NEXGEN continues to provide our clients with the actionable intelligence and foresight to effect meaningful, strategic change through lifecycle planning and risk mitigation across their organization.

And I believe NEXGEN's value goes far beyond just the innovative tools in our platform.

Clients choose us, and realize profound results, because of our people. From top to bottom, we treat our clients as a part of our team.



NEXGEN employees have a relentless drive to do more to support strategic growth of every client, and do it better. That's the culture that defines who we are.

With NEXGEN, our clients will be well positioned to adapt and evolve as the industry continues to transform with highly advanced technologies that push the limits of what's possible. It's not hyperbole. As the tech curve steepens, our clients will own the competitive advantage of the deep knowledge base that we have built over 17 years supporting hundreds of clients and tens of thousands of users.

This key differentiator is integrated into the NEXGEN system—blending next-generation Asset Management Intelligence capabilities and cutting-edge intellectual properties of our software— to help our clients successfully meet their mission.

As we continue to adapt and grow, we are engineering our way to a better world together.

Trusted partners, ascending towards a future full of possibility, which begins now.



Yours,
Vincent Yee, P.E.
President & CEO

2.0

Software overview.

2.1 INTELLIGENCE AND FORESIGHT

Our sole purpose is to provide you with the intelligence and foresight to effect meaningful, strategic change through lifecycle planning and risk mitigation across your organization.

NEXGEN Asset Management is the only comprehensive software solution that integrates all of the functionalities of an industry-leading Computerized Maintenance Management System (CMMS) with cutting-edge Enterprise Asset Management (EAM) planning capabilities.

NEXGEN was built by engineering, management, and technology subject matter experts with over 25 years of hands-on experience in asset management program development and software implementation.

Today, we are leveraging our vast experience to set a new industry standard by incorporating proprietary Asset Management Intelligence into the complete asset inventory.

2.2 TOOLS AND CAPABILITIES

It's never been more imperative to utilize the very best asset management technology to continually evolve—to outpace your competition in today's digital landscape.

NEXGEN gives you a competitive advantage with the most powerful CMMS on the market. Our intuitively designed, highly versatile CMMS software features the advanced technology to conquer your most difficult challenges head-on. And not look back.

Coupled with NEXGEN's proprietary software, it's easier than ever to visualize, analyze, and optimize every asset throughout your organization in real-time.

This capability enables you to:

- Immediately identify the assets most likely to fail
- Gain data-driven insights into risk and criticality
- Instantly deploy preventative maintenance to thwart costly failures

Actionable insights change the game. Which is why true pioneers in the tech space—Amazon, Facebook, and General Dynamics—use NEXGEN to establish next-generation asset management intelligence.

- Rocket-fueled operational efficiencies
- Complete situational awareness of asset performance
- Proactive strategies to mitigate risks

Welcome to your new normal.



2.3 ASSET MANAGEMENT PLANNING

The integration of our asset management software and CMMS creates the most advanced Enterprise Asset Management Program on the market.

Why?

NEXGEN's proprietary Asset Management Planning modules incorporate true asset management principles, including:

- Asset lifecycle plans
- Funding forecast
- Risk analysis
- Capital improvement prioritization

These modules deliver both, short-term and long-term financial plans, asset comparison, and prioritization based on criticality.

Powerful new insights from predictive data analysis of your entire asset inventory informs smarter decision-making that minimizes risks and maximizes performance for every type of asset across your organization.

This actionable intelligence drives a fundamental shift from reactive to predictive strategies, better preparing your organization for whatever curveball the future may throw at you.



**Real data.
Real people.
Real solutions.**

Things fall apart. The question is what happens when “uh-oh” comes calling for you?

In a world where every company, institution, and organization is one bad circuit breaker or rusty sewer line away from disaster, NEXGEN is more than asset management.

We are your strategic technology partner, risk mitigator, and lightning rod.

We help you holistically assess, diagnosis, and capital plan for the deterioration hiding inside your facilities—waiting for the least inopportune moment to catch fire or rain down yuck.

Say no to raining yuck. Say yes to asset management and lifecycle planning. Say yes to NEXGEN.

Real data for real solutions for when things get real.

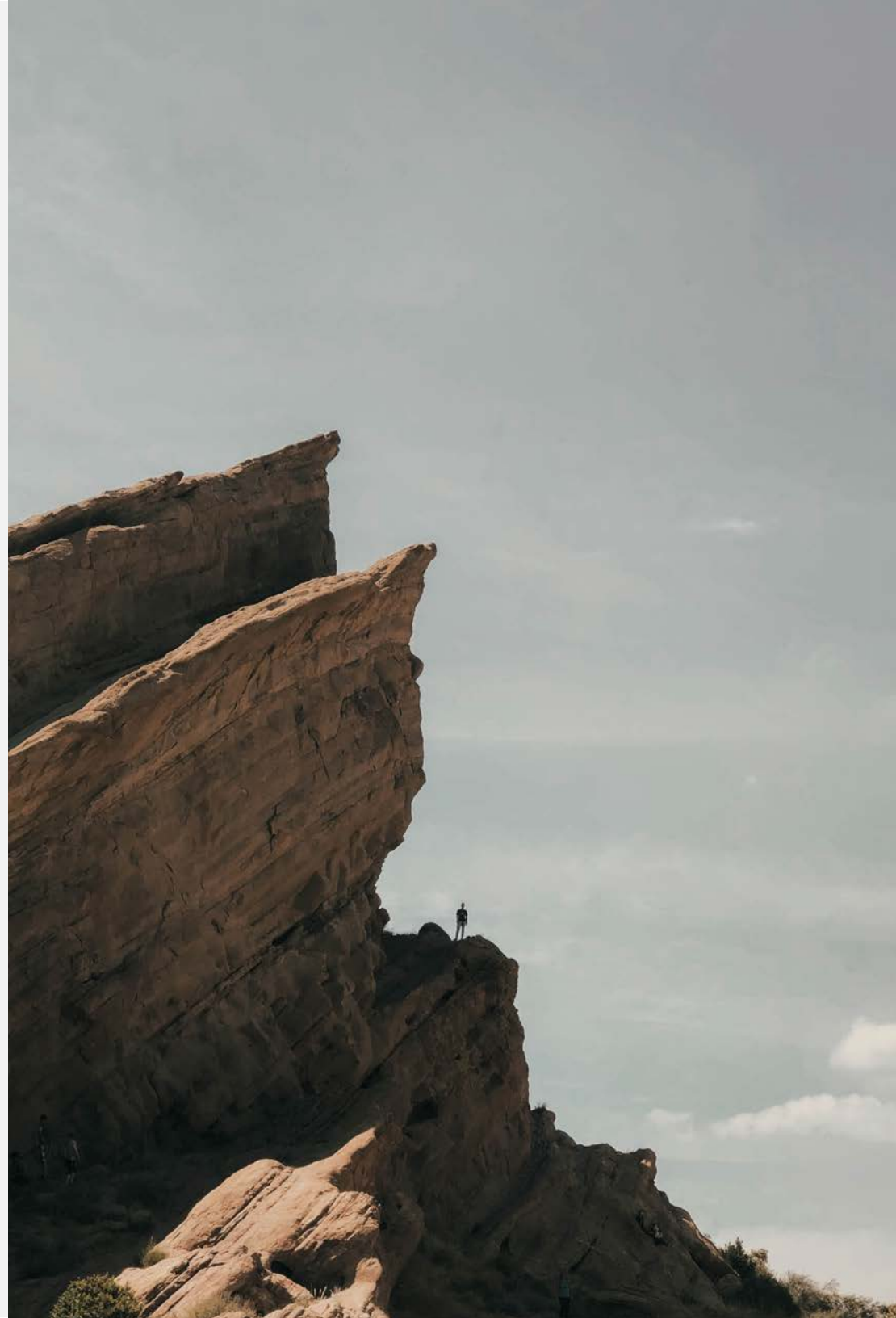
Solutions for the future.

The unpredictable nature of asset management, coupled with the breakneck pace of digital transformation taking place throughout our industry, means that simply maintaining your critical assets is not enough.

You're expected to predict asset failures before they happen, while ensuring the highest level of reliability of every single asset throughout your organization.

With NEXGEN Asset Management and CMMS software at the ready, you have the advanced technology to evolve from your legacy time-scheduled maintenance model to a proactive future-forward system built by industry thought leaders.

You're fully prepared for the unexpected. Evolving towards a brighter future with market-leading software solutions that keep your organization well ahead of the tech curve. And the competition.



3.1 SEAMLESS THIRD-PARTY INTEGRATION

Remember those cumbersome, labor-intensive integration workflows you endured to integrate your asset management platform with other software providers?

We built NEXGEN's robust platform to allow for zero-stress, seamless integration with a wide variety of other information systems.

Our experienced team of software developers takes full ownership of the engagement with your preferred third-party software provider, supplying the Web APIs to accommodate a wide array of integrations. We're all about ensuring that your organization maintains efficient operations with no unnecessary disruptions.

Making your job easier than ever—that's what we do.

3.2 INNOVATIVE TOOLS FOR INVENTORIES AND RESOURCES

We don't have to tell you that a comprehensive asset inventory and precision-guided condition assessment system are the foundation of a successful asset management program.

NEXGEN's Asset Management Modules will do all of the heavy lifting for you with these tailored solutions:

- **NEXGEN's Assets Module** delivers end-to-end asset inventory and highly-accurate condition assessment capabilities. Gaining full situational awareness of all linear and non-linear assets has never been this effortless.
- **NEXGEN's Resource Module** provides workforce managers with intuitive planning tools designed to simplify, well, everything. Thanks to real-time monitoring capabilities that keep track of your key resources, such as employees, and their labor rates, trainings, and timesheets, for example.

Life is a lot better when your legacy databases and spreadsheets are replaced with automated technology that tracks every aspect of every asset for you.

3.3 CUSTOMER RELATIONSHIP MANAGEMENT

Your customers are your most valuable asset. Helping you successfully manage your customer relationships is a top priority at NEXGEN.

Over 25 years of industry experience gives us a deep understanding of the functionality you need to continually exceed your customers' expectations. That's why we built a robust customer information system that's fully integrated with NEXGEN's asset management and maintenance systems.

NEXGEN's Customer Module connects customers to your internal maintenance teams with lightning-fast speed.

Your customer service team will be grateful for a fully-integrated system that conveniently contains all of your customer information, service requests, and work order management data.

NEXGEN's 311 platform streamlines how service requests get reported, distributed, and resolved by your maintenance team.

Seamlessly integrated with our software solution, NEXGEN 311 enables your customers to quickly and easily submit new service requests from an intuitively designed mobile app.

You're winning hearts and minds with a highly efficient and automated workflow that keeps your customers well-informed and engaged.

4.0



Not all data is created equal.

The past is data. The present is already past.
And the future—well, good luck with that.

But what if the future wasn't luck? What if you possessed the tools to peek around the bend, strengthening today what's at risk tomorrow? What if being proactive wasn't a corporate platitude but a thing you did with incredible precision?

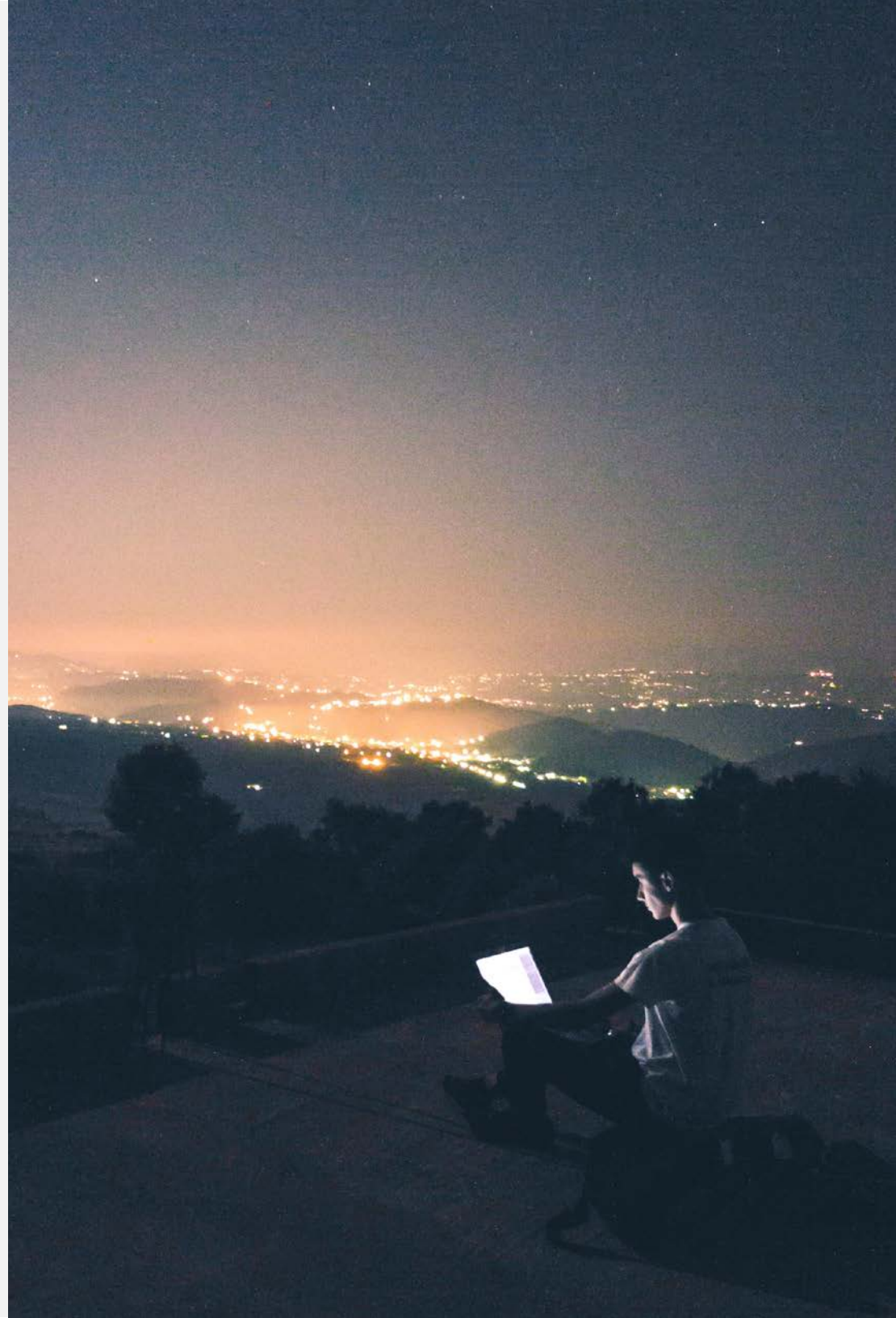
NEXGEN provides the answers you're looking for with a CMMS so comprehensive, integrated, and intuitive that your organization will start making its own luck—all thanks to you.

The power of predictive analytics.

NEXGEN provides predictive data analysis and diverse reporting functionality, enabling you to accurately predict outcomes, and then apply that actionable intelligence to determine the most effective strategy.

With NEXGEN's Asset Management Intelligence, you have a laser-guided view into your asset risk factors within a central predictive maintenance platform.

You can say goodbye to the dreaded call about the latest broken gasket in your widget production machine bringing your entire operation to a standstill.



4.1

Dashboards and reporting functionality.

A. PERFORMANCE REPORTS

Improving the performance of each of your dispersed assets to meet your desired level of service just got a lot easier.

NEXGEN is designed to transform raw data into actionable intelligence gleaned from performance reports that measure asset, operations, or customer-centric performance levels.

Achieving your target service levels is more attainable with our diverse reporting functionality—to maximize asset health and performance.

Precise visibility and total control across the enterprise enhances your maintenance strategies, extending asset life cycles—all while reducing costs and eliminating down time.

B. DATA DASHBOARDS

NEXGEN makes it easier than ever to customize and present your asset information, utilizing interactive data visualizations in a more engaging way.

When your data comes alive on your dashboards, everyone gains a better understanding of trends, patterns, and performance indicators. A new, comprehensive perspective provides an effective tool to help your team better manage your organization's AM program.

4.2


Administration and security.

A. ADMINISTRATION

- Intuitive administrative tools allow you to configure and customize security options to better support your asset management processes.
- User-based permissions allow you to control access to features and data via a user's login credentials.
- Tools such as timesheets or schedulers, for example, can be seamlessly integrated with your existing financial, customer, and human resource information systems.
- Processes guided by NEXGEN's subject matter experts help your organization's administrative users properly configure and deploy your new software.

B. SECURITY

- NEXGEN enables customizable security settings and protocols for different users or groups in your organization.
- Enhanced security features ensure that your user accounts are safe and secure.
- The confidentiality and integrity of your data is ensured with industry best practices.
- NEXGEN is ISO 27001 certified and all NEXGEN servers are hosted by Amazon Web Services.
- Service clustering and network redundancies are utilized to eliminate single points of failure. Our strict backup regime ensures service data is actively replicated across primary and secondary DR systems and facilities.



True innovation isn't waiting around.

Here's the thing about right now.

Right now, there's a better way of doing things. A way of intelligence, coordination, and vision. A way that leads you to solutions that matter.

Right now, there's a person (maybe a person like you) who desires change. Innovation. Disruption. A person convinced that our systems can work more holistically, our organizations more effectively, and our institutions more responsibly.

Right now isn't waiting around.

Right now is out there—doing the big things and tackling the real challenges.

Are you ready for right now? NEXGEN gives you the future-forward data you need to change your organization today.

5.1

Mobile and field capabilities.

A. MOBILE TECHNOLOGY AND FIELD WORKFLOWS

NEXGEN Mobile extends our AM and CMMS software to the field, providing reliable remote access to your organization's entire asset database, from anywhere a wireless connection is available.

Our innovative mobile technology provides an intuitively designed digital platform to effectively manage service requests and conduct inspections and condition assessments in the field.

With our mobile maintenance apps readily available on-the-go, your field personnel can easily access work orders on their smart devices in real-time, maximizing capacity and saving valuable resources.

B. 3D

3D modeling is a visually engaging and highly-interactive technique you can use to manage, update, and report on your assets.

NEXGEN gives you the tools to extract and manage more of the information contained in your drawings.

You can also leverage NEXGEN AM to manage assets from your exterior property level down to mechanical, culinary, technology, or landscape assets.

Users can also import assets from Building Information Modeling (BIM) files from graphic design software such as Auto CAD, Revit, and Civil 3D, into NEXGEN seamlessly.

C. GIS

As Esri development partners, our dynamic spatial asset management capabilities come to life in a visually compelling way with the integration of Geographic Information System (GIS) technology.

Typically, spatial location is the one common denominator throughout all the data in your organization. Therefore, our CMMS and GIS platform go hand-in-hand, as they perfectly complement one another. You can input your CMMS asset data into GIS-powered software, which produces highly-engaging visualizations highlighting key production assets.

With the assistance of geospatial technology, it's simple to aggregate numerous sources of location-based data together and visualize them on a smart map or dashboard, to better understand how they affect each other.

D. CONTRACTOR PORTAL

Great news! The contractor relationship management process is now fully digitized, making life easier for everyone.

NEXGEN's Contractor Portal enables contractors to quickly and easily apply for city approval, manage backflow inspections, upload documents, and update license information—all from a single webpage.

By eliminating the need for phone calls, emails, and faxes (still apparently a thing) between contractors and city administrators, all communications are completely streamlined through our mobile-optimized web portal.

All information and documentation submitted by contractors into the iOS / Android mobile apps or web portal is automatically synced with NEXGEN. This allows cities to track contractor information and approval in real-time.



6.9

Evolution is relentless.

"I believe NEXGEN's value goes far beyond just the innovative tools in our platform. Clients choose us, and realize profound results, because of our people. From top to bottom, we treat our clients as a part of our team. NEXGEN employees have a relentless drive to do more to support strategic growth of every client, and do it better. That's the culture that defines who we are."

Vincent Yee, P.E.
President & CEO

6.1

Always learning, ever-evolving.

A. OUR PERSONAL APPROACH TO IMPLEMENTATION

Successful software implementation is only possible with buy-in at all levels. That's why we dedicate the time and resources to gain a deeper understanding of each team's unique pain points, priorities, and goals.

Our primary objective is to ensure that your asset management software is properly implemented and configured to support our clients' business goals.

Throughout the first couple weeks following your go-live training, your dedicated project manager will continue to monitor your software performance and identify additional training needs.

B. TRAINING

Training is one of the most important factors in successful adoption of any new software.

To maximize sustainable results, our training specialists provide you with a highly-interactive on-site and remote-based training program that's customizable, based on your goals.

Every client is given unlimited access to NEXGEN's expert technical support team, in addition to a plethora of online resources, including interactive webinars and engaging user group forums.

C. NEXGEN UNIVERSITY

NEXGEN University is an online learning management system for client training, engagement, and support.

Our virtual campus environment enables our clients to take interactive courses, further developing and diversifying their asset management skill set.

To maximize value, our interactive courses are segmented by employee role, device, and level. Each provides engaging video tutorials, practice exercises, and quizzes.

We also encourage our clients to incorporate NEXGEN University into their official training plan during initial deployment, offering employees a valuable combination of remote and in-person training.

D. EVENTS AND OPPORTUNITIES TO COLLABORATE

Following implementation, we encourage our clients to join fellow NEXGEN Asset Management users at our annual conference, monthly webinars, and user group forums. Each is a can't-miss opportunity to connect, collaborate, and learn from the real-world experiences of your peers and NEXGEN's subject matter experts.

E. GLOBAL SUPPORT

NEXGEN's Client Success Team is committed to delivering a professional and timely response and resolution to any of our client's issues, as defined in our Level of Service Agreements.

Our global support services are available Monday-Friday, 24 hours a day, with a simple click on the "Support" icon available within our software. You can count on receiving a call from one of our experienced team members in just minutes to address your issue.

The NEXGEN Help desk portal allows you to easily manage your internal operation issues, such as IT, maintenance, and all other types of queries from one common intuitive service request system built right into your NEXGEN software.

This integration delivers the advantages of expedited, seamless routing of service requests and work orders to the correct departments.

NEXGEN is ISO 27001 certified and all NEXGEN servers are hosted by Amazon Web Services.



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