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Maintenance and reliability training, innovation and education

X5 Migration & Support

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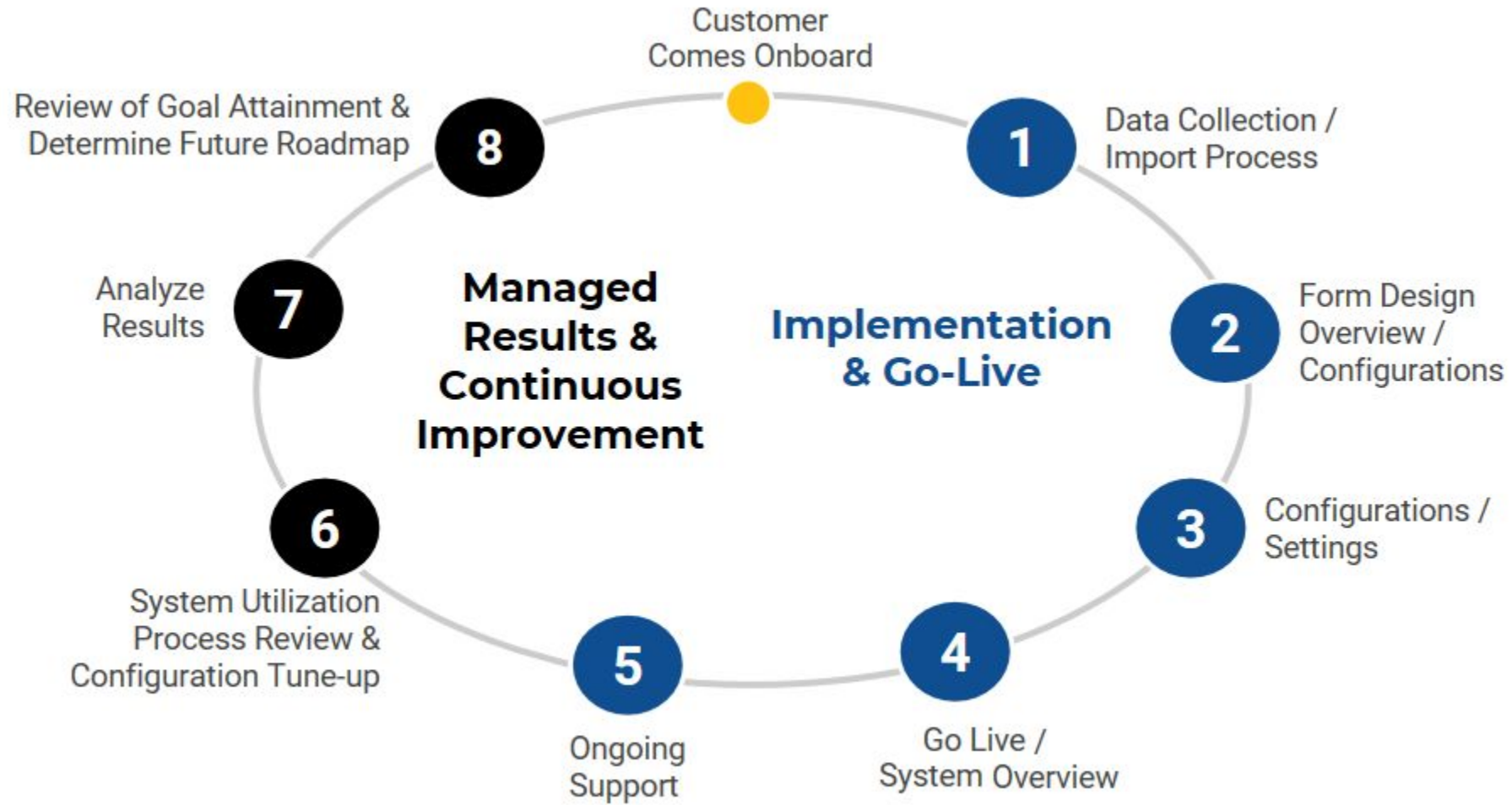
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X5 Migration & Support

Does X5 have all the features that X4 has?

- X5 has a similar core set of functions, but ultimately will have more functions/features than X4. X5 will have:
 - Multiple datasets in a single dataset.
 - Ability to handle multiple currencies.
 - Ability to select different languages at the account/user level.
 - Ability to handle multi asset work orders (PM's and Inspection Rounds).
 - Contain full audit trail for every system record.
 - Stronger integration with Fluke Connect and Accelix
 - In app help tools as well as eMaint University.



When will eMaint start to migrate customers onto X5?

- We started the migration process earlier this year on a limited basis. Candidates are customers with access needs that fit the current X5 feature/function list.
 - Work Requests
 - Work Orders (Corrective and PMs)
 - Work Order Assignments
 - Charges of both Labor and Parts
 - Scheduler
 - Inventory Management
 - Basic Reporting, Graphs and Dashboards
 - Configurability (No Advanced Workflows)
 - Basic Purchase Orders
 - Basic Interactive Maps (No Connection to WO Lookup fields yet)

Are there any customers using X5 today?

- Yes. There are 15 customers using X5 as of October, in the US, Europe and China. Some migrated and some are new.

How do I know if I am a good candidate to migrate to X5?

- All eMaint customers are good candidates for migrating to X5; however, the X4 features you use today will help guide us in determining the best timing for your X5 upgrade, based upon the roadmap planned for 2019.

Feature	Expected Release*
Purchase Order and PO Requisitioning	Q1 2019 (February)
PM Import - Import PM tasks and schedules via CSV	Q1 2019 (February)
WO Closeout Enhancements	Q1 2019 (February)
Workflow Manager Enhancements	Q1 2019 (March)
RESTFul APIs for real-time updates between X5 and 3rd party systems	Q2 2019 (May)
Offline Mobile Capabilities for assets, work orders inspections	Q2 2019 (June)
Full Condition Monitoring capabilities	Q3 2019 (August)
Reporting and Dashboard enhancements	Q3 2019 (August)

* This is the projected Release Date, but not guaranteed

What if I don't want to switch to X5 right now?

- This is not a problem as migrations are being planned throughout 2019.

Will eMaint still be supporting X4 in the future?

- While we will continue to support X4 until we've migrated all customers to X5, there will be no new features developed and/or released for X4. Systems updates to X4 for 2019 will be minimal.

Is there a migration “schedule” that eMaint is planning or are you migrating customers *en masse*?

- There will be a scheduled, planned approach to migration. The Services Team is recommending the following migration schedule to ensure best fit for customer use cases.

Type of Customer / Usage	Suggested Timeframe for Migration	Implementation/Set-up Fees for migration
Customers using Work management functions exclusively (basic PMs and no Purchasing)	Q4 2018 to Q1 2019	\$
Single site customers using Work Orders, PMs, Purchasing and Requisitions (minimal workflow manager requirements)	Q2 2019 (April to June 2019)	\$\$
Single or multi-site customers using Work Orders, PMs, POs & Reqs, LIFO/FIFO, workflow manager and email functionality, dashboards, offline mobile or APIs for 3rd-party application integration	Q3 and Q4 2019 (July to September 2019)	\$\$\$
Heavy users of dashboards, condition monitoring, multiple sites with consolidated accounts, those with existing interfaces, or those using vendor portal	Q4 2019	\$\$\$

Are there any implementation or setup fees associated with an X5 migration?

- Yes. While eMaint is not planning to introduce subscription fee increases in conjunction with your transition to X5, there are remote implementation services associated with the migration process. The implementation services required for a customer depend on a variety of factors, including the number of sites you manage, which features you use, the quantity of workflows, reports and dashboards you actively use, and whether you have interfaces to third-party applications.

The one-time implementation service fee for migration will typically range from \$1,500 to \$10,000 and generally require a two-week to ten-week period, depending on these variables.

I thought updates and upgrades were included in my subscription. Why is there a fee for migrating to X5?

- eMaint is not increasing your subscription fees in conjunction with the introduction of X5. X5 is an entirely new system, with new architecture, new servers, etc. and is completely separate from X4, so this represents more than a system update or upgrade. We believe the benefits of X5 far outweigh the nominal implementation fees associated with migrating to the new platform.

What steps are involved in the migration from X4 to X5?

- Your Services Team will work with you to accomplish the following actions during your migration period:
 - Perform an initial data migration from X4 to X5
 - Review the X5 system and your existing data within X5
 - Provide training material and confirm your go-live date
 - Document any issues and perform any required X5 form configurations
 - Answer any remaining questions and perform final X5 configurations
 - Perform the final data conversion (you must stop using X4 before this occurs)
 - Final wrap-up call to review the final conversion and transition you back from Implementation to your CSM.

Note that during this migration process, you need to be actively engaged in the process and you and your users need to be committed to using the X5 system as there is no turning back. You may opt to use eMaint University exclusively or combine it with eMaint X5 boot camp or on-site training.

What type of training do you recommend to ensure high user adoption and a successful transition?

- As you may know from working with eMaint on previous implementations, eMaint offers a range of *good, better, best* training options depending on your comfort level, budget, user quantities, and use cases. Your CSM can discuss these options with you in more detail and help you put together a training program that best meets your needs. Here are the options to consider:
 - X5 Bootcamps (starting in March 2019)
 - On-Site Training (2, 3 or 4 days packages available)
 - eMaint University - X5 training tutorials available now, with more added every week.
 - The Customer Success Portal **NEW** - This portal provides end user documentation for all of our products - X4, X5, Fluke Connect, and Fluke Connect2. It's also where you go for live support chat, create and view support tickets and share and vote on ideas for system features.

Can I trial X5 before I commit to switching?

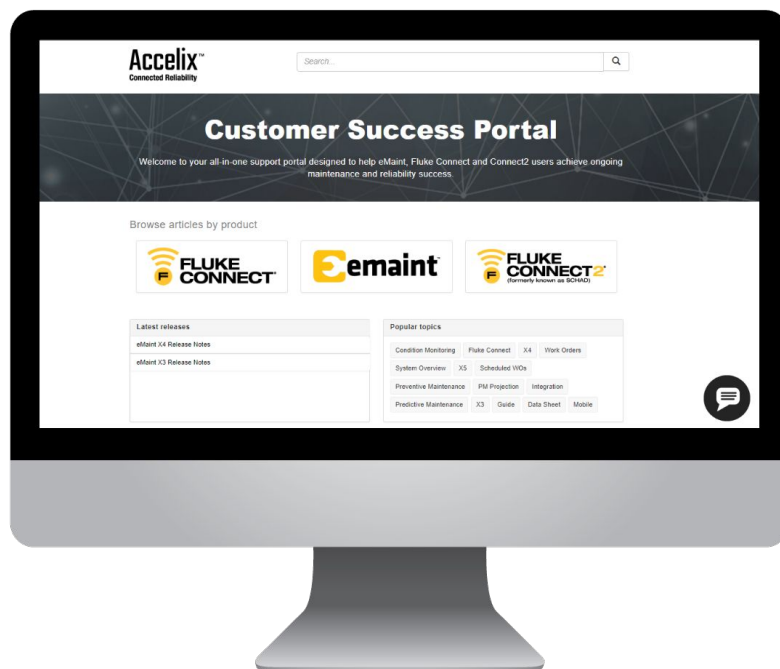
- Yes. You can sign-up for an X5 demo account through your CSM anytime from November 14, 2018 through January 30, 2019. This will not be an account that is pre-loaded with your data, but it will contain enough data to get you comfortable with the tools in the system.

If I'm ready to migrate now, what steps do I take?

- If you are a good candidate for migrating, based on the recommended schedule listed above, please contact your Customer Success Manager to discuss scheduling your X5 migration and associated activities.

New Customer Success Portal (<https://success.accelix.com>)

Your all-in-one support portal is here! Previously the eMaint Community, the **Customer Success Portal** is designed to help eMaint, Fluke Connect and Connect2 users achieve ongoing maintenance and reliability success.



What's in the portal?



Access articles and release notes

The portal contains hundreds of technical articles, help guides and release notes on eMaint, Fluke Connect and Connect2.

Plus, login to:



Create and view support tickets

Users can submit and track the status of support tickets. This portal allows users to communicate directly with the support team.



Chat with live support

A support chat is available within the portal, allowing users to chat online with a live support specialist in real-time.



Share and vote on ideas

Users can share ideas and brainstorm about products, features, services and support, and have those ideas voted on by fellow users.

- **eMaint X5 On-Site Training** - Our Trainers are ready to train on X5 as early as Today.
- **eMaint X5 Boot Camps** - We'll be rolling out a series of X5 Boot Camps in 2019, starting in March.
- **X5 Help Tool** - In App system Walk Through available in X5.
- **eMaint University** - X5 training tutorials are available now in eU. Additional tutorials will be added as new features are released.

Our Super Support Team is Ready for your X5 Questions!



Thank you!