Achieve true information mobility with Bentley MANAGEservices
Achieve True Information Mobility with Bentley MANAGEservices

Bentley can provision, manage, monitor and support its industry-leading software solutions in a robust cloud services environment. Bentley MANAGEservices ensures rapid deployment, business process discipline and consistent roll-out wherever and whenever you need them. You remain in control. Spin up fast. Improve agility. Focus on outcomes not inputs. By using Bentley MANAGEservices, you can be sure you are getting the most business value out of your software, that you are implementing industry standards and best practices, while at the same time achieving true information mobility. All in a budget-friendly, predictable cost model.

Architecture, engineering and construction (AEC) firms, as well as owner-operators, turn to Bentley for project information management and asset lifecycle management software solutions. Today, getting the most business value out of a software solution requires a great deal of expertise and specialized skills — resources that are usually in short supply or stretched thin. By partnering with Bentley, AEC firms and owner-operators can tap into technology expertise to help them transform their project delivery and asset management capabilities. Bentley MANAGEservices goes beyond traditional hosting or outsourcing. Leveraging Bentley’s vast experience of infrastructure engineering and knowledge of business process disciplines, users achieve the highest standards in project execution or asset management, eliminating the need for in-house provisioning and managing IT resources. Bentley offers MANAGEservices for ProjectWise, its industry-leading project collaboration and workshare software, as well as AssetWise for infrastructure asset management. Bentley MANAGEservices supports a range of delivery options and innovative commercial models to suit different contexts and project requirements, including budget-friendly subscriptions and transaction-based fees without any upfront capital investments. Bentley provides predictability in managing costs, allowing users to pay only for value delivered.

Benefits of MANAGEservices

Agility
Spin up quickly/go fast/disengage easily

Productivity
Focus on project execution and asset lifecycle management, not system administration

Connectivity
Easily network sub-contractors and supply chain

Expertise
Tap into specialized, in-depth knowledge of Bentley software solutions

Reach and scale
Global provisioning/anywhere-anytime access

Neutrality
Ideal for joint ventures

Transparency
For owners and all stakeholders

Accountability
Manage one service provider with one SLA instead of triaging multiple vendor contracts

Risk reduction
Reliability engineered into the service

Budget-friendly
Avoid upfront capital investment and match expenditure to value delivered

Value
Better ROI and use of resources

Stay current
Ensure the most up-to-date version of the software is being used

Don’t Get Locked into Old Technology

Bentley MANAGEservices is unlike traditional hosting or outsourcing. The software we manage for you is always the latest version of our software. It means that you don’t have to worry about upgrades and installing new versions on hundreds of desktops and devices while QA’ing and back-testing to ensure compatibility. But more than that, it means that you are continuously advancing and improving your technology. This approach is different from other service providers that lock down the software in order to reduce costs. Over the period of the services contract technology advances so quickly that you can easily find yourself at a competitive disadvantage because you are using three- or four-year-old software. With Bentley MANAGEservices, you are assured of continuous technology advancement.

Outcome-as-a-Service

Selecting software is one thing — getting that software to deliver on its potential and to make it deliver real ROI is another. Too many technology investments produce an ROI that is too low or too difficult to measure or impossible to prove. Our operating model is different. We take responsibility for outcomes not just provisioning software. Our operating model is to help users extract the maximum ROI from our software. It is about how fast and how efficiently users can realize value by getting and keeping their software operational. It is about engineering out the sources of complexity from the user’s business processes and workflows. It is about playing an active role in optimizing the user’s actual business outcomes.
Bentley MANAGEservices at a Glance

Bentley offers a single source for project information management and asset lifecycle management software needs – eliminating the need to manage multiple service providers and multiple service contracts. Starting with the most reliable, most hardened cloud services, including Microsoft Azure, Amazon Web Services, and local service providers, means that Bentley can support project teams and users in most regions and countries throughout the world.

Today Bentley has selected certified data centers in:
- North America (California, Illinois, Oregon, Texas and Virginia)
- South America (Brazil)
- Northern Europe (Ireland and the United Kingdom)
- Western Europe (Netherlands)
- East Asia (Hong Kong)
- Southeast Asia (Singapore)
- Australia

Bentley MANAGEservices is not just about cost take out. It is about achieving higher performance and managing risk. It is about enhancing organizational effectiveness and agility. It is about simplifying complexity.

Bentley’s network operations center and technical support group ensure that the services provided are available and operating according to specific service-level agreements. On top of that, Bentley’s application management specialists ensure that its software is running as it should with sufficient capacity, performance and responsiveness. Its network and data security experts ensure that users’ data is protected and safeguarded. From the outset Bentley’s professional services team ensures that users’ systems are installed and configured correctly and meet their respective defined needs. Bentley’s engagement managers have responsibility for each user’s success and can supplement their extensive training programs with task-at-hand coaching and mentoring. And whenever users need to ask for help, Bentley’s support specialists are available around the clock.

Bentley understands that return on investment is only achieved through high rates of adoption and utilization so it focuses on people and organizational change management as well as technology. It pays close attention to adoption planning and, as part of this process, Bentley leverages consumption information to help users optimize their usage.

Optimization
How fast and how efficiently can you realize value by getting and keeping your software operational and available?
Do you have gaps in time, resources or expertise?
What if you didn’t have to rely on internal staff to manage the day-to-day performance of your software?

By using Bentley MANAGEservices, users are assured that they are getting the most value out of Bentley software, that they are implementing industry best practices, while at the same time achieving true information mobility.
The Business Value of MANAGEservices

AEC firms and owner-operators, like many other enterprises across a variety of industries, are taking advantage of cloud computing to improve the efficiency and effectiveness of their business processes and client interactions. Software-as-a-service has enabled them to focus their resources on their core competencies and the initiatives that help facilitate and harness innovation. These organizations have learned through experience that the value they create derives from their project execution or asset management skills rather than IT provisioning or systems integration or systems administration. Partnering with a software and IT services provider like Bentley, and coming to rely on a trusted advisor, is a more effective approach. By choosing Bentley MANAGEservices, AEC firms and owner-operators can put their resources to better use. They can focus on outcomes rather than IT processes.

While avoiding lumpy capital expenditures and taking out costs are important dimensions, what really motivates many AEC firms and owner-operators is the optimization of processes associated with operational services, including multi-vendor management, provisioning, configuration management, and monitoring. Gaining the ability to rapidly set up a fully functioning project information management environment or asset information management system “on demand” is a major advantage — especially in the context of joint ventures, where neutrality, access, and security are key concerns. In addition, they can rely on Bentley MANAGEservices to reach the regions or countries that their in-house IT departments simply cannot support or to address “offshore” data security or data protection requirements.

Above and beyond optimization of processes associated with operational services, the business value of Bentley MANAGEservices lies in transforming users’ project delivery and asset lifecycle management capabilities. This is seen not only in the adoption of industry best practices and business process disciplines but also in the capturing of expertise from one part of an organization and reusing it and applying it in other parts and on other projects. Sharing and reuse of project and asset information are enabled by information mobility. By selecting Bentley MANAGEservices, AEC firms and owner-operators are gaining access to a tried-and-tested roadmap to true information mobility.

New Jersey Department of Transportation

Bentley manages SUPERLOAD, an industry-leading software solution for permitting and routing of oversize/overweight loads, in a public-private partnership with the New Jersey Department of Transportation. The service is available 24/7 and supports permitting agents and bridge engineers who are responsible for issuing around 100,000 permits annually. More than 80% of the permits are system issued without manual review.

The project to implement and configure the service was divided into several phases spanning approximately one year. In addition, the project required the transfer of responsibility from the state’s Motor Vehicle Commission to the Department of Transportation.

The most noteworthy aspect of the partnership is its innovative commercial model. New Jersey DOT and Bentley entered into an agreement that enables New Jersey DOT to pay for its managed service through permit transaction fees. Aligning costs with value delivered ensures that incentives and risks are shared equitably. This approach enabled Bentley and NJDOT to protect and preserve the transportation infrastructure with a model that required no up-front investment from New Jersey.

Bentley manages the SUPERLOAD service from one of its North American data centers and provides network monitoring and application management, as well as around-the-clock help desk support. Bentley also manages similar SUPERLOAD services for other states as well as GotPermits.com, a website and online service for issuing multi-state permits.

The Business Value of MANAGEservices

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<td>• Drive my full adoption</td>
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<td>• Optimize my usage of key features</td>
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<td>• Impact my business outcomes</td>
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Bentley Systems

New Jersey Department of Transportation
About Bentley Systems, Incorporated

Bentley’s mission is to provide innovative software and services for the enterprises and professionals who design, build and operate the world’s infrastructure—from buildings and bridges to transit systems, power plants, water and wastewater utilities, offshore structures, and more. By sustaining the professions that make these crucial assets and services possible, Bentley is Sustaining Infrastructure—infrastructure that improves quality of life for us all. Please visit http://www.bentley.com.

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