# What's Coming in Sweden

March 2023

Nuvolo is continuously enhancing our solutions to meet the ever-changing needs of our customers. To ensure our customers have adequate time and resources to implement new functionality, we adhere to a biannual product release schedule.

We name our releases after countries in alphabetical order. Our latest release is named Sweden; it will be available by the end of March 2023. This document is a preview of what to expect.

We have also accelerated the development of several key enhancements that will be available this summer in what we're calling the Sweden+ release. Future releases will follow the standard biannual schedule. Stay tuned for upcoming announcements.

# Facilities Maintenance and HTM Asset Management

With the Sweden Release, we have continued to improve and evolve the Planned Maintenance functionality, which is available in the Facilities Maintenance and HTM Asset Management products.

## Planned Maintenance

### Dynamic Scheduling and Data Overrides

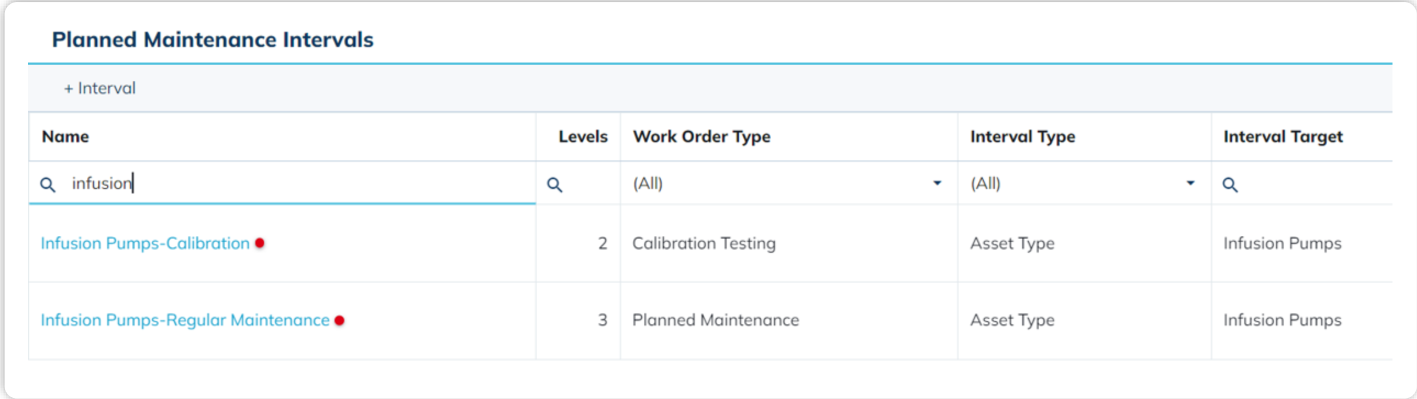
Service managers can now assign different start dates for any newly onboarded assets or group of assets that follow the same maintenance plan. This accommodates diverse scheduling needs based on location, department, and more, all while saving time by eliminating the need to create separate intervals for each asset. With this new feature, scheduling asset maintenance is easier and the risk of duplicated data is minimized.

### Lead Time

Service managers can now generate maintenance work orders ahead of their scheduled maintenance window, improving the planning process while still ensuring compliance. Lead times can be set according to the required maintenance frequency.

### Multiple Maintenance Support

Service managers now have the flexibility to create and schedule multiple variations of maintenance for the same asset or space, improving technician efficiency. Different types of maintenance can include OEM, calibration, cleaning, and other routine activities. This allows for simultaneous work orders to be scheduled when necessary and prevents intersecting activities from occurring.



### Parts Planning

As maintenance workflows are planned for specific assets, Service Managers can now indicate which parts are required to complete a work order. This allows technicians to accelerate and streamline maintenance operations since they can order or obtain the right parts ahead of schedule and understand which parts are needed to complete a work order. It also provides a forward-looking perspective when planning orders for parts.

### Plan Verification

Users are now able to match assets against all applicable matching maintenance plans, ensuring that maintenance work is not duplicated or missed. The updated workflows provide early visibility into whether a targeted asset is included or excluded from a plan so that a service manager can make the appropriate changes before activating the maintenance plan.

### Space Deactivation

Users can now deactivate all maintenance plans associated with a space that has been discontinued to stop any further scheduled work orders from being generated.

### Dynamic Assignment

Service managers can now define static assignment criteria or create assignments for one-off occasions. Previously, there was limited visibility into which assets were added to maintenance intervals, requiring service managers to spend a lot of time trying to determine which ones were added to the plan. Now, prior to activating any work order intervals, the service manager has visibility into which targeted assets actually got included/excluded in the interval helping to improve awareness and efficiency on actions.

## Guided Setup

Users now have access to an easy-to-follow guide that provides clear instructions to setup the Facilities Maintenance product.

## Onboarding and Migration Tools

Users can upload and transfer bulk data when adding new assets and inventory. This will help eliminate the redundancy of having to upload data for each asset individually.

# Real Estate

With the Sweden release, we have continued to improve and evolve our Real Estate product across asset, portfolio, and transaction management.

## Real Estate Asset Management (REAM)

We have continued to extend our existing lease product's functionality to apply to owned assets as well. Any existing lease contracts in REAM have been renamed as Assets (Leased Assets and Owned Assets). The Sweden release also introduces improved performance over previous releases and enhanced dashboard capabilities.


### ServiceNow Codes

Service Now programming codes, which execute parts of a feature or a complete feature, can now be transferred as read-only versions rather the previously protected versions. This provides supporting teams and partners with access to implementation information to easily prepare, fix, or customize what's desired. For example, during implementation, a customer may want to customize the default currency from USD to Euros. With this new change, it will be much easier to update the code to make the currency Euros.

In addition, the release aims to track the smaller ad-hoc changes in existing functionality; therefore, certain active features, such as critical dates, recurrent payments, etc., may be improved without having to re-code ServiceNow.

### UI Manager

In this release, the user interface (UI) has been improved for all end users, specifically relating to the Detail Form, Reminders, and Payment capabilities.

The Details Form has been modified, so managers can easily access the default fields, including location address, footprint (area), use of space, base rent, expiration date, etc. for both leased and owned asset records.

We've also introduced permissions: basic users cannot edit records, whereas a system admin can now add more fields to the table if necessary. Overall, this improves the usability of the product and automatically gives certain users access to necessary fields to do their job efficiently.

Users can now add custom fields on the Reminders Form of REAM via UI Manager. This gives users specific information regarding REAM activities that can be accessed more efficiently rather than taking multiple steps to filter.

Users can also now add custom fields to the Payments Form via UI Manager. This improved capability will allow users to quickly modify payments when needed to ensure they are accurate and received on time by the necessary party.

## Real Estate Portfolio Management

In the Sweden Release, we focused on providing customers with an up-to-date overview of their real estate portfolio by integrating data from the REAM and Space products. Customers now have access to an analytical and strategic tool that will help them make better data-driven decisions and improve real estate portfolio performance.

Customers can review the state of their real estate assets (owned and leased properties) and act via initiatives to improve the footprint, cost efficiency, and space utilization of the portfolio.

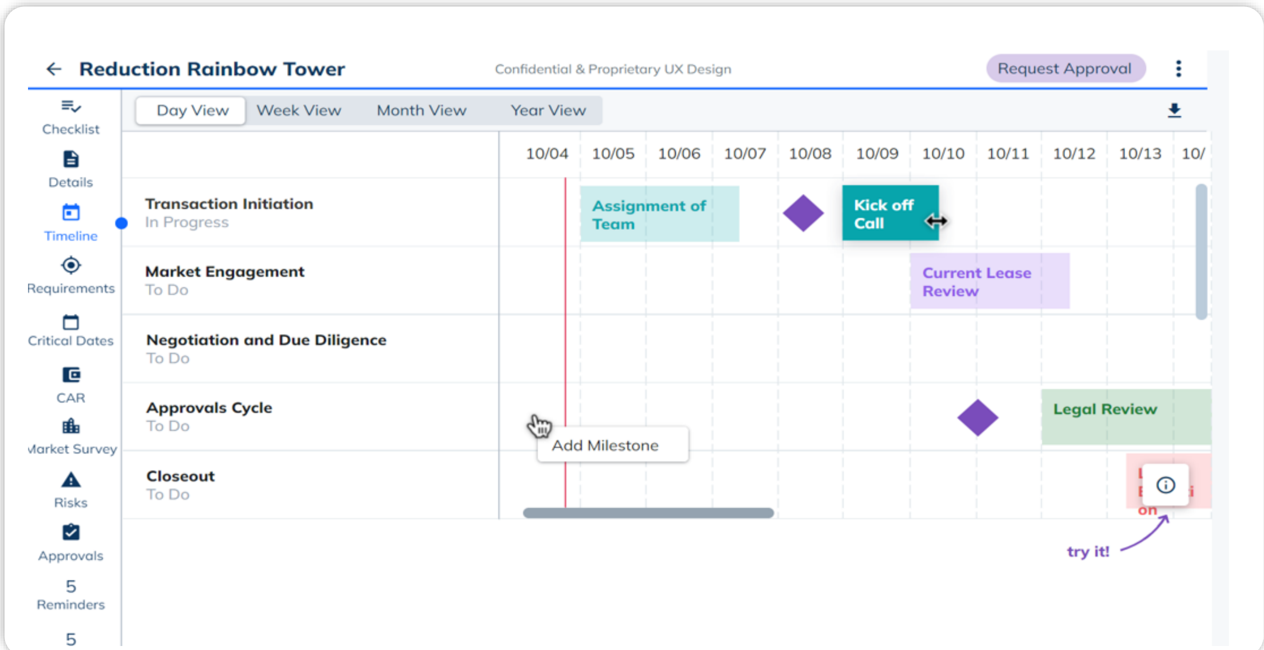
### Dashboards and Reporting

Users now have access to robust reporting with graphical dashboards and filtering capabilities to highlight common data, metrics, and KPIs. Users can now filter data based on reference field values and an initiative menu with actions to achieve their desired real estate strategy.

## Real Estate Transaction Management

In the Sweden release, we are introducing Transaction Management, which is a newly scoped application that is part of the organic growth of Nuvolo's Real Estate product. It encompasses all the elements of the transaction management process for any Corporate Real Estate portfolio of properties.

By integrating data from Portfolio Management, Real Estate Asset Management, and Nuvolo's Space product, Transaction Management users can execute on any real estate initiative defined in a strategy built in the Portfolio Management product. This includes tracking, visualizing, analyzing, approving, and closing each step until completion. Once completed, support documentation will be modified appropriately.




### Integration with Portfolio Management

A seamless integration with Portfolio Management allows users to create multiple real estate initiatives to modify any portfolio of properties based on current critical dates. Once all the potential initiatives are analyzed, users can select and activate the chosen initiative, which will automatically convert into a transaction to be executed in the Transaction Management product.

### Preliminary Transaction Actions

As part of the planning steps to initiate a new transaction, it is necessary to set up main fields, such as key personnel, critical dates, current vs. new property status, and contact information. Users can populate or create fields to support such planning activities.

### Market Analysis and Due Diligence

One of the key processes for real estate transactions is the capability to research, store, and compare data from multiple real estate properties that best fit the scoped characteristics (physical, financial, terms) of a transaction. Users can enter data from multiple site candidates, including space qualities, costs, location, condition, and some additional notes to generate a comparison matrix versus the status quo and strategized initiative. This allows for an easy comparison to select the most suitable location.

### Test Fitting and Site Selection

Users can keep track of all the preliminary design analyses to ensure a physical space meets the scope requirements, including design and space management elements, which streamlines the confirmation of the initial decision.

### Cost/Benefit Analysis and Capital Appropriation Requests (CAR)

Once the Scope and Test Fit steps are completed, a comprehensive cost-benefit analysis is generated and visualized, which can be circulated to stakeholders for approval in the form of a Capital Appropriation Request (CAR) document.

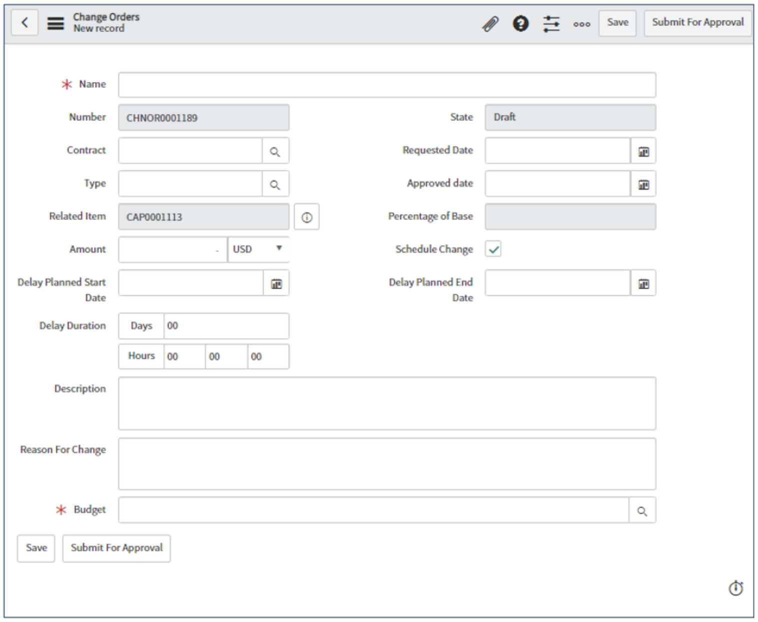
### Negotiation Analysis

Once the approval circulation is completed, filed, and agreed upon, any negotiation terms may be stored, tracked, and visualized to provide support documentation to the completed transaction.

### Approvals and Supportive Features

All documents and folders can be transferred to Nuvolo Platform Services allowing for cross-application usage. This ensures data integrity, streamlines processes, and allows for deeper insights.

# Capital Projects




With the Sweden Release, we are launching a new Capital Projects scoped application to allow customers to manage all their capital projects—big or small—from start to finish. This product replaces the legacy Capital Planning and Project Management (CPPM) capabilities and will include enhancements to existing project capabilities and brand-new capabilities, including out-of-the-box workflows and new business rules.

Existing CPPM customers who migrate to Sweden will be impacted and will need to reactivate CPPM during the upgrade. We will continue to support the legacy CPPM application for 2 years, but no further enhancements will be made.

### Project Initiation: Business Case

Users can initiate and submit business cases and project requests to be considered for future projects through an easy-to-use request form that includes key details. Once submitted, leadership can review the candidate project details and justification to make informed, strategic decisions. If a candidate project is approved, it can easily be converted to a capital project, where stakeholders can plan, share, and manage all aspects of the project lifecycle. Projects can be made from scratch or by using an existing project template.

There are two workflows available out of the box:

- Approved Business Case to Candidate Project
- Approved Capital Budget Line Items to Candidate Project – this provides a direct link between the Capital Planning and Capital Projects applications.

### Budget Management

Project managers can create and manage project budgets and associated details, including budget allocation, budget allocation breakdowns, project expenses, and change requests, to track funding and control costs. For projects with similar budget needs, templates can be created and used to allow for more efficient budget planning and to promote standardization across all projects and programs.

### Project Expenses

Project managers can create and manage project budgets and associated details, including budget allocation, budget allocation breakdowns, project expenses, and change requests, to track funding and control costs. For projects with similar budget needs, templates can be created and used to allow for more efficient budget planning and to promote standardization across all projects and programs.

### Procurement Management

Project managers can better manage the procurement process with centralized access to all contracts related to a project. They can also create and track the progress of purchase requisitions and purchase orders with the proper approval workflows. Once orders are completed, project managers can create and access invoices for specific contracts, allowing costs to be tracked more accurately. Vendors, and their work and costs, can also be tracked.

### Contracts Retainage %

Users can apply a retainage % at the contract level and track the amount withheld throughout the procurement lifecycle. Project managers can release retainage once all the work is completed, and the terms of the contract are fully met. Release retainage functionality automatically triggers the creation of an invoice.

### Not-to-Exceed (NTE)

Administrators can determine the not-to-exceed amount at the contract level, ensuring that payments related to a contract do not go above the amount approved. Business logic prevents a purchase requisition or purchase order from being created for an amount that exceeds the contract NTE amount.

### Invoices

Project managers can create and track the status of invoices related to a specific contract or purchase order. Project managers can create invoices from scratch or directly from an approved purchase order by selecting and adding PO line items.

# Space

With the Sweden Release, we have refreshed our Space product across enterprise space planning, move, and reservations. This release includes added functionality to the existing entitlement and reservation request features.

Additional functionality is being developed and will be available in Sweden+, our mid-cycle release, scheduled for Summer 2023.

## Integrations

We have enhanced the BIM Extension to support publishing floor plans to Nuvolo. Floor maps and space lists can be read and imported into Nuvolo from RVT files using the Revit Plugin. This connection builds a foundational bridge to connect 3D Revit drawings into easy-to-read 2D floor plans for all floor visual needs.

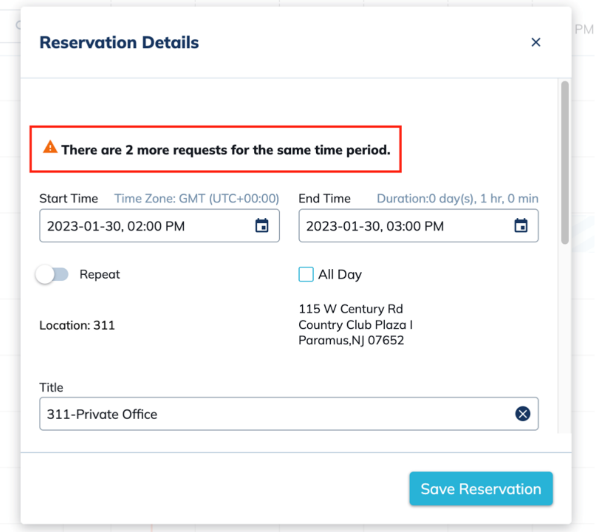
## Entitlements

The entitlement functionality, which allows companies to define which locations are available to employees by rank, pay scale, or other level system, has been expanded to Reservations.

This gives employees a clear view into which spaces are available to them when making a reservation from the card view, scheduler view, or floorplan view. Entitlement rules can be defined by:

- seniority (e.g., entry-level positions have access to shared cubicle spaces, whereas director-level positions can reserve offices)
- departments (e.g., Finance can only sit next to the CFOs office)
- capacity limits for each room (e.g., a group of two people cannot book a fifteen-seat room or a meeting with fifteen people cannot be booked in a room for two people)

## Reservation Management



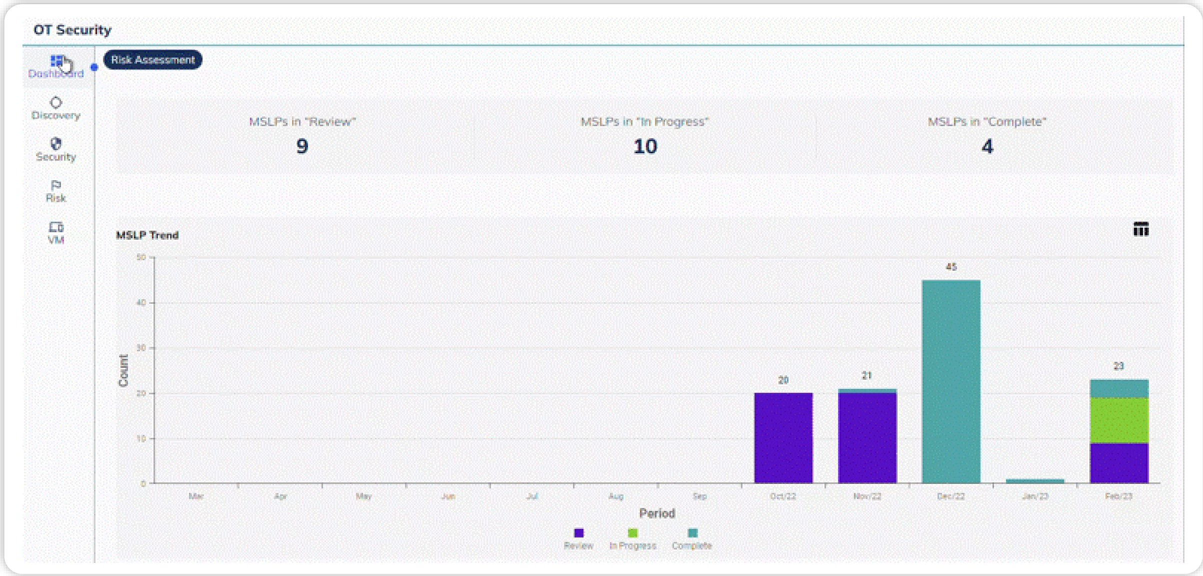

Reservation managers can now view multiple reservation requests for a specific space and time, and then select which request to approve. New views and workflows make it easier for reservation managers to allocate shared spaces. These include:

- allowing a room to receive multiple reservation requests
- shading previously requested rooms on the Scheduler
- permitting staff to request a space if an existing request has already been made by someone else
- providing staff with transparency into the number of requests ahead of them on the Reservation Details
- requiring staff to request approval to change the time or location of a reservation
- empowering the reservation manager to review, approve, and change requests
- notifying users when their request is approved or denied

*Note: The ability to make multiple requests for the same space and time is not supported on Nuvolo Reservation Plugin for Microsoft Outlook. It can only be accessed through the browser interface.

# OT Security

In this release, we've added incremental updates to existing capabilities as well as some new features to the OT Security product. New features within the Sweden release include a new OT Security Dashboard, support for the import and association of Manufacturer Disclosure Statements of Medical Device Security (MDS2) data to devices, and the ability to create parent/child relationships between devices.




### OT Security Dashboard View

The Sweden release include a new OT Security Dashboard where customers can easily access overall Risk Assessment status and Model and Device Security Lifecycle Profile (MDSLP, DSLP) mitigation progress. Also included are views into device Discovery and Security queues, allowing users to track queue record processing, data reconciliation, and security events. Links to manage Risk Assessments, Model and Device Security Lifecycle Profiles, as well as vulnerabilities are also present.

### Manufacturer Disclosure Statement of Medical Device Security (MDS2) Support

We've also improved how we manage Medical Device Security (MDS2) documents for clinical devices. These documents are provided by manufacturers to communicate information about their devices' security and privacy characteristics. Customers can now import and associate these documents, and the related information directly to device records, so that the information is more easily referenced and stored.

### Support for Device Parent/Child Relationships

Customers can easily create and view parent/child device relationships within device records. Initially designed to aid security analysts in identifying "system impact" for vulnerabilities affecting a related device, the relationship definitions also allow an analyst to identify other system definitions containing the same device model.

# Mobile

In this release, we've focused on numerous mobile architecture and infrastructure enhancements to improve and reduce load, sync, and install times. It also includes stability improvements and compatibility support for ServiceNow, iOS, and Android mobile applications.