

Project NextGen

Igniting change, uniting teams.



NextGen Brunch

30 April 2025

Acknowledgement of Country

We acknowledge the Traditional Owners and custodians of the land on which we work and live – the Wurundjeri and Boon Wurrung People of the Kulin Nation.

We pay our respects to their Elders past, present and emerging and thank them for their historical and continued maintenance and care of the land on which we all call home. We extend that respect to Aboriginal and Torres Strait islander peoples here today.

May we continue to work together in the spirit of conciliation resulting in opportunity and harmony for all.





Karakia to Open: Tūtawa Mai

Kia hora te marino Kia whakapapa pounamu te moana Hei huarahi mā tātou I te rangi nei Aroha atu, aroha mai Tātou I a tātou katoa Hui e! Tāiki e!

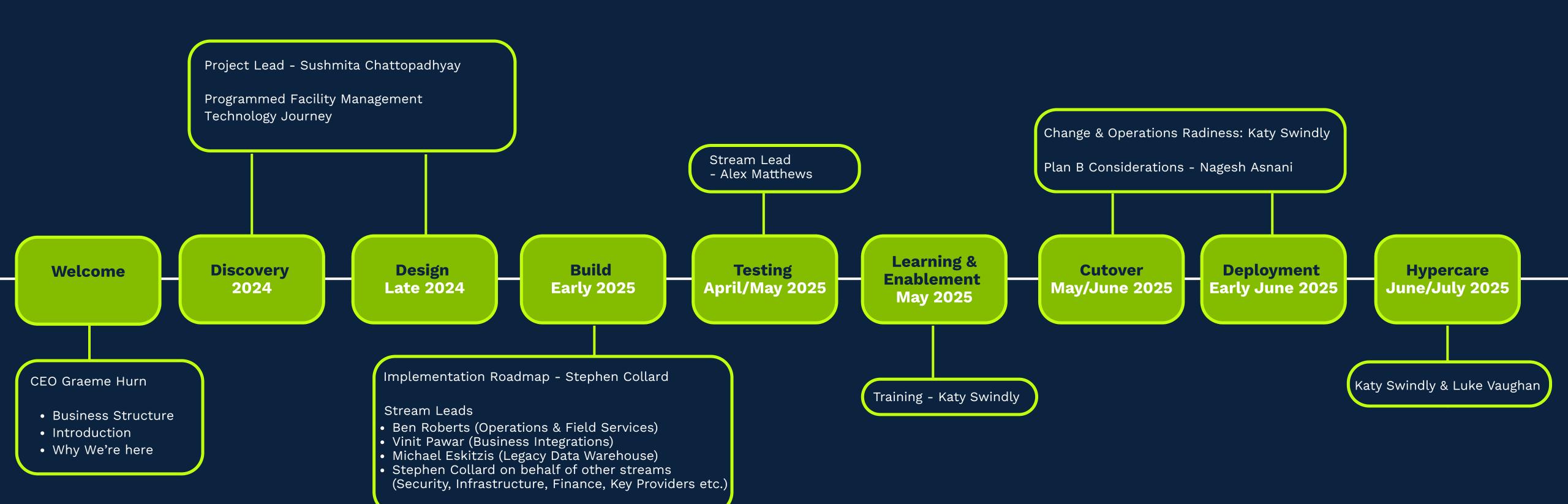
May peace be widespread
May the sea be like greenstone
A pathway for us all this day
Let us show respect for each other
For one another
Bind us together





Agenda





EXCO

Francis, Stephen, Graeme

Staffing

Francis Koh

(EXCO member in charge of Staffing business)

White-collar business					
See Yang Foo		Zen Loh		Kurt Gillam	
Established Group SG, MY, IN		Scale Group CN, TW, HK,VN, TH, ID, KR		Growth Group AU, NZ	
BTI Exec Search		HR Consulting		Japan Desk	
Jonathan Guilfoile		YouMe Jeon		Dai Katsuno	
APAC		APAC		APAC	
Blue-collar business				Business	
David Hele		Dean Archbold		Partners	
IIT Group Industrial, Infrastructure, Training		E&R Group Industrial Maintenance, Mining, Offshore		Marketing, Regional Sales, Legal, HR, Strategy, Finance, Tech	

Non-Staffing

Graeme Hurn

(EXCO member in charge of Non-Staffing business)

FM

Graeme Hurn

Facility Management

Business Partners

Marketing, Sales, Legal, HR, Finance, Tech, Bl, HS&E

PS

Henry Arundel

Paint BP/CI Open Space PET

Business Partners

Marketing, Sales, Legal, HR, Finance, Tech, HS&E

PAPAC Group Support

Stephen Leach

(EXCO member in charge of support functions)

Corporate Strategy &
Planning
Risk & Compliance
Business Services
IT & Cybersecurity
Finance

APAC SBU Structure

Effective April 2025





Vision

PERSOL Asia Pacific SBU

Become the No. 1 Services Company

in the APAC region, in terms of size and profitability,

under highly efficient and productive management.

Building a foundation underpinned by technology for further growth.

Staffing

"Become the No.1 staffing provider by enhancing efficiency, leveraging innovative technologies, and continuously exploring new business models to expand service offerings"

Non-staffing

"Strengthen and expand our presence in facility management and property services by enhancing operational excellence, building strategic partnerships to drive sustainable growth"



Bring back business to the business

Customers, processes, people and technology are the **foundational drivers of scalable business growth**, ensuring long-term success by aligning value creation, operational excellence, and talent empowerment.

Customers

Sales and customer centric organisation for the future, with expanding customers base across region

Pillars for Growth

Process and Efficiency

Redesign and transform current models to be more **agile and dynamic** and future-ready with Tech

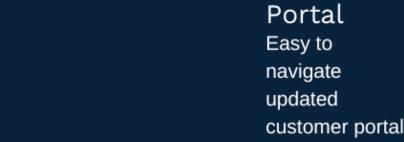
People

Developing and **empowering next tier leaders** towards
technology, innovation, operational
excellence, for sustainable and
scalable business growth

Technology

Discovery & Design

Project Lead - Sushmita Chattopadhyay



views.

Customer

Finance

Moving FinOps

Vendor Management

to D365.

A feature rich vendor management system.

Data Warehouse

Move to a strongly support and highly secure data warehouse

offering. Integration Pik

Reporting Refreshed &

branded PowerBI dashboards.

Project Management

A robust app to support a growing service.

Social Housing Field

Services

Feature specific for our Social Housing customers.

Telephony Updating our

telephony to a robust modern system.

Work Order Management ProMap to a

Updating Maximo to the cloud.



Field

Services

new robust app.

Updating



Design **Late 2024**

Discovery

2024

Build

Testing

Learning & **Enablement**

Client

In parallel with

system updates.

Cutover

Deployment



FY25 & FY26 Roadmap

Project Lead - Sushmita Chattopadhyay

Includes

- Field Services (Touchstone)
- Operations (MAS)
- Finance (D365FO)*
- Business Integrations
- Modern Data Warehouse
- Reports
- Customer Hub

Release 1
10 June 2025
Release 2
1 October 2025

Release 3
November 2025

Includes

- Telephony (May 25)
- Operations and Field Services (MAS + Touchstone)
- Legacy Data Warehouse
- Finance (Navision)
- Business Integrations

Includes

- D365 Finance & Operations
- Loc8 & MAS to D365 FO
- Auckland Council Migration

Release 4
September 2026

Beyond...

Includes

Vendor Management
 System

Release 1



Project Lead - Sushmita Chattopadhyay

Building on the work completed during the Analysis phase, the teams begin designing the necessary system configurations, defining the workflows to support key processes, and identifying the data that needs to be migrated into our new systems.

We are here

During testing, the system goes through multiple rigorous testing cycles to validate functionality, integration, and usability. While some testing may occur alongside the Build phase, full end- to- end testing is carried out during this dedicated stage. Any issues identified are resolved, and system performance is fine- tuned to ensure it's ready for deployment and launch.

The Cutover phase is the final preparation step before go-live, where the transition from legacy systems to the new platform is carefully executed. It involves completing final data loads, switching over system dependencies, and ensuring all critical processes are ready to run in the new environment. This phase is tightly managed to minimise disruption and ensure a smooth handover into live operations.

The Hypercare period ensures users have timely access to support through dedicated triage points and support clinics. Optional refresher training is also available. During this phase, the project team continues to maintain and enhance the system, addressing any issues as they arise.

Discovery 2024

Design Late 2024 **Build Early 2025**

Testing
April/May 2025

Learning & Enablement May 2025

Cutover May/June 2025

Deployment Early June 2025

Hypercare June/July 2025

The project teams collaborate closely with business units and Subject Matter Experts from PFM to gather requirements for each workstream, identify any gaps, and address both current and potential issues.

With clear design requirements in place, the Build phase kicks off. This involves configuring the software in line with agreed business needs, starting the import of data from legacy systems, and beginning preparation for training.

The Learning & Enablement phase ensures all end- users are prepared to adopt the new business processes supported by the system. During this stage, users are provided with the information, tools, and resources they need to confidently use the system from day one.

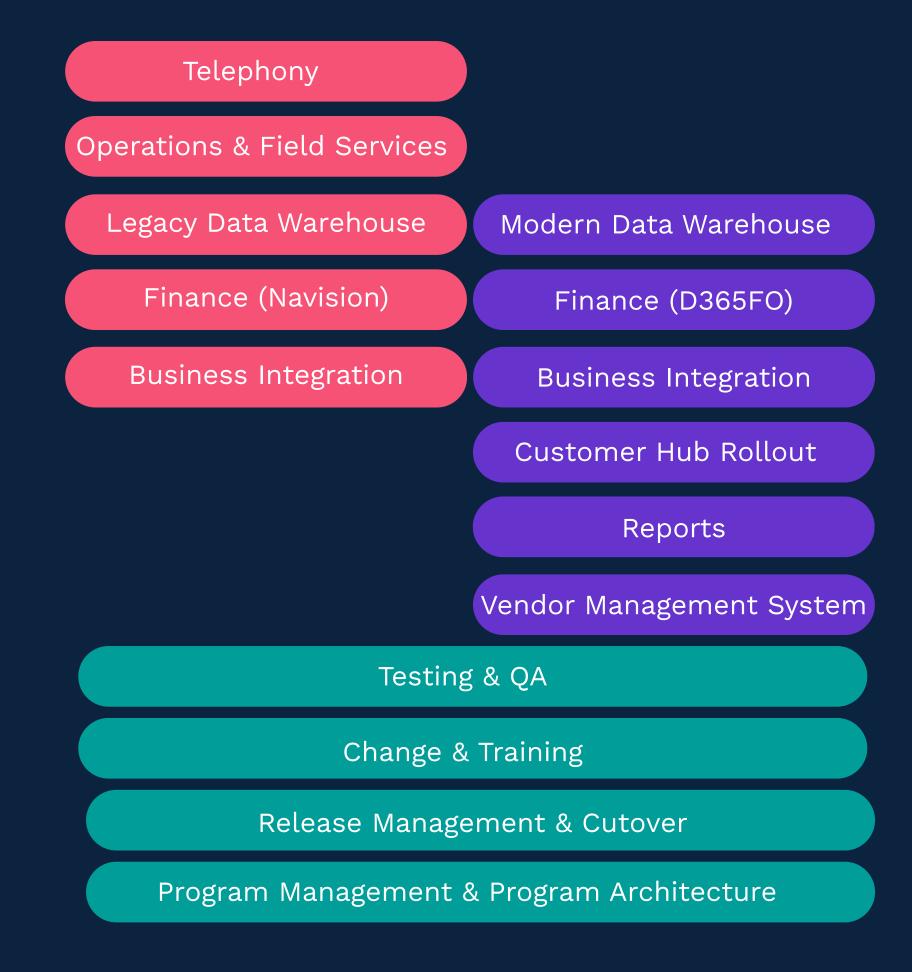
The Deployment phase covers all the preparation and activities needed to transition from Maximo > MAS and Promap > Touchstone for go-live. While some data migration occurs earlier, critical data—like transactions—is migrated as close to go-live as possible. This phase also includes legacy system blackout periods and operational readiness checks to support the final decision to launch.

Implementation Program



Program Manager - Stephen Collard

- Program Structure
- Work Streams and Projects
- Overarching Governance and Support
- Overarching Architecture
- Readiness and Deployment Streams (Testing, Change and Training, Release & Cutover)



Discovery

Design Late 2024 Build Early 2025

Testing April/May 2025 Learning & Enablement

Cutover

Deployment

Hypercare

ly June 2025

Build

Program Manager - Stephen Collard

Our Stream Leads

- Ben Roberts (Operations & Field Services)
- Vinit Pawar (Business Integrations)
- Michael Eskitzis (Legacy Data Warehouse)
- Stephen Collard on behalf of other streams (Security, Infrastructure, Finance, Key Providers etc.)

Key Questions

- 1) What are you responsible for?
- 2) How is the project going so far?
- 3) What are the next steps?





High Level Test Approach

- ✓ Industry standard testing framework
- **Existing** business process testing
- 70 contracts, 85 super-users
- Stabilize solution non-functionally
- Deliver tested solution to production

SYSTEM INTEGRATION TESTING UAT)

USER ACCEPTANCE TESTING (UAT)

GO LIVE

PRODUCTION VERIFICATION TESTING

Discovery
2024
Design
Late 202

Build Early 202 Testing
April/May 2025

Learning & Enablement May 2025

Cutover lay/June 2025 Deployment



Learning & Enablement

Presenter: Katy Swindly

About the End User Training Program:

- Business Led Training Program (Super Users involvement)
- J.I.T. Approach
- Navigational Training as part of overall training
- Business will need to nominate end users for training assignment

<u>Training Materials:</u>

- Work Instructions
- User Guides
- Cheat Sheets / QRG's

User count:

639 - Maximo Internal Users

789 - ProMap Internal Users

5,773 - Vendor Users ProMap

Discovery

Design

Build Early 202 Testing April/May 2025 Learning & Enablement May 2025

Cutover av/June 202 **Deployment**

Cutover & Deployment



Presenters - Katy Swindly & Nagesh Asnani

Operational Cutover

Training, User Transition, Interim Processing (Manual modes)

- System Available for all users
- Help channels are known and available
- User Set Up
- Vendors Onboarded
- Day 1 Ready

Technical Cutover

Upgrade of systems, enablement of new mobile app, integrations, reporting activities, product verification testing

- No critical issues
- Systems stable and performing
- Technical support available

Discovery

Design

Build Early 202 Testing pril/May 2025 Learning & Enablement
May 2025

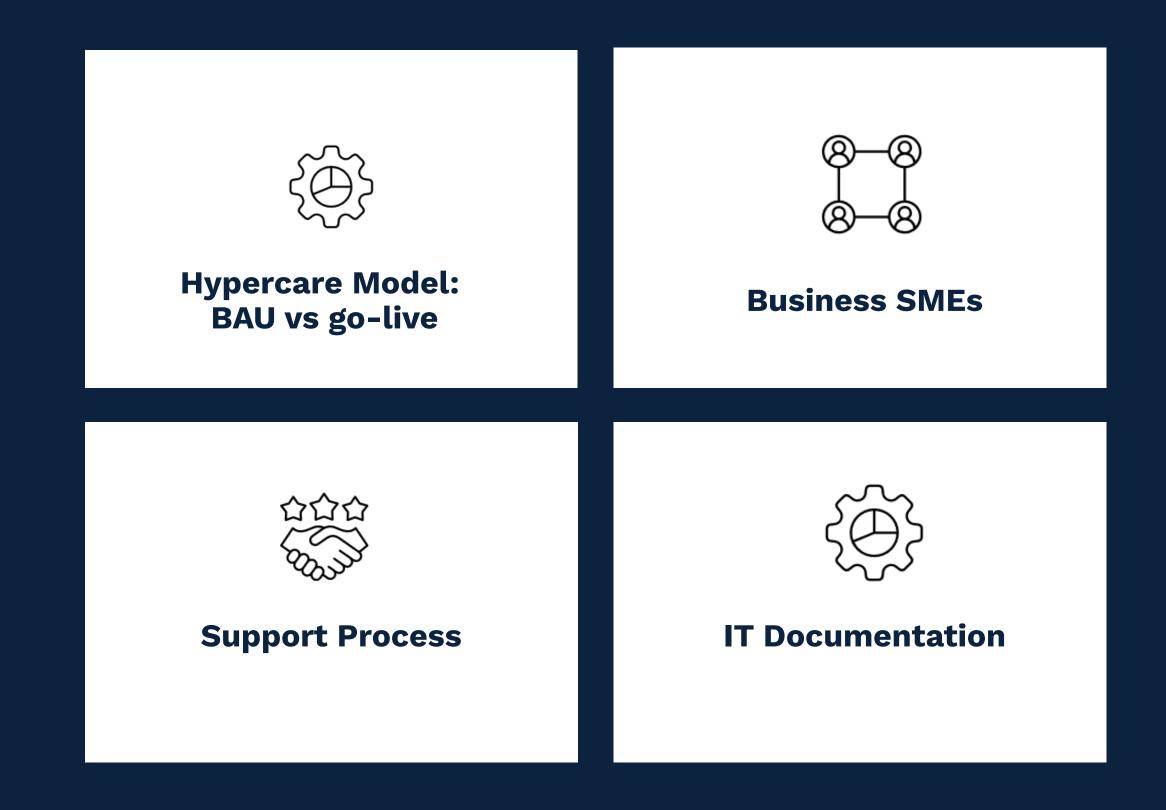
Cutover May/June 2025

Deployment Early June 2025

Hypercare & Support



Presenters: Katy Swindly & Luke Vaughan



Discovery Design
2024 Late 202

Build Early 20 **Testing**April/May 2025

Learning & Enablement
May 2025

Cutover av/June 2025 **Deployment** arty June 2024

Hypercare June/July 2025

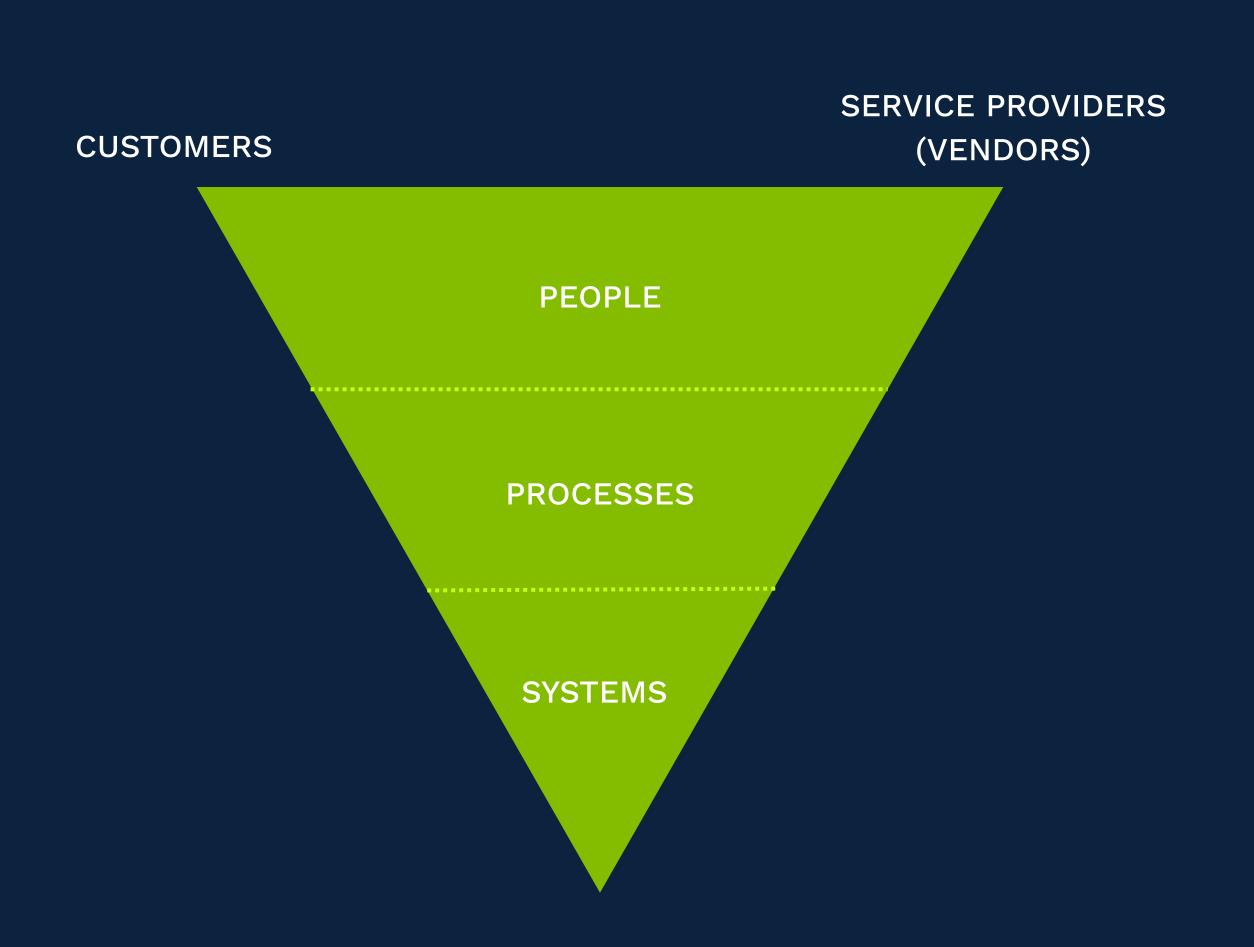
Core Values

PROGRAMMEDby Persol

Presenters: Katy Swindly & Luke Vaughan

- 1) Customer & Vendor Focus
- 2) Core Values
- 3) 6-week runway





Core Values



Presenters: Katy Swindly & Luke Vaughan

Our Vision

Work and Smile

Our Purpose

To build outstanding people, strong customers, and great communities.

Our Values







Customer service



Diversity, inclusion and equality

Project NextGen

Thanks for being part of Project NextGen.
Your role is key in making this transition a success.

Thank you!



Project Next**Gen**

Forum / Q&A

