

Project Next**Gen**

Igniting change,
uniting teams.



NextGen Brunch

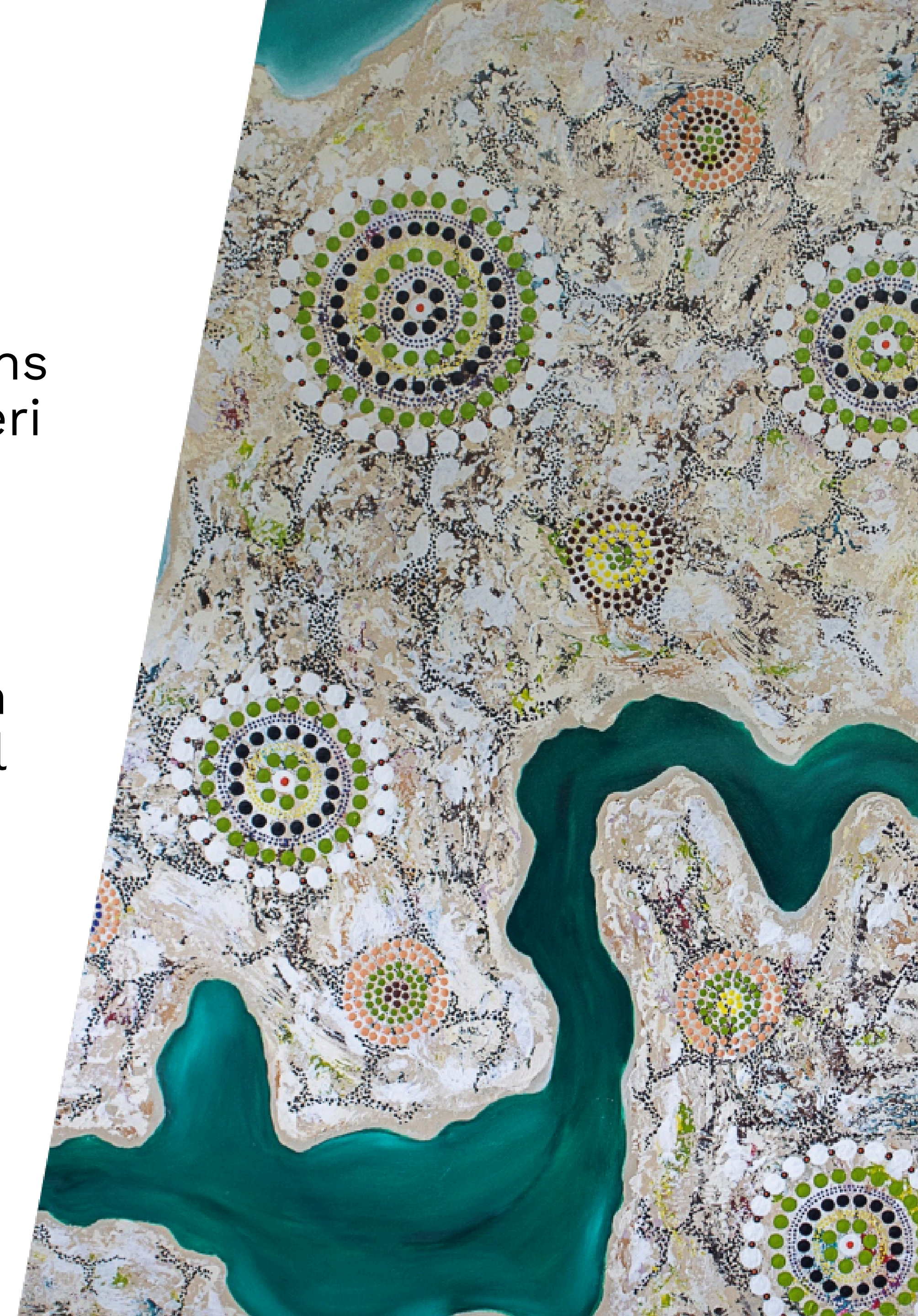
30 April 2025

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.



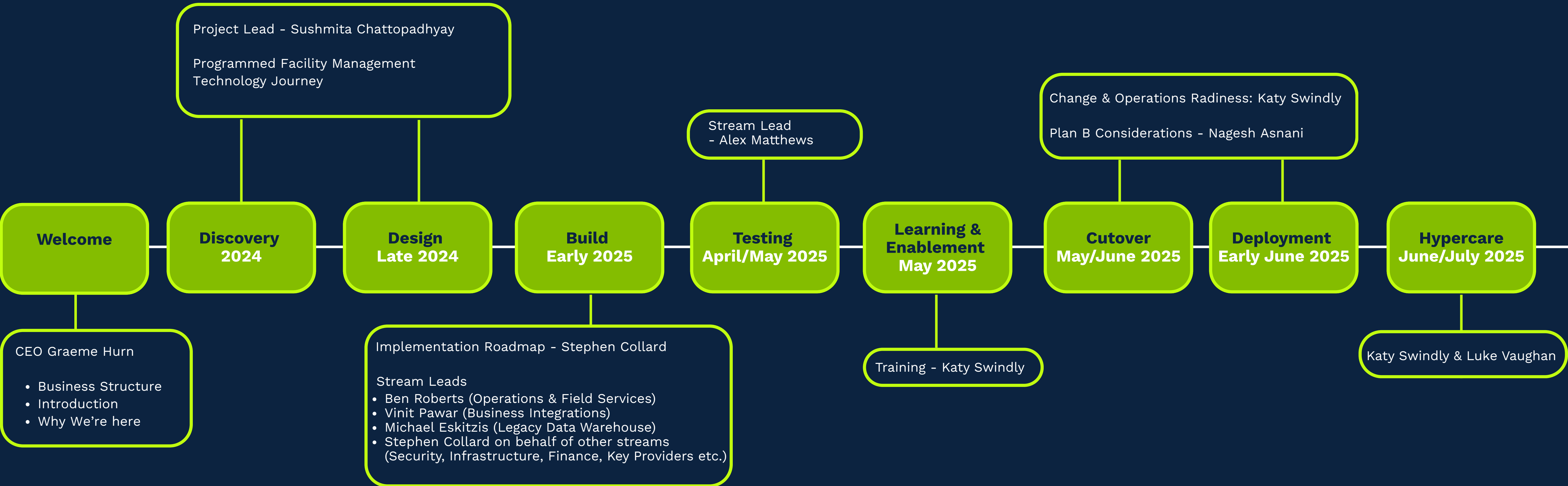
Karakia to Open: Tūtawa Mai

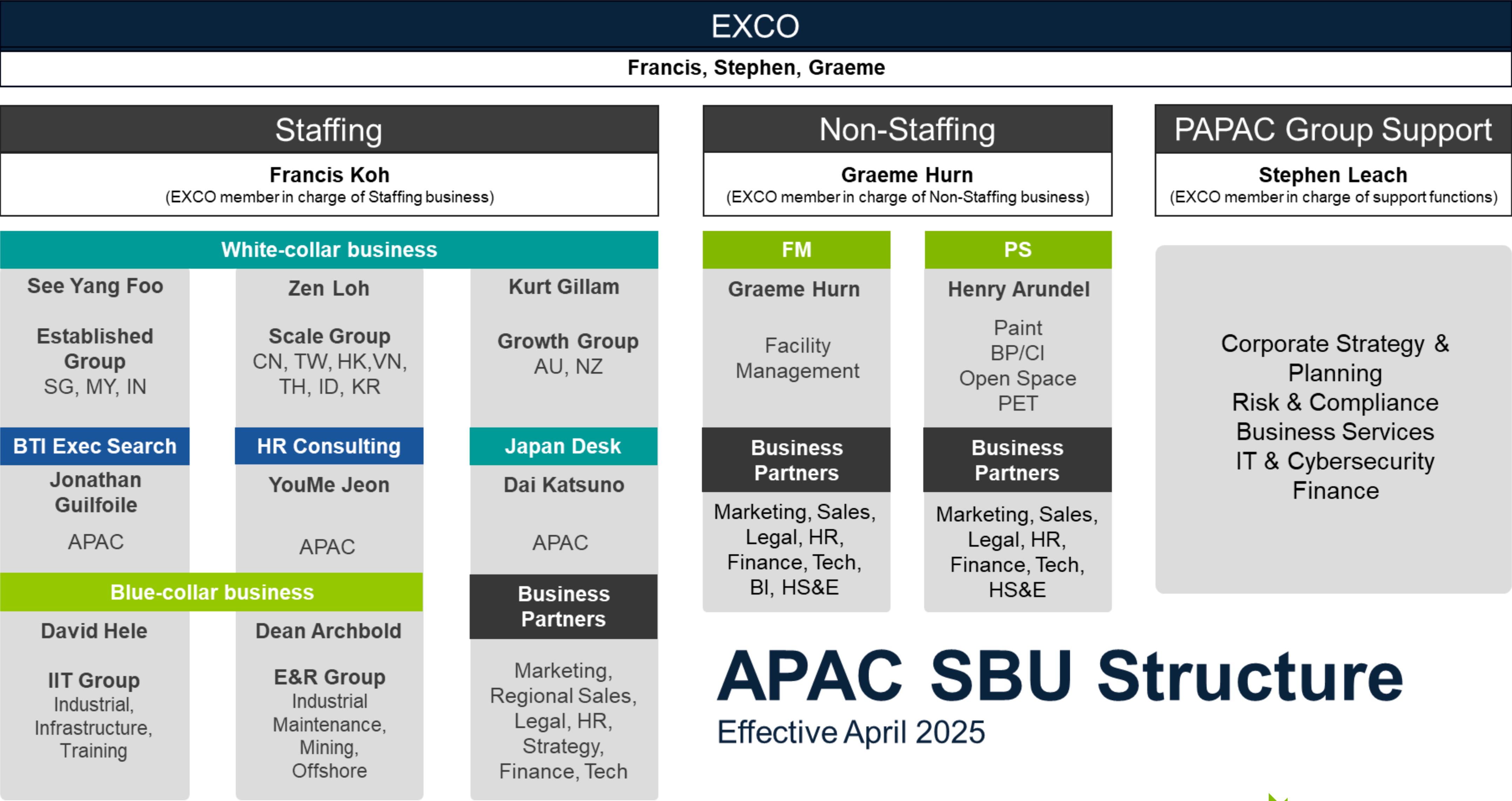
Kia hora te marino
Kia whakapapa pounamu te moana
Hei huarahi mā tātou I te rangi nei
Aroha atu, aroha mai
Tātou I a tātou katoa
Hui e! Tāiki e!

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





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

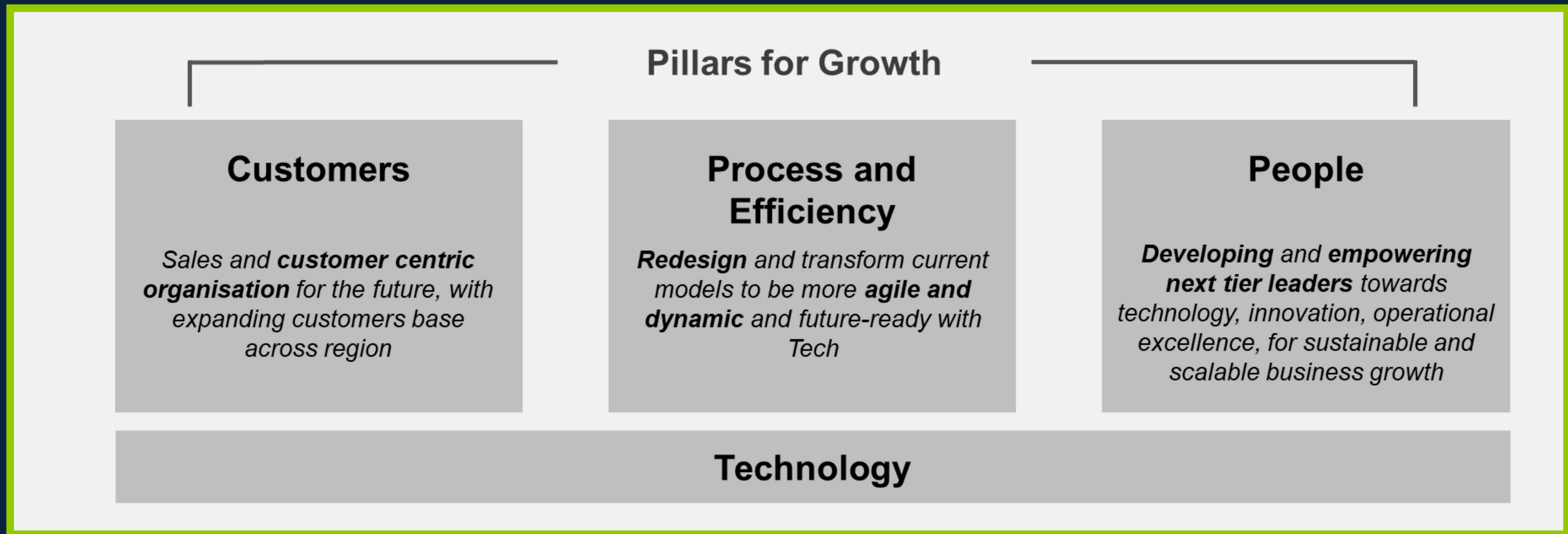
“Become the No.1 staffing provider
by enhancing efficiency, leveraging innovative
technologies, and continuously exploring new
business models to expand service offerings”

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.



Discovery & Design

Project Lead - Sushmita Chattopadhyay



Discovery
2024

Design
Late 2024

Build
Early 2025

Testing
April/May 2025

Learning & Enablement
May 2025

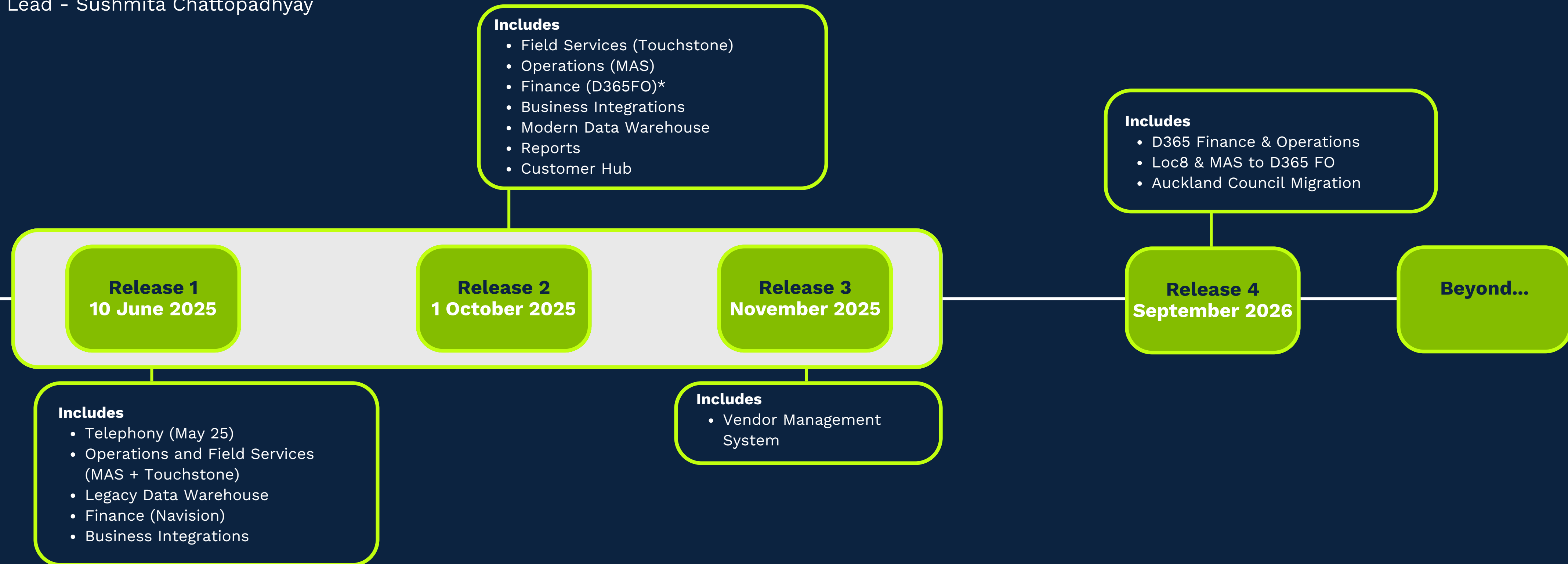
Cutover
May/June 2025

Deployment
Early June 2025

Hypercare
June/July 2025

FY25 & FY26 Roadmap

Project Lead - Sushmita Chattopadhyay



Release 1

Project Lead - Sushmita Chattopadhyay

We are here

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.

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.

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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)

Telephony

Operations & Field Services

Legacy Data Warehouse

Modern Data Warehouse

Finance (Navision)

Finance (D365FO)

Business Integration

Business Integration

Customer Hub Rollout

Reports

Vendor Management System

Testing & QA

Change & Training

Release Management & Cutover

Program Management & Program Architecture

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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?

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Testing

Stream Lead - Alex Matthews

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



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

Training Materials:

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

User count:

639 - Maximo Internal Users
789 - ProMap Internal Users
5,773 - Vendor Users ProMap

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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

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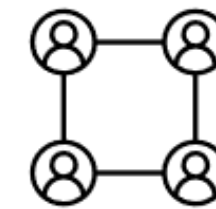
Hypercare
June/July 2025

Hypercare & Support

Presenters: Katy Swindly & Luke Vaughan



**Hypercare Model:
BAU vs go-live**



Business SMEs



Support Process



IT Documentation

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Core Values

Presenters: Katy Swindly & Luke Vaughan

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

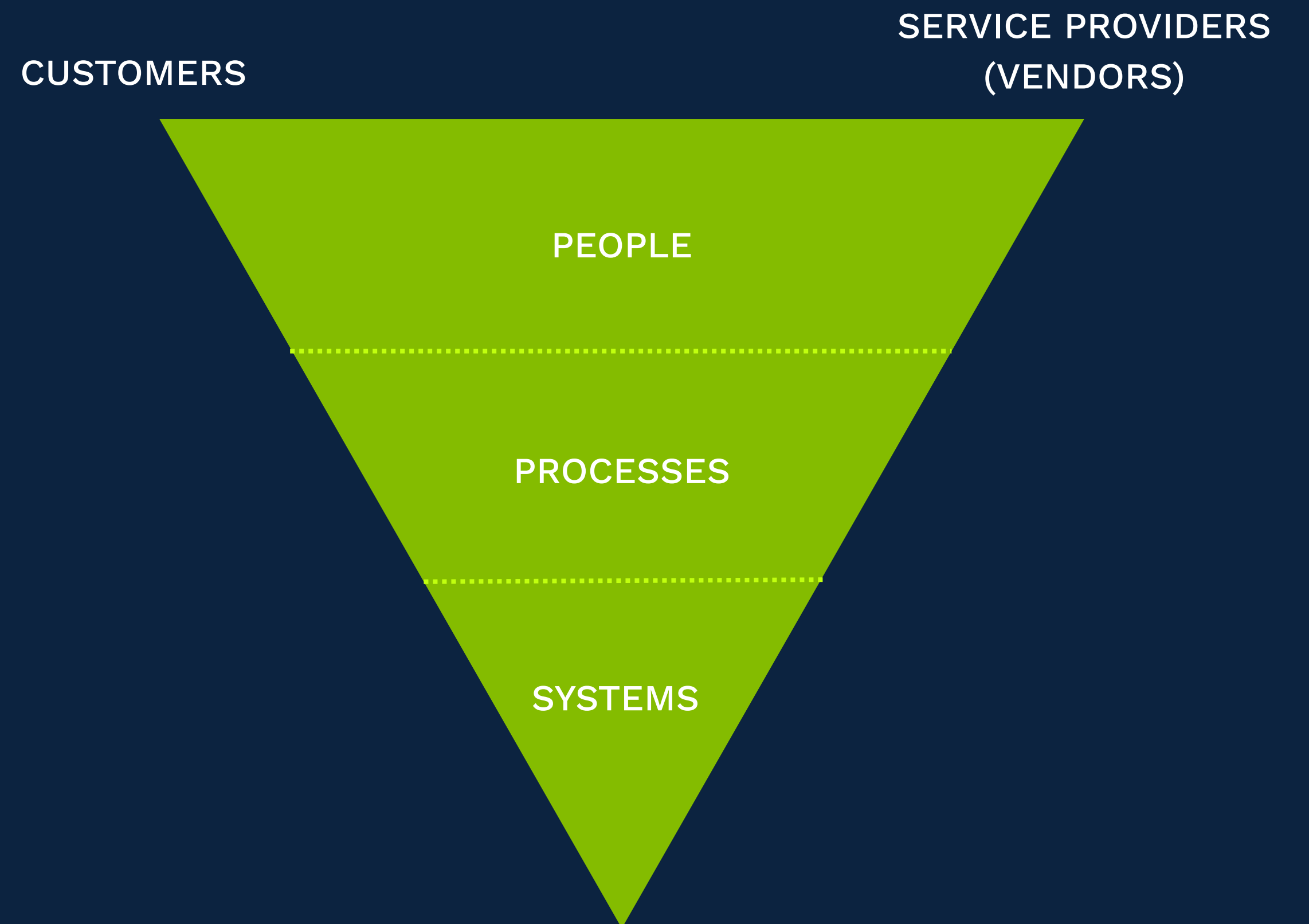
GO-LIVE COUNTDOWN

40

DAYS

20

HOURS



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



Personal safety
leadership



Care and
empathy



Customer
service



Diversity, inclusion
and equality

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

Thank you!

Forum / Q&A