




VIEWPOINT: *Your Trusted Construction Technology Partner*

A Tactical Approach To Ensuring Clients' Continuing Success



VIEWPOINT®
A TRIMBLE COMPANY



Choosing a construction management software solution is a long-term & strategic decision that profoundly affects many aspects of your business.

However, many construction organizations spend most of their time evaluating the specifics of the software offering, with little time spent evaluating the partner who develops, implements, supports and enhances that software. A focus on a partner's strength and resources will help ensure you select a lasting solution, providing exceptional value for years to come.

You want a technology partner that truly excels in the following areas:

- Proven, Cost-Effective Implementations — Quicker Time to Value
- Stellar Client Support — Ready When You Need It
- World-Class On-Line Resources — Ensure Client Success
- An Unparalleled User Community — Safety in Numbers
- A Long-Range Technology Vision — Commitment and Resources Dedicated to Innovation

A Long-Term Approach to Client Success:

For more than 40 years, Viewpoint has partnered with its clients to leverage technology that drives construction productivity and profit. As a trusted technology partner to nearly 8,000 contractors across the globe, we actively listen to our clients and work with them to provide solutions to streamline work processes for greater efficiency and growth. Our close partnership with our clients helps fuel continual innovation and lasting value.



50%

Nearly 50% of Viewpoint's clients have been with Viewpoint for a decade or longer

97%

Viewpoint has a 97% annual customer retention rate

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It's not just software to us, it's a critical component of how we execute business; Viewpoint is a trusted member of the organization and part of the fabric of what we do every single day.

— Jeff Hanson, CEO,
Adolfson & Peterson Construction

PROVEN IMPLEMENTATION METHODOLOGY

Our role as your trusted technology partner begins long before you purchase any software. Our team of sales and product experts work directly with you to truly understand your needs, ensuring we apply the right technology to deliver real results. After the selection is made, our professional services and implementation teams are there every step of the way — from system configuration, through testing/training and go-live. We get you up and running as quickly as possible, so that you derive optimal time-to-value from your investment.

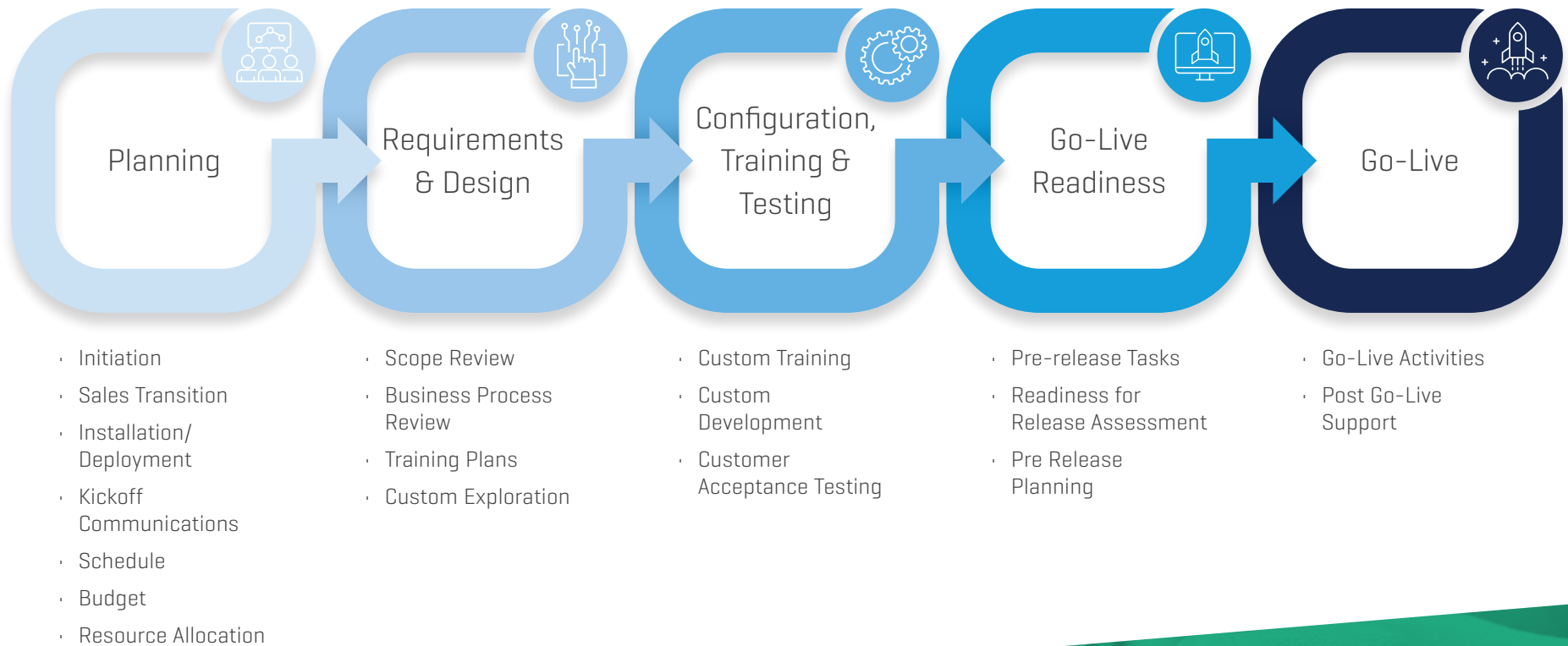
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With Viewpoint, there are no bad questions. I'm always very impressed with the team's patience and the insistence on putting the customer first.

— Patrick Nelson, Vice President, Lehman Roberts Company

Here's what a standard implementation process looks like:

PROJECT LIFECYCLE PHASES



Each client is paired with their own Viewpoint implementation leader and professional project managers who exercise an implementation methodology optimized for the delivery of Viewpoint's suite of products.

STELLAR POST-LAUNCH SUPPORT — READY WHEN YOU NEED IT

Once you're live on your software solution, you need responsive, high-quality support provided by capable professionals. Viewpoint's expert support teams are standing by, ready to help you. Our support and systems technicians are well-trained to provide the answers you need, when you need them.

We also make it easy to find information, tutorials and answers yourself. Our convenient, easy -to-use customer portal [Clearview], lets you log requests electronically and/or initiate chat sessions with our support professionals for immediate feedback. Your Clearview access also provides a vast base of educational resources including webinars, videos, tutorials and articles to build your skillset and improve your user experience.

Our continued focus on innovation has led to faster response times and quicker resolutions, enhancing the customer experience:

- More than a 70% reduction in customer response times in the past year
- A nearly 60% reduction in issue resolution times in the past year
- 44% of support cases are initiated via Viewpoint's online chat feature
- 70% of chat cases are resolved within the same chat session



I can't say enough about Viewpoint's support – they are there when we need them and treat our issues with the utmost care and attention.

— Guy Meech, CFO,
Eastern Construction



WORLD-CLASS RESOURCES TO ENSURE CLIENT SUCCESS

Viewpoint's client success programs go far beyond typical implementation and support services. We provide our clients with a host of educational resources, conferences, training events, webinars, podcasts and much more.

- Our annual Collaborate User Conference has more than 2,000 attendees and provides hundreds of educational sessions, dozens of hours of continuing professional education credits, hands-on technology resources and much more.
- Viewpoint brings learning and networking opportunities to your region with user groups and our Digital Contractor Roadshow series, highlighting useful industry thought leadership as well as the latest technologies.
- A regular cadence of industry leading content — from whitepapers to our blog, Surveyor — all designed to keep you in the know with technology, best practices and career growth.
- Informative training courses, customer workshops and other events, held both virtually and at locations across the globe.
- A complete library of online resources and tools to expand your software knowledge, troubleshoot challenges, understand the latest product developments and more.

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The entire process has made me respect Viewpoint, not only for making a wonderful product, but for developing an incredibly customer-focused culture.

— Monique Blackman, CFO
Laguna Construction

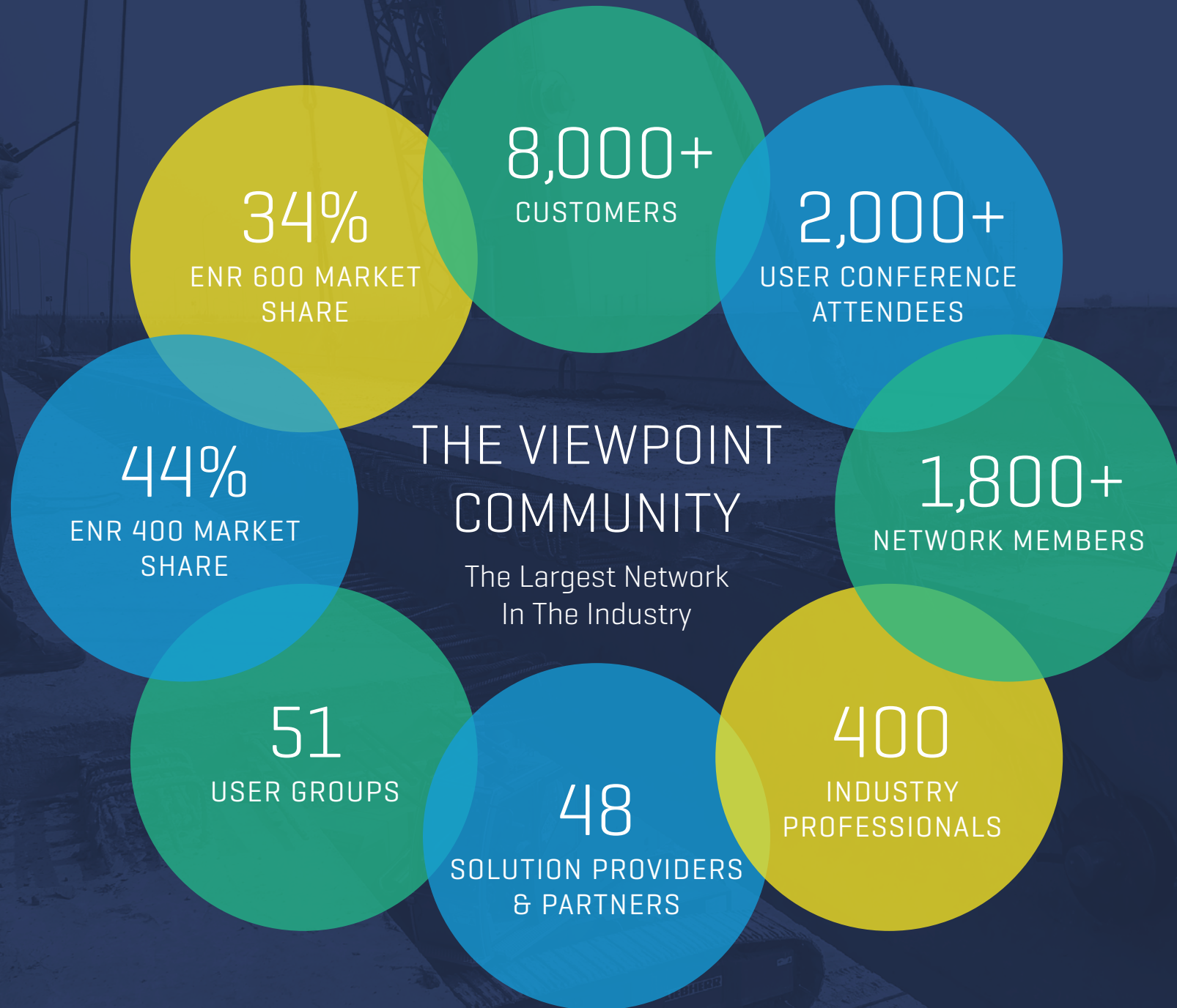
AN UNPARALLELED USER COMMUNITY

When you're a Viewpoint client, you have access to the largest technology and peer network in the industry. From 2,000+ Viewpoint users at Collaborate each year to our extensive online Viewpoint Network to share ideas and earn rewards to more than 50 global peer and user groups, you have access to experienced industry peers who love to network and share ideas to help drive even greater value from their technology investment.

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Viewpoint is the partner that can support our business 20 years from now.

— Bud Bowden, Controller,
DooleyMack Constructors

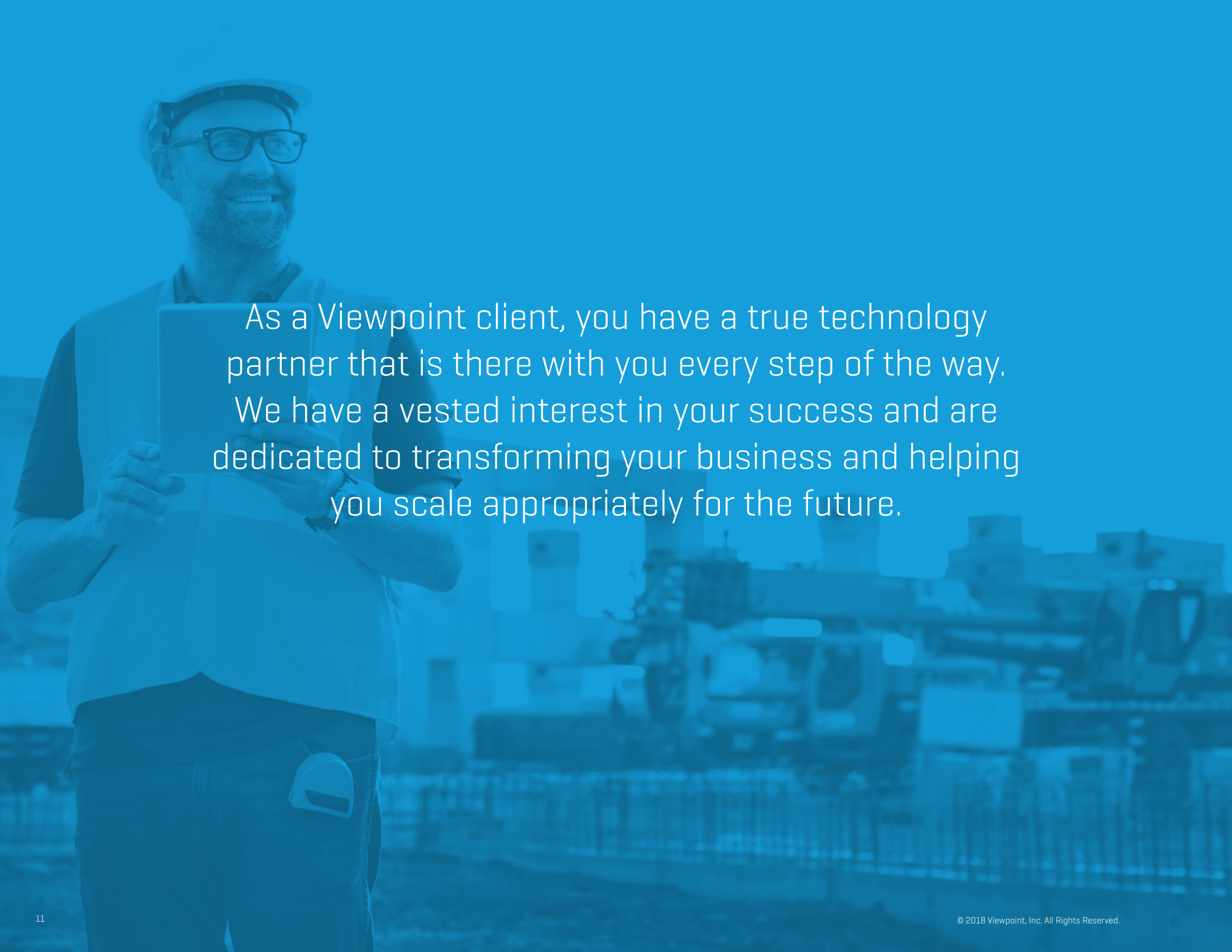


LONG-RANGE TECHNOLOGY VISION AND THE RESOURCES TO CONTINUALLY INNOVATE

The professionals at Viewpoint are committed to driving improved business results through close partnerships with its customers and continuous innovation. Our mission is to digitally connect your construction office, team and field through collaborative software solutions that leverage industry-leading technologies. This focus has helped Viewpoint grow into a company with the size and scale of operations to handle the wide-range of construction industry's needs.

Viewpoint leads the industry in the following areas:

- We reinvest 20% of revenue annually into research and development.
- We have a deep bench of nearly 800 technology professionals across the globe.
- We have backing and resources of a multi-billion parent company in Trimble, with strong footprints and industry-leading products in virtually every aspect of the AEC ecosystem.
- We have the largest network of third-party technology partners, business partners, consultants and industry experts who can add additional value for our clients.
- We partner with a wide range of leading industry associations and organizations, supporting their members growth and success strategies.
- As a Viewpoint client, you have a true technology partner that is there with you every step of the way. We have a vested interest in your success and are dedicated to transforming your business and helping you scale appropriately for the future.



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Visit us at viewpoint.com

ABOUT VIEWPOINT

Viewpoint, a Trimble Company, is a leading global provider of integrated software solutions for the construction industry. Viewpoint software enables customers to integrate operations across the office, team and field to improve project profitability, enhance productivity, manage risk and effectively collaborate across the broad construction ecosystem. With nearly 8,000 clients, including more than 40 percent of the ENR 400, Viewpoint's innovations are transforming the construction industry by fully integrating operations across financial and HR systems, project management tools and mobile field solutions.

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