

GraceSense™ Pilot to Full Deployment Playbook

Purpose:

This document is designed to help Grace Technologies' sales, engineering, and distribution partners clearly communicate the path from a successful GraceSense™ pilot to full facility or enterprise-wide deployment. It outlines success criteria, post-pilot steps, and how Grace supports customers at every stage.

What Does Pilot Success Look Like?

A pilot is successful when it achieves the following outcomes:

1. Data Confidence

- Asset-level baselines are established
- Trending data aligns with known performance behavior or flags actionable anomalies

2. System Usability

- Maintenance and engineering teams can access and interpret data independently
- Sensor hardware is proven durable in the local environment

3. Operational Fit

- GraceSense deployment integrates into existing workflows (with or without SCADA/PLC integration)
- IT and cyber requirements are satisfied or easily manageable

4. Value Recognition

- Reduction in downtime, improved maintenance scheduling, or prevention of an issue is observed
 - Teams believe in the long-term potential for scaling the system
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Next Steps After a Successful Pilot

1. Post-Pilot Review Meeting

- Walk through findings, wins, and improvement opportunities
- Review asset coverage gaps and create an expansion roadmap

2. ROI & Expansion Justification Support

- Grace provides ROI projections based on observed improvements and use case maturity
- Grace delivers "expansion-ready" quote packages per facility or business unit

3. Infrastructure Planning

- Evaluate whether current gateways and infrastructure support scale
- Plan for data plan, bandwidth, and security requirement updates

4. Team Enablement

- Schedule on-site or virtual trainings for additional teams
- Provide HMI integration support (if applicable)

5. Support Transition Plan

- Transition from pilot support cadence (e.g., weekly reviews) to operational support
 - Establish escalation paths and local distributor engagement
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How Grace Supports Deployment Expansion

1. Field Engineering Services

- On-site install support for large rollouts or complex assets
- Sensor configuration and gateway tuning

2. GraceSense Dashboard Customization

- Asset grouping, alerts, threshold tuning, and reporting templates

3. Multi-Site Strategy Consulting

- Consolidated procurement and deployment planning
- Enterprise-wide governance, training, and best practice templates

4. Customer Success Management

- Dedicated CSM assigned to support rollout coordination and KPI tracking
 - Quarterly reviews to ensure continued value recognition
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Pilot to Deployment: 30-60-90 Day Tracker

Days	Focus	Goals
0-30	Data validation & team enablement	Sensor install complete, baseline trending, team training
30-60	Review & roadmap	Pilot success evaluation, expansion plan, ROI snapshot
60-90	Deployment approval	PO issued for next phase, support plan in place

Final Note

Scaling condition-based monitoring doesn't have to be complex. With GraceSense, we simplify predictive maintenance by ensuring early wins, easing adoption, and guiding customers every step of the way.