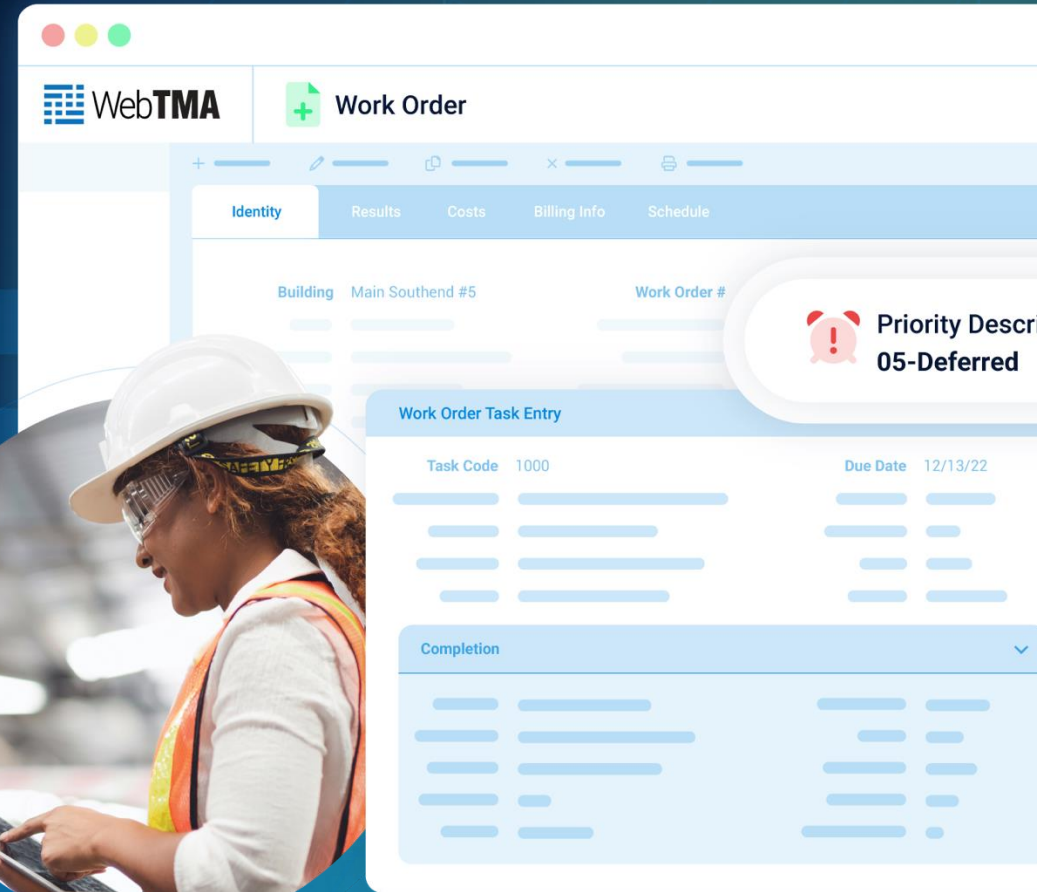


WebTMA Product Roadmap

Planned Development Timeline

Q1 2026



Overview

1. Product Roadmap Vision
2. Recently Released Features
3. Upcoming Feature Releases
4. Appendix



Product Roadmap Vision

Our roadmap reflects what we've been hearing from our customers:

01

Intuitive by design

Work gets done faster when systems are clear. We focus building features with simplicity, fewer clicks, and experiences that feel natural for the people using them every day.

02

Built with our customers

Our most valued asset is the voice of the customer. Customer insight drives our roadmap. Feedback isn't collected; it's operationalized into continuous improvement.

03

Spatial data and better analytics

From floorplans to GIS, spatial data becomes actionable. See where work is happening, how assets connect, and what's impacting your spaces — in context.

04

Flexible & scalable

Open APIs and modern integrations support complex environments without forcing consolidation or compromise.

05

Intelligence that improves decision-making

Embedded AI reduces noise and surfaces risk. It delivers clearer decisions and strengthens prioritization without adding complexity.



Recently Released



Voice of the Customer

WebTMA Enhancement Program Based on Client Requests

- In July 2024, TMA Systems launched monthly program to prioritize "quick-win" client suggested enhancements. Currently, TMA selects a minimum of one client enhancement each month to be developed. Clients can vote directly on the enhancements using the community forum.
- Latest VOC enhancements:
 - November 2025 – **University of Northern Colorado** – Adds a direct link in all the Request Log browse areas to view documents attached to each Request Record, enabling faster review of relevant requests and attachments when accepting or rejecting requests.
 - November 2025 – **Election for Direction Submission** – WebTMA + Workday Financial Integration syncs maintenance updates and financial information. Creating a single, accurate source of truth for labor, cost, and asset data allows for better planning and operational visibility.
 - December 2025 – **University of New Mexico Health System** – Introduced the ability to mark queries as favorites and quickly access them from a dedicated list, opening the selected query in a new UI window for faster access to frequently needed information.
 - January 2026 – **Election for Direction Submission** – Enables users to email a designated inbound address to automatically create a request record, with optional AI-assisted field population based on the email's context.

Client enhancement requests can be submitted via support (support@tmasystems.com), in the [WebTMA User Forum](#), or through your Account Manager.



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New Mobile Added Features

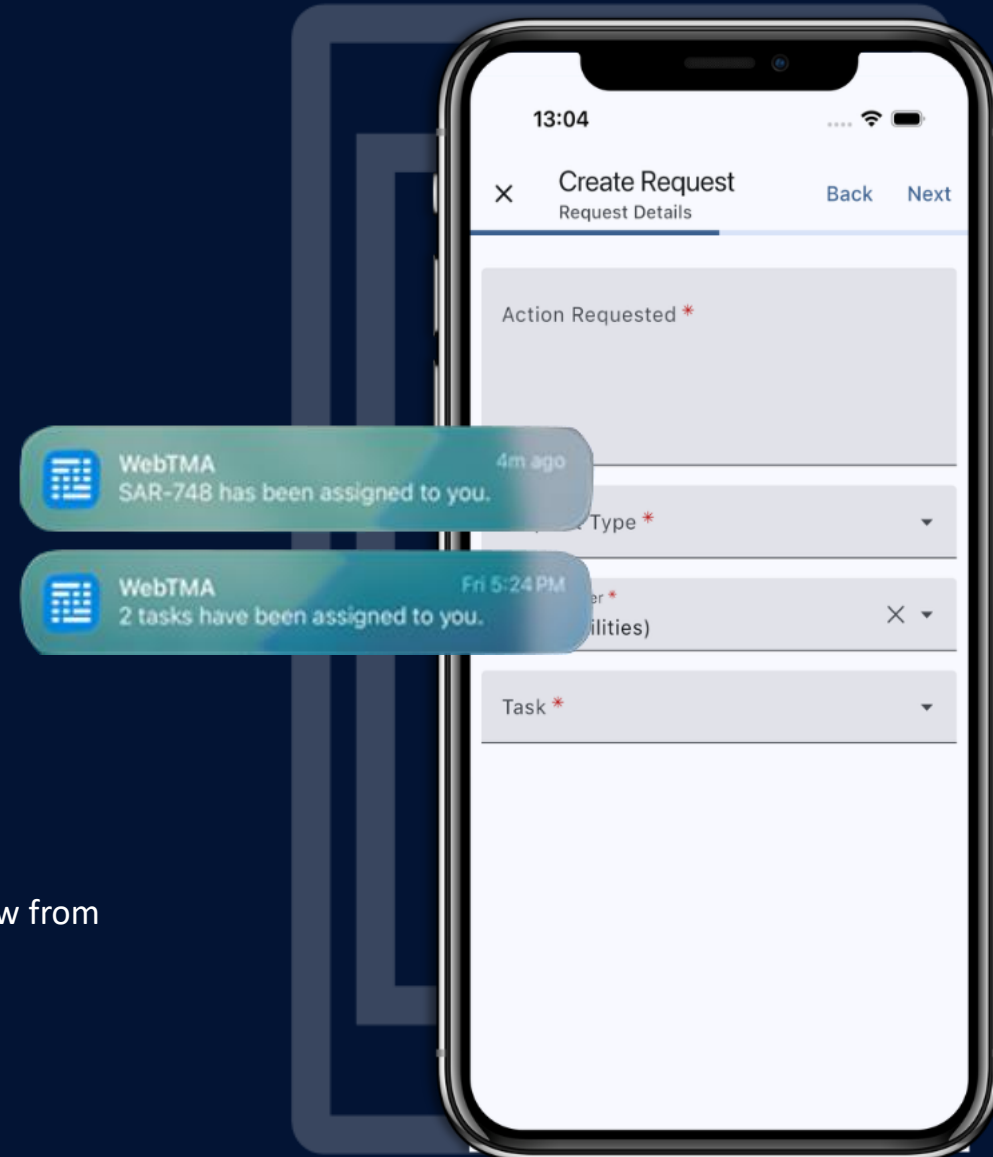
WHAT'S NEW

- **Real-time push notifications** keep technicians informed of new and scheduled work
- **Capture failure codes** directly in the field to trigger corrective workflows.
- **Create work requests** directly from the new mobile app to follow preferred intake processes.

WHAT IT SOLVES

Keeps technicians connected and responsive in the field. Reduces missed assignments, improves data capture at the source, and accelerates the flow from request to resolution.

**Mobile licensing for older versions carries over to new mobile. Users can continue to use old and new mobile versions if they so choose.*



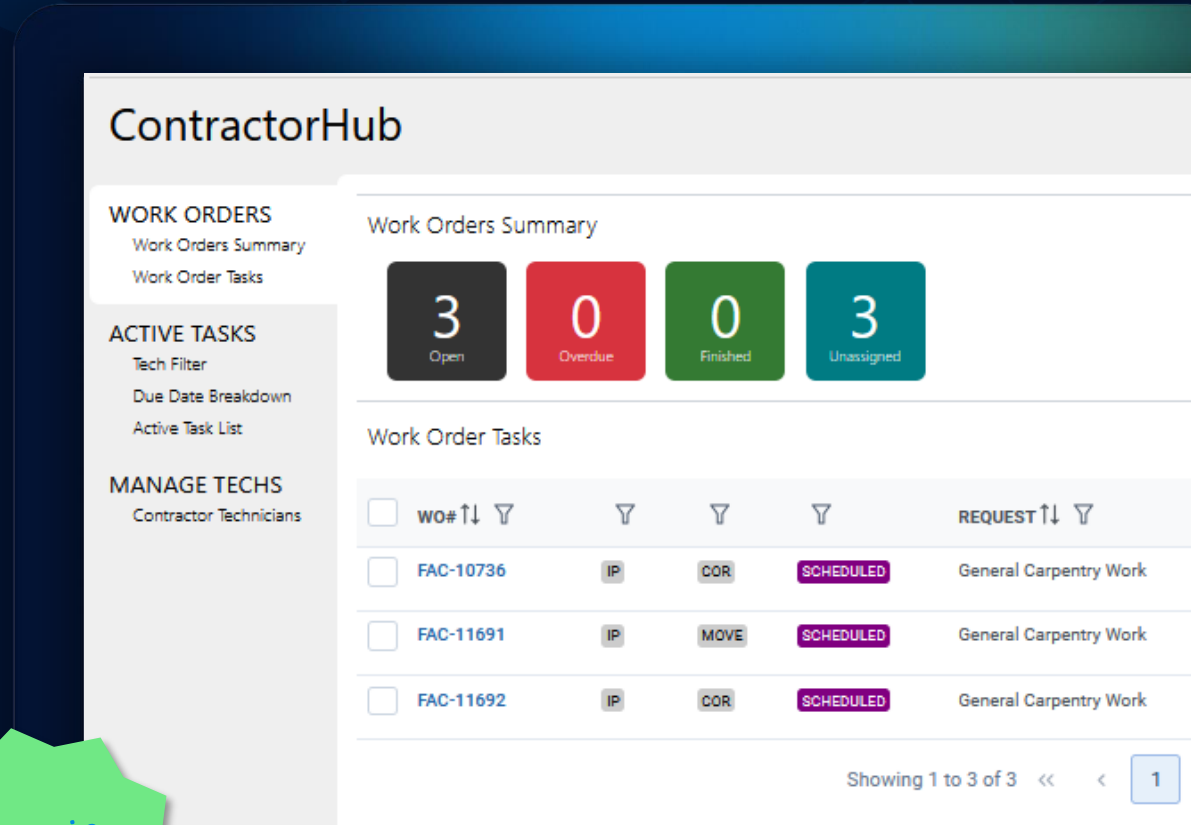
ContractorHub

HOW IT WORKS

- Admins create Contractor Manager accounts and manage technician access
- Contractors securely access assigned work orders via tokenized login
- Technicians view details, update status, log time, and enter invoices
- Built-in templates streamline contractor communication

WHAT IT SOLVES

Extends WebTMA to contractors without sacrificing control. Improves visibility into outsourced work, strengthens accountability, and reduces manual coordination between internal teams and external vendors.



Embedded Analytics

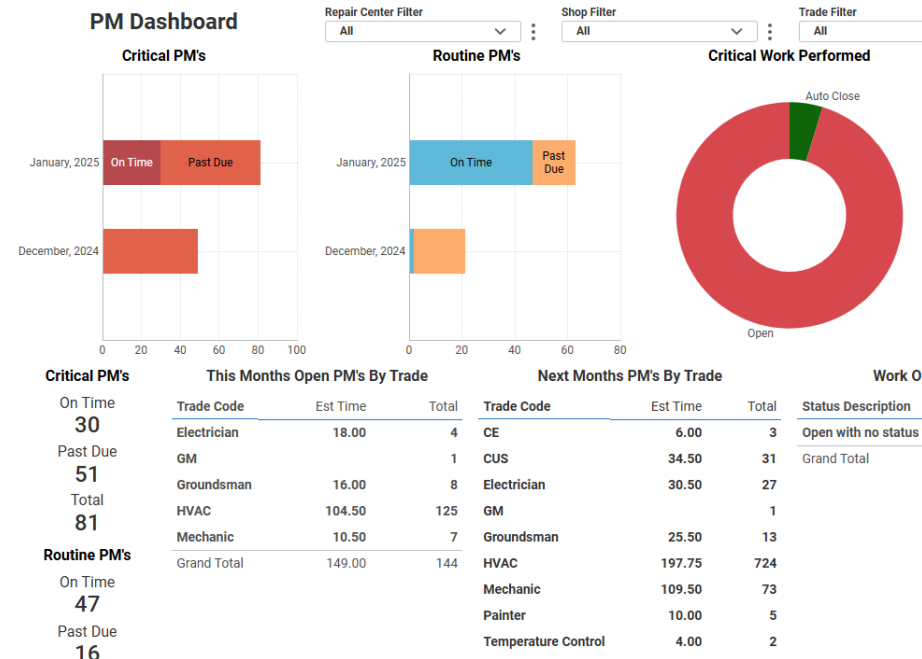
HOW IT WORKS

- Pre-built, best-practice KPI dashboards embedded directly in WebTMA
- Real-time data visualization with multi-level drill-down
- Filters and specialized views across work orders, assets, PM, financials, and capital planning
- No separate BI tools or configuration required

WHAT IT SOLVES

Transforms operational data into actionable insight. Reduces reliance on static reports, improves visibility across performance metrics, and enables faster, more informed decisions — without exporting data or adding tools.

Analytics • PM Dashboard



See it in
action!



Critical Alarm Response

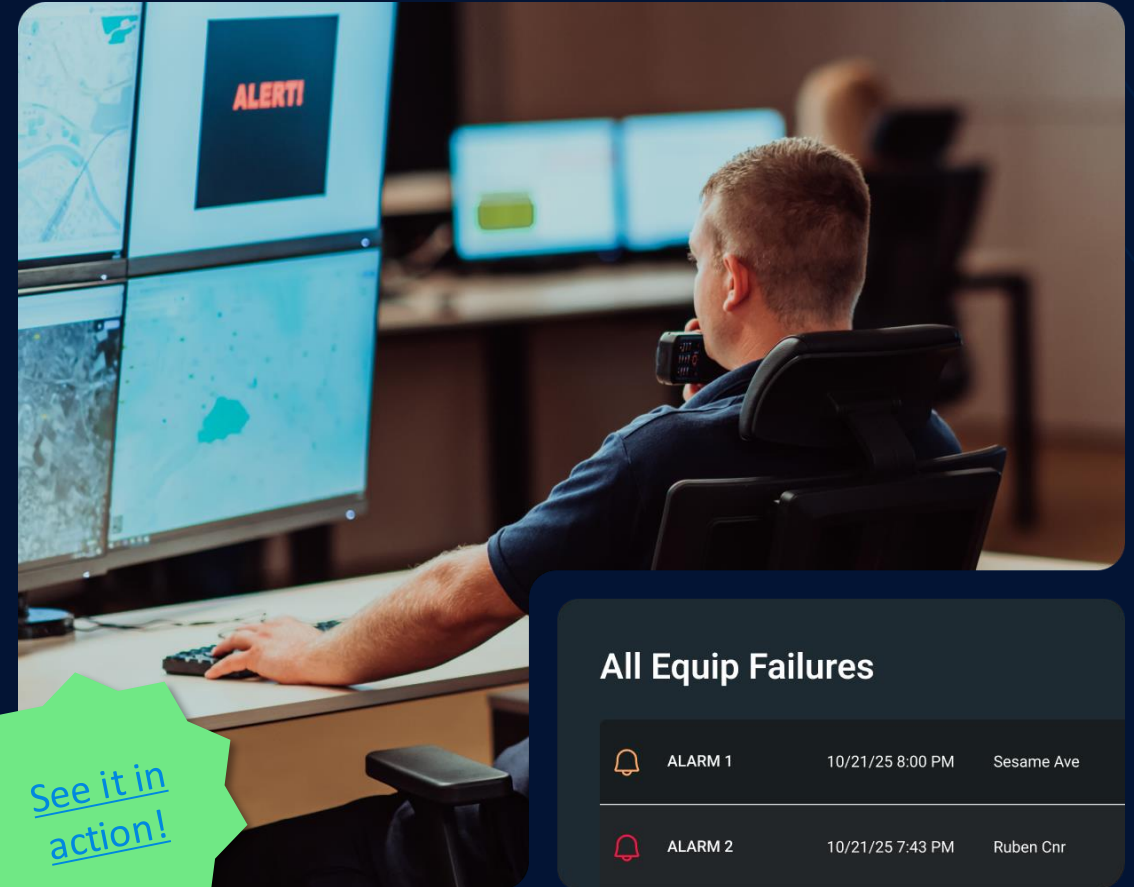
with Virtual Facility

HOW IT WORKS

- Centralizes alarms from multiple building automation systems
- Filters nuisance alerts and highlights true risk
- Applies intelligent triage and prioritization
- Automatically dispatches work into WebTMA



WHAT IT SOLVES

Reduces alarm fatigue, accelerates response time, and ensures critical events become trackable, accountable work before issues escalate.



See it in
action!

All Equip Failures

 ALARM 1	10/21/25 8:00 PM	Sesame Ave
 ALARM 2	10/21/25 7:43 PM	Ruben Cnr



Additional Feature Updates and Enhancements

1

Recurring PM Scheduling by Month
– Easy to use "Month" selector when using modern Recurring Patterns scheduling to set up different seasonal or interval needs.

2

ECRI Integration – Turnkey integration to show device alerts and convert those alerts to WOs and action.

3

Update Query Owner – Allowing Admins and current query owners to re-assign the owner of queries to easily manage access.

4

AI SmartScheduler – Enhancements to the SmartScheduler to minimize errors, improve usability, and remove friction.

5

Mass Import – Improvements to Mass Import. Adding Technicians and GIS related fields to relevant Data Types.

6

New UI Browse Window – Centralized Browse window to view all queries from all windows in the application.

7

Service Request Portal – Enhancements to SRP. Adding data connections to auto-populate fields and behavior to improve experience.



Upcoming Feature Releases



WebTMA Mobile

- **Custom Labels & Languages:** Add Text Management to New Mobile and Languages the Web currently support.

Expected Release: Q1 2026

- **Otto, AI Work Order Assistant:** Adding the Otto chatbot to WebTMA mobile app to assist technicians with summarization and information lookup.

Expected Release: Q1 2026

- **SLA Tracking Fields:** Adding newly created fields of Acknowledgement Priority and Acknowledgement Due Date to mobile for Technicians to filter and manage tasks.

Expected Release: Q1 2026



WebTMA Mobile

- **Show/Hide & Required/Optional Fields:** Added customization options to the new mobile app that let administrators show or hide fields and set them as required or optional. This ensures the mobile experience aligns with business needs and enforces the right level of data entry.

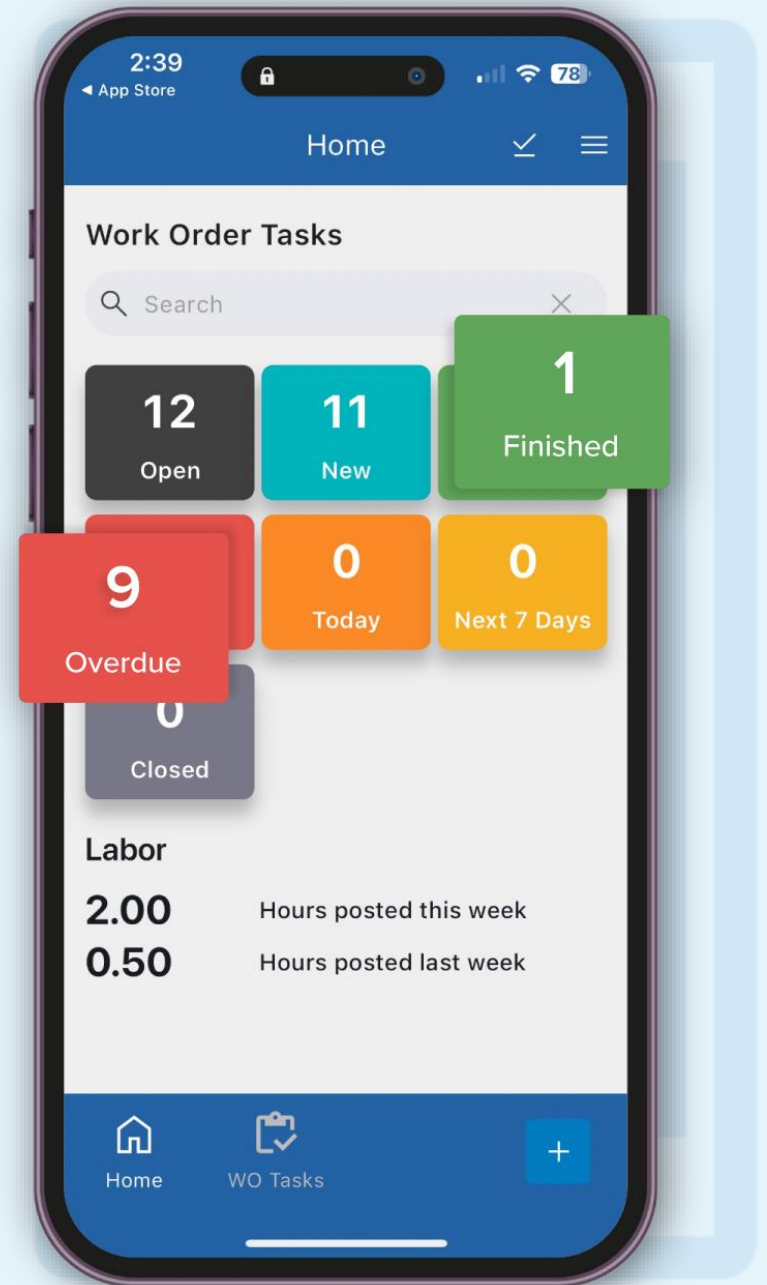
Expected Release: Q2 2026

- **Customize Tile Layout and Queries:** Add Work Order Queue to allow technicians to self-assign designated work orders.

Expected Release: Q2 2026

- **Material and One Time Purchase (OTP) Requests:** Technicians will be able to request unstocked parts and material in the mobile app.

Expected Release: Q2 2026



Otto: AI Work Order Assistant

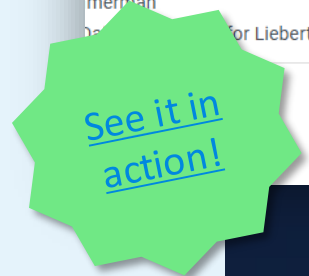
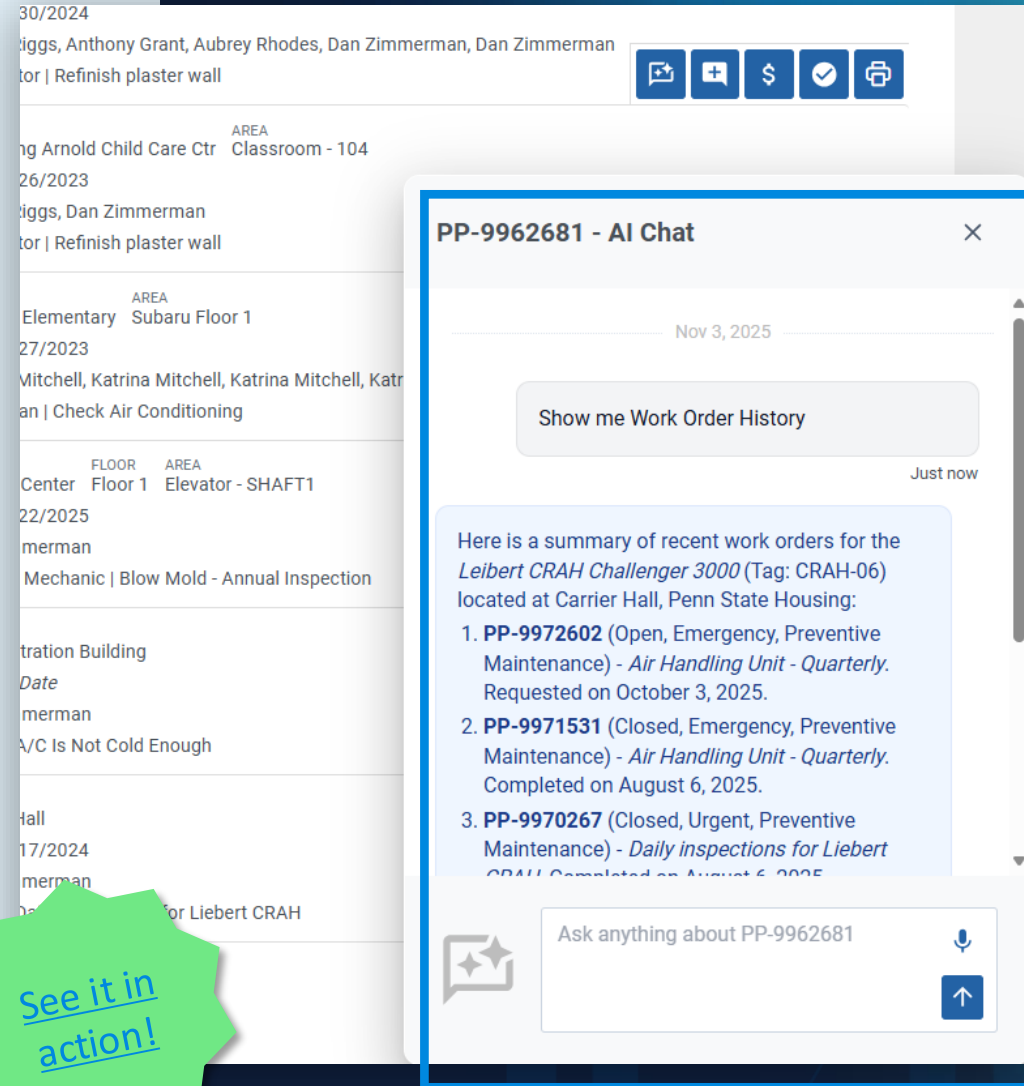
HOW IT WORKS

- Ask questions directly within a work order
- Instantly retrieve relevant work order history and asset context
- Surface attached user manuals and documentation
- Summarize trends, comments, costs and past resolutions

WHAT IT SOLVES

Eliminates time spent searching through records and attachments. Brings historical context to the point of work, accelerates troubleshooting, and helps technicians resolve issues faster with clearer insight.

Expected Release: Q1 2026



Service Level Agreements

- Repair Center established Service Level Agreements will be available to be defined for failures.
- Reporting provides clear visibility into SLA performance by repair center, failure type, and priority.
- Completion and Arrival Priorities/Due Dates will be measured to determine if group met agreed service by failure.

Expected Release: Q1 2026

Service Level Agreement

Details

NAME	DESCRIPTION	START DATE	END DATE
SLA Name	-	Nov 2, 2025, 1:36:50 PM	Nov 8, 2025, 1:36:52 PM
REPAIR CENTER	TRACKED DATE TYPE	MONTHLY SERVICE PAYMENT	
Baker University	Request Date	\$1,000.00	

Agreement Lines

Failure Code	Failure Subcode	Date Trigger Type	Deduction Amount	Penalty Accrual Unit	Penalty Accrual Interval	Start Date	End Date
No records were found.							



Interactive Floorplans

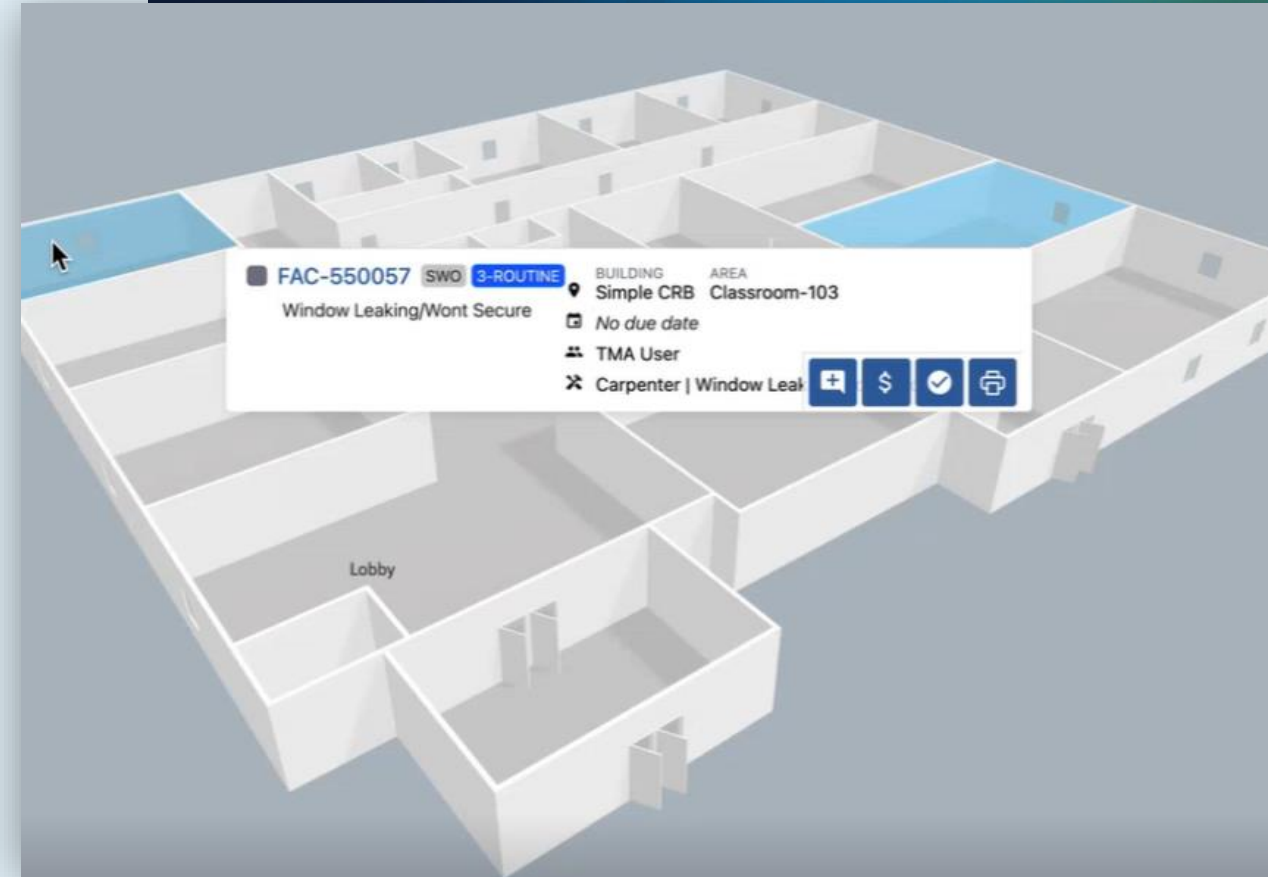
HOW IT WORKS

- Upload and interact with digital floorplans inside WebTMA
- View and manage work orders directly within mapped spaces
- Access equipment details and complete updates from the visual editor
- Display department overlays to understand space impact

WHAT IT SOLVES

Connects work to physical space. Improves visibility into where issues occur, reduces time spent navigating records, and helps teams prioritize work based on real spatial context.

Expected Release: Q1 2026



Workday Connector: Procurement

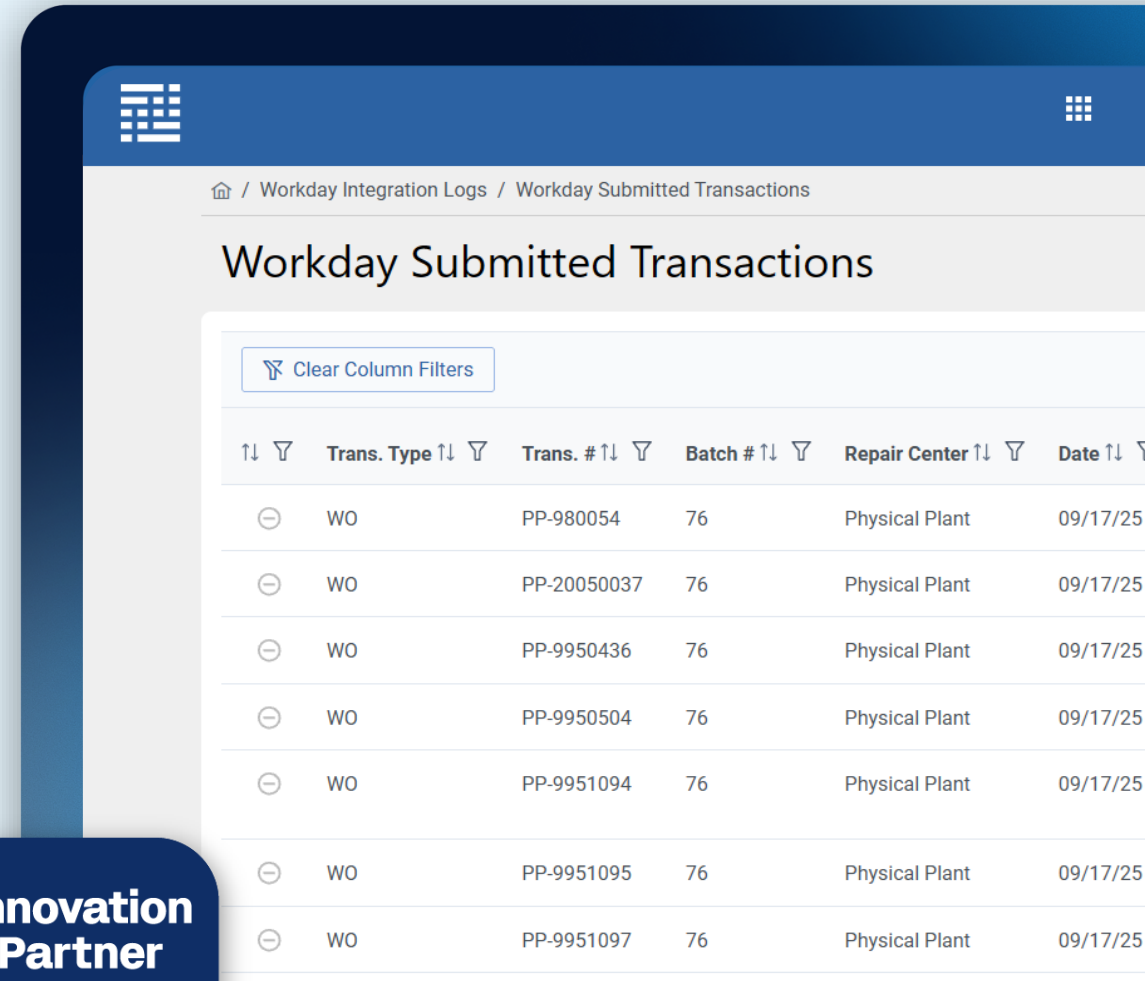
HOW IT WORKS

- Turnkey integration with Workday Procurement to WebTMA
- Automatic synchronization of purchase requests, POs, receipts, and invoices
- Real-time integration logs for visibility into system activity and errors

WHAT IT SOLVES

Prevents duplicate entry, reduces reconciliation errors, and keeps procurement records aligned across systems. Improves visibility into integration performance and accelerates issue resolution.

Expected Release: Q2 2026



The screenshot shows a web interface for 'Workday Submitted Transactions'. At the top, there is a navigation bar with a home icon, the text 'Workday Integration Logs / Workday Submitted Transactions', and a grid icon. Below the navigation bar, the title 'Workday Submitted Transactions' is displayed. A 'Clear Column Filters' button is visible. The main content is a table with the following columns: a toggle icon, 'Trans. Type', 'Trans. #', 'Batch #', 'Repair Center', and 'Date'. The table contains seven rows of data, all with a 'WO' transaction type and a 'Physical Plant' repair center. The dates for all transactions are '09/17/25'.

Toggle	Trans. Type	Trans. #	Batch #	Repair Center	Date
⊖	WO	PP-980054	76	Physical Plant	09/17/25
⊖	WO	PP-20050037	76	Physical Plant	09/17/25
⊖	WO	PP-9950436	76	Physical Plant	09/17/25
⊖	WO	PP-9950504	76	Physical Plant	09/17/25
⊖	WO	PP-9951094	76	Physical Plant	09/17/25
⊖	WO	PP-9951095	76	Physical Plant	09/17/25
⊖	WO	PP-9951097	76	Physical Plant	09/17/25



New UI: Work Orders

WHAT'S NEW

- Redesigned work order page in the new UI
- Role-based permissions for edit and read-only access
- Structured fields with smart dependencies
- Collapsible User Defined Fields (UDFs)

WHAT IT SOLVES

Creates a clearer, more consistent Work Order experience. Reduces field confusion, improves data accuracy, and aligns user actions with permissions and workflow needs.

Expected Release: Q2 2026

The screenshot displays a web browser window with the URL `http://localhost:8080/app/work-order/1003/task/28004`. The page title is "Work Order - BIO-10003". The main content area is divided into several sections:

- General Info:** REPAIR CENTER: Biomedical Facilities; DEPARTMENT: HVAC; ACCOUNT: -; CHARGE: false; WO TYPE: -; WO SUB TYPE: -.
- Location:** FACILITY: Kansas City; BUILDING: Tyson's House.
- Item:** TYPE: Asset; TAG #: 1.
- Request:** ACTION REQUESTED: Too hot in main lobby.
- Requestor:** REQUESTOR: Nathan Hopkins; PHONE #: 918-555-5554; EMAIL: nhopkins@tmallc.com.
- UDF:** TEST_UDF_WO_1: 1.23; TEST_UDF_WO_2: 06/20/2025 10:58 AM.

A modal window is open over the "Request" section, showing a "Full WO View" button and a detailed view of task 28004. The modal includes a tabbed interface with tabs for 28004, 12000-EW, and 34000. The selected tab (28004) displays the following information:

- CONTRACTOR NAME: Mekhti Tech-Test
- SCHEDULED TECHS: Darius Howard, Jerry Capps, Joe McVay, Tim Edwards
- COMPLETION DATE: -
- TASK CODE: 28004
- TASK DESCRIPTION: Too Hot/Too Cold
- TRADE DESCRIPTION: HVAC Manager



Upcoming Feature Releases

1

SMS/Text Message Notification

Will allow notifications to be sent via text message instead of email. Includes scheduling alerts, notification and escalation rules, ad hoc manager texting, and select parts notifications.

Expected Release: Q2 2026

2

Task Hierarchy

Arrange task dependencies to alert users when their task is allowed to begin. Improved reporting around start times based on task being unlocked.

Expected Release: Q2 2026

3

Cycle Counting

Will allow automated Cycle Count reports for Materials Management clients. Count History will be logged for reporting and stock adjustments are automatic.

Expected Release: Q3 2026

4

BioMed Integrations

Integrations with both Medigate and Aeroscout. Medigate updating BioMed equipment and Aeroscout updating location information.

Expected Release: Q3 2026



The Road Ahead: AI Enhancements in WebTMA

1

Otto Graph Creation

Will allow Otto to create graphs from saved queries and visual them for users. User will be able to interact with graph and look for trends.

Expected Release: Q1 2026

2

Work Request to Work Order AI Suggestions

Will populate WO fields in the Request authorization step based on common context and past behavior. This will reduce onboarding for staff and speed up work order process.

Expected Release: Q2 2026

3

Comment Improvement

Will allow users to have text summarized by AI for content and proofreading. Making external comments more professional to requestors. Add preference to allow Task Comments to automatically summarize and populate General Comments as a concise overview and Requestor friendly recap.

Expected Release: Q2 2026



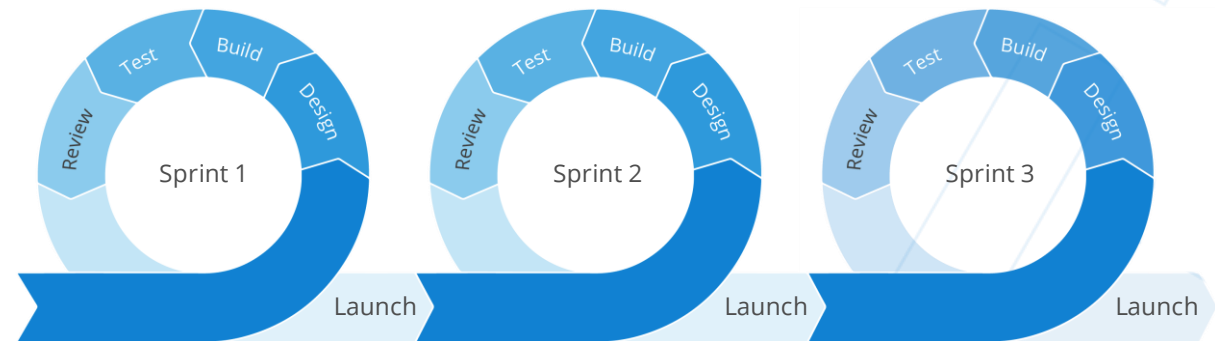
Appendix



Agile Methodology

"Agile is an iterative approach to project management and software development that helps teams deliver value to their customers faster and with fewer headaches..." – Atlassian

- Smaller, more frequent feature releases – more easily adopted by your users.
- Faster time to market for both new features and fixes.
- New features delivered are defaulted to "off" giving administrators full control to enable.
- Documentation and training material delivered alongside new features.
- Higher quality testing due to smaller code changes.



Platform APIs

TMA has developed a full suite of APIs to ensure clients can integrate easily with any of their other systems. Whether it is IoT devices or your ERP system, TMA publishes APIs that allow customers to either develop their own integrations or partner and work with us. This development is ongoing and many of the features shared here are considered part of this effort.



Microsoft® Azure

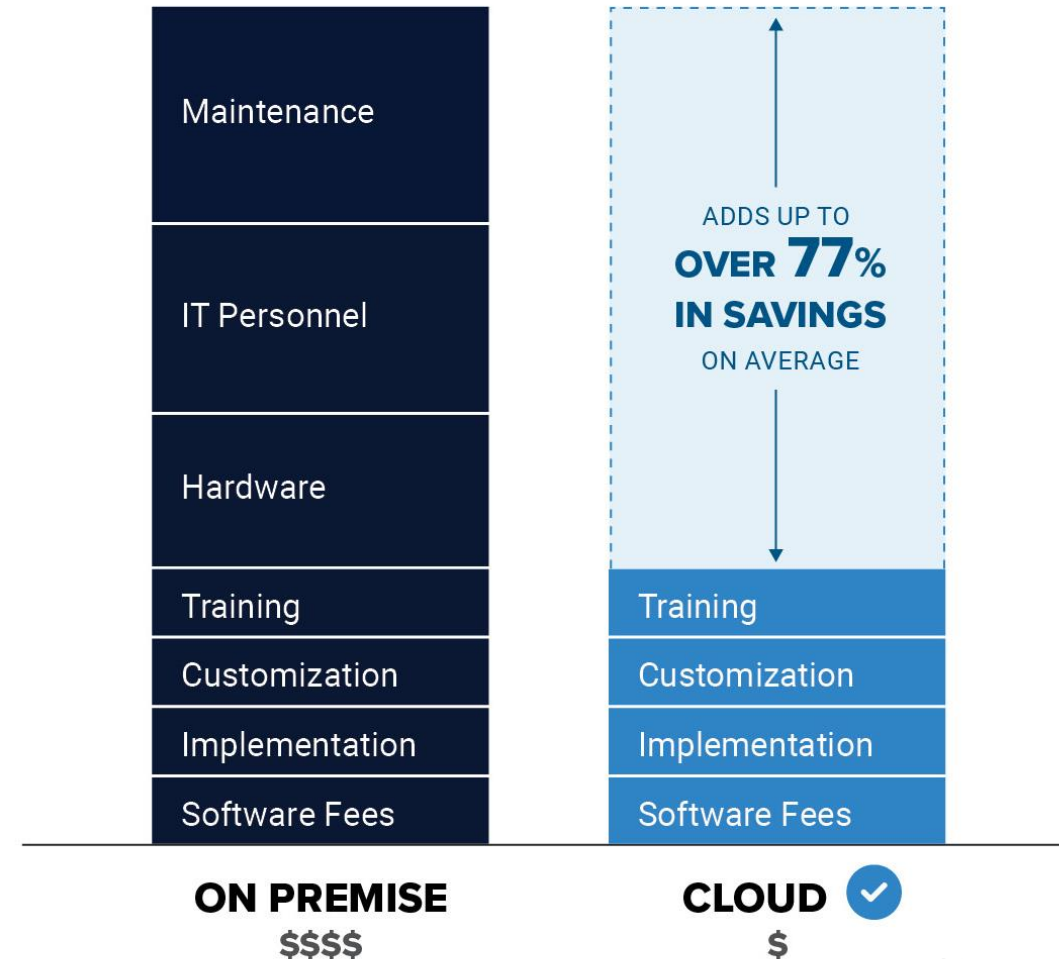
TMA is committed to providing a best-in-class SaaS hosting environment to our customers. We have completed the work on the production environment in Microsoft Azure and it is now available to all hosted customers.

- 99.8% uptime.
- Top tier security and compliance via Azure.
- TMA support to relieve in-house IT resources.
- 4x faster fixes and automatic updates.
- Replicated database for reporting and better system performance.
- Implemented performance monitoring software for both the application and database.
- Connectors for customers to bring a reporting tool of their own.



MAXIMIZE UPTIME AND SAVE ON COSTS

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