Service Definition

G-Cloud 14

thinkproject

think lifecycle. think know-how.

Versions

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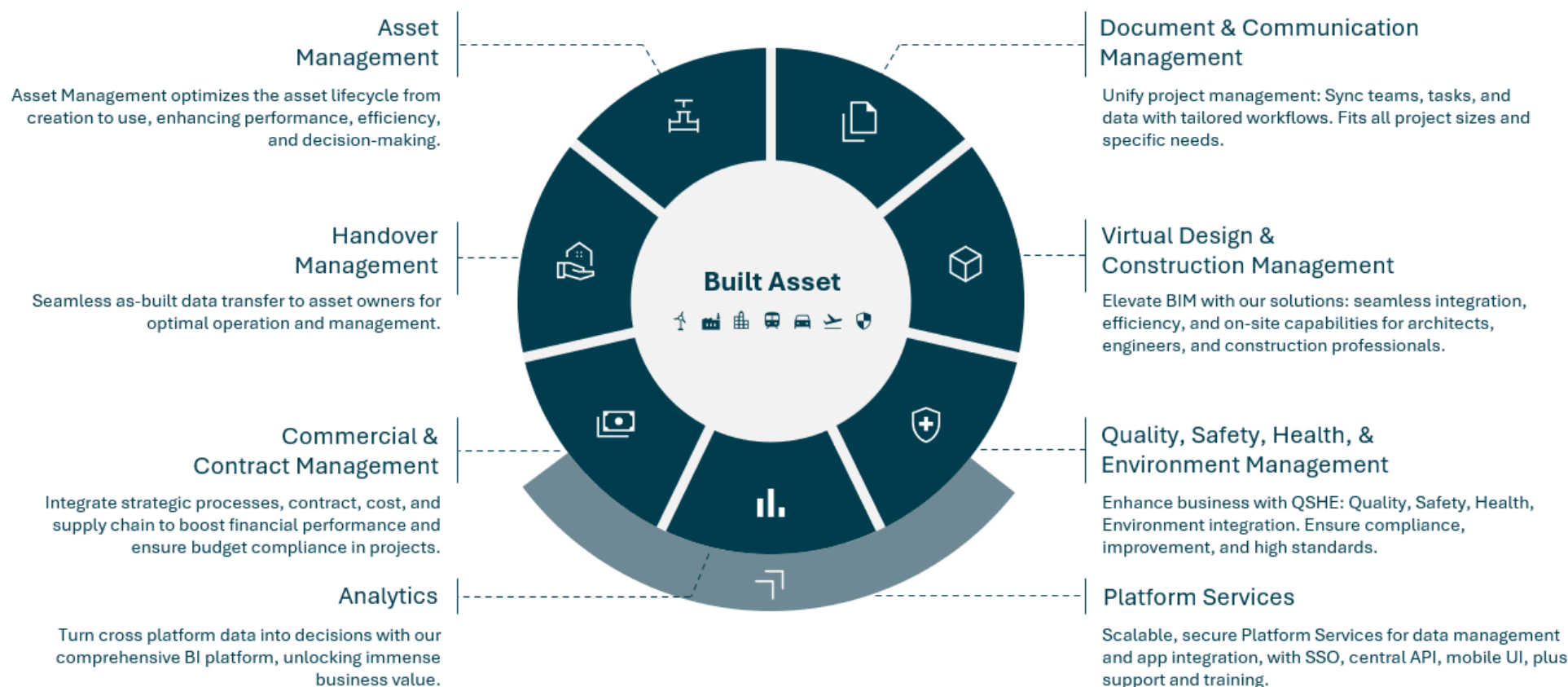01452 547 140 | info.tpuk@thinkproject.com

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1. Introduction

Pioneering a new era and offering a cohesive alternative to the fragmented landscape of construction software, Thinkproject seamlessly integrates the most extensive portfolio of mature solutions with an innovative platform, providing unparalleled features, integrations, user experiences, and synergies.

Addressing every stage of the built asset lifecycle and essential business functions driving digitalisation, the suite of solutions within the platform caters to a diverse range of stakeholders - general contractors, construction firms, asset operators, and service providers - facilitating unprecedented levels of cross-company collaboration as the leading industry platform.

With Thinkproject, users have the flexibility to tailor their experience, curating the ideal blend of tools from our expansive portfolio while benefiting from the platform synergies, empowering them to achieve unparalleled success in their respective domains.

2. Scope of Services

Thinkproject powers the digitalisation of all key business functions

Asset Management

Asset Management optimizes the asset lifecycle from creation to use, enhancing performance, efficiency, and decision-making.

Handover Management

Seamless as-built data transfer to asset owners for optimal operation and management.

Commercial & Contract Management

Integrate strategic processes, contract, cost, and supply chain to boost financial performance and ensure budget compliance in projects.

Analytics

Turn cross platform data into decisions with our comprehensive BI platform, unlocking immense business value.

Built Asset

Document & Communication Management

Unify project management: Sync teams, tasks, and data with tailored workflows. Fits all project sizes and specific needs.

Virtual Design & Construction Management

Elevate BIM with our solutions: seamless integration, efficiency, and on-site capabilities for architects, engineers, and construction professionals.

Quality, Safety, Health, & Environment Management

Enhance business with QSHE: Quality, Safety, Health, Environment integration. Ensure compliance, improvement, and high standards.

Platform Services

Scalable, secure Platform Services for data management and app integration, with SSO, central API, mobile UI, plus support and training.

2.1. Document & Communication Management

Thinkproject Document & Communication Management is a Common Data Environment (CDE) that can be flexibly tailored to suit all needs. It is used to collect, manage and disseminate all project information, whether created in a BIM environment or in more conventional types such as documents, drawings, photos and similar.

It is ideally suited for General Contractors, Project Developers, Building and Facility owners, and Energy & Utilities as well as Infrastructure projects of all sizes. The main goal is to facilitate collaboration, improve efficiency, productivity and overall quality, while at the same time ensuring audit safety.

According to our customers, it can contribute to reducing errors and rework, saving time and efforts, saving paper, water and CO_2 emissions, and as such improve quality and meet time and budget requirements.

Included Solutions:

DOCUMENTS   CDE   MINUTES

2.2. Virtual Design & Construction Management (VDC)

In the realm of BIM Collaboration, our focus centres on Design Coordination and Model Assurance, elevating your project management experience. Our comprehensive suite includes Model Issue and Review Management, coupled with advanced Model Visualisation for a holistic perspective. Delving into BIM Information Management, we prioritise Object Property Information, allowing you to enrich model data effortlessly. Harmonising properties and attributes becomes seamless, ensuring a streamlined workflow.

Moreover, our commitment extends to BIM Quality Management, incorporating Model Data Validation, Clash Detection, and Design Quality Assurance to guarantee the highest standards in your projects. Witness unparalleled efficiency and precision as we elevate your BIM Project Management. From precise Information Take-off and Cost Estimation (5D) to intricate Construction Planning and Sequencing (4D), we empower your decision-making. Our expertise extends to custom data extraction and analysis, providing you with a tailored approach that meets the unique demands of your project.

Built Asset

Included Solutions:

VDC COLLABORATION   VDC MANAGER

2.3. Quality, Health, Safety, Environmental Management

Empower your business with our QSHE Integration solution, seamlessly combining Quality, Safety, Health, and Environment management. Certified for compliance, our comprehensive approach ensures continuous improvement in your processes. We stand out by simplifying complexity, fostering efficiency, and making high standards accessible.

Imagine a streamlined path to unmatched quality assurance, safety, health, and environmental practices. Our integrated systems cater to businesses committed to achieving superior standards, seeking not only compliance but a journey towards continuous enhancement. Our proven track record includes satisfied customers who have witnessed significant improvements in their operations and achieved industry recognition.

Experience the simplicity of our solution, where efficiency meets steadfast commitment. Join a community of forward-thinking businesses achieving success in every facet of their operations. Choose QSHE Integration for a transformative journey towards elevated standards and comprehensive efficiency.

Built Asset

Included Solutions:

DEFECTS   FORMS & PROCESSES   OBSERVATIONS   SITE DIARY   GAMMA AR

2.4. Commercial & Contract Management

Thinkproject Commercial Management brings together contract, cost and supply chain to ensure the financial health and success of construction projects.

It implies a comprehensive approach to cost control, contract management, risk mitigation, and relationship building, all of which contribute to achieving project objectives while maintaining financial viability.

Thinkproject Commercial Management solution aims to help organizations combine financial expertise, contract management, risk assessment, and strategic planning to ensure the successful financial delivery of construction projects. It targets collaboration among various stakeholders including commercial managers, quantity surveyors, project managers, and financial professionals. Studies prove that enhanced efficiency in managing contracts can bring significant savings, going up to £500k in 2 years.

Included Solutions:

CONTRACTS   COSTS   TENDERS

2.5. Asset Management

Digital geospatial asset and work management solution providing real-time insights into asset performance. Enable a holistic approach to managing assets with Thinkproject Asset Management: ensure that assets are effectively utilized, maintained, and optimized throughout their lifecycle. Gain actionable insights into asset performance, facilitating informed decision-making and strategic planning. Thinkproject Asset Management serves as a comprehensive solution providing a unified source of accurate information, single source of truth. With its geospatial capabilities and real-time functionality, it ensures data precision and validation, facilitating the management and maintenance of any asset class and type, in any location, at any time.

Built Asset

Included Solutions:

ASSETS   WORK MANAGER

2.6. Handover Management

Thinkproject Handover Management is the next-generation digital asset handover solution, which automates the project closeout process by seamlessly transitioning project information structure from the build phase to the asset information structure in the operate phase, for projects of any size and complexity.

By integrating different data sources (CDE and BIM), trade partners, and the Asset Management system in use, Thinkproject Handover facilitates the implementation of the end-to-end Handover processes right from the design/build phase.

It enables the seamless transition from construction to operation, minimises disruptions, and contributes to the efficient and sustainable management of the built environment.

Built Asset

Included Solutions:

HANDOVER

2.7. Analytics

Thinkproject Analytics is the best practices data analytics solution for our customers, a solution which unlocks endless possibilities in terms of providing actionable prescriptive and predictive insights at all levels, to all participants from executives/project/portfolio managers to project executioners and across the entire built asset lifecycle.

It is also a platform which helps connect data from other business-critical systems (like your project scheduling system, ERPs) and get a holistic insight across all your business processes.

Included Solutions:

DASHBOARDS

2.8. Platform Services

Platform Services encapsulate a comprehensive suite of offerings designed to provide scalable, secure, and efficient cloud-based solutions for managing data and applications to enhancing collaboration, improving data accessibility, and facilitating the seamless integration of class leading applications.

With features such as single sign-on, centralized API frameworks, and UI leading mobile applications, Platform Services streamline operations, reduce IT overhead, and promotes innovation by allowing users to leverage the latest technologies without the need for distributed solution landscape. Additionally, includes support and training resources, like academies, to ensure users can maximize the benefits of the platform environment.

Built Asset

Included Solutions:

MOBILE	SSO	API FRAMEWORK
ARCHIVE	AI & ML	ACADEMY

3. Mobilisation

Our integrated solutions benefit from our real-life experience of the complexities of the AECO industry. With over 20 years of experience in the industry, our experts are on hand to advise you on how to get the most out of your projects. From best practice processes to data analysis, we offer full consultancy services that go beyond technical support.

We offer various implementation pathways to suit your unique needs. Our standard project implementation ensures a seamless integration of our solutions into your operations, our customised project implementation allows for a more tailored solution that aligns perfectly with your specific goals, or our Enterprise Strategic Implementation focuses on the holistic digital transformation of your processes throughout the asset lifecycle.

To ensure a successful rollout after implementation, our comprehensive eLearning, enablement, and support services will be the foundation, fostering a strong partnership and delivering the highest level of service and satisfaction for our valued clients.

3.1. Training

We propose a blended approach (online seminar and eLearning) to ensure both new and existing users are continuing to improve their knowledge. This can be achieved through a tailored training programme which is supported by our Learning Management System; Thinkproject Academy.

Thinkproject Academy provides digital training courses to offer fully on-demand interactive eLearning, supported by learning checkpoints and quizzes, and user training accreditation, tracking, and reporting. This enables Clients to report across users, certify completion and provide a scalable, cost effective, sustainable model with opportunities to personalise the User experience and content.

3.2. Support

All users, including suppliers, have access to an excellent team of in-house Support Specialists. They provide expert responses via our integrated ticketing service (powered by Zendesk) or via support phone line. Users may submit support tickets (through the Help Centre) or speak directly with a Support Specialist during business hours.

Users are supported by an expert team of Solution, Product and Infrastructure Specialists which are on hand where tickets are escalated.

We aim to respond to all support enquires within 2 hours during UK business hours and to maintain a customer satisfaction rating over 98%. Outside of standard business hours our integrated support centre accessible 24/7. This service provides access to a range of help articles, video tutorials and quick start guides.

4. Infrastructure and Security

Information Security is a Top Priority for Thinkproject

At Thinkproject, we understand that our clients trust us with their most valuable assets – their data. Thinkproject has taken security to heart to ensure that we support our clients' efforts to secure their data while realising the benefits our class-leading tools. Thinkproject has invested heavily in dedicated information security resources and maintain an accredited Information Security Management System (ISMS).

We continually invest in modern security technologies, monitoring, incident management, infrastructure to support data sovereignty requirements, and ongoing employee training to ensure the security of your data across our systems.

We employ numerous measures to protect your data, including:

- Controlled access to physical and electronic data

- Data confidentiality, integrity, and availability

- Established procedures to uphold data subjects' rights.

- Prompt and regular data erasure

- Continuous training for all employees on new data threats

Thinkproject has implemented an ISMS that encompasses policies, processes and controls, and we have been certified to the ISO27001 standard for more than 10 years. So, we are well positioned to safeguard your data and prevent sensitive information in the case of a malicious attack. Thinkproject's ISO27001 certification spans across its corporate processes, product management, product development, professional services, and operations. Furthermore, all employees are regularly trained and tested in information security as well as our policies and processes.

Thinkproject solutions are provided as a cloud-based 'Software as a Service' and as such are fully hosted, supported, maintained and backed-up; with secure hosting in Tier 3 data centres, which are available 24 hours a day, 365 days a year with full redundancy and hourly data backups.

Two-Factor Authentication and/or SSO provides additional access security control and SSL connection ensures all data transmitted is encrypted utilising the same technologies as banking and e-commerce sites.

Please note: For further information on the infrastructure, security, development and backup, along with our accreditations please request a copy of our Technical Notes.