Service Definition

G-Cloud 14

thinkproject

think lifecycle. think know-how.

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Versions

Revision	Date	Amendment	Author	Checked
0	May 2022	G-Cloud 13 Creation	AM	TM
1	April 2024	G-Cloud 14 Update	AM	TM
2	June 2025	G-Cloud 14 amendment	AM	TM

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1. SUMMARY

Thinkproject Document & Field Manager (KAIRNIAL) is a digital, collaborative platform used to manage data, documents and processes for assets in the construction and real estate industry.

The platform offers a suite of complementary modules to support the needs of all stakeholders throughout the Construction, Operation and Deconstruction of a built asset. It is delivered via the cloud as 'software as a service' (SAAS) solution.

It offers a Web platform, accessed using a desktop computer, internet connection and standard web browser (IE, Chrome, etc). Alongside, a fully integrated mobile application, available on IOS and Android devices. The mobile application allows users to synchronize captured data, forms, processes, documents, models and plans, to and from the web platform, ensuring site teams have the latest available construction and operational information at their fingertips, in the field, even when working offline.

2. KEY FEATURES

2.1. DOCUMENT MANAGEMENT

Thinkproject Document & Field Manager (KAIRNIAL) provides a centralised, secure and fully configurable folder structure for all stakeholders to share and collaborate on the latest project documents.

- Configure the folder structure to suit the needs of your project and adhere to required standards (i.e. BS1192 /ISO19650).
- The system can be configured to check and validate the file names against any standard naming convention (i.e. BS1192 / ISO19650).
- All files are subject to automated version control and all revisions are retained.
- A full audit history is available against each folder and file.
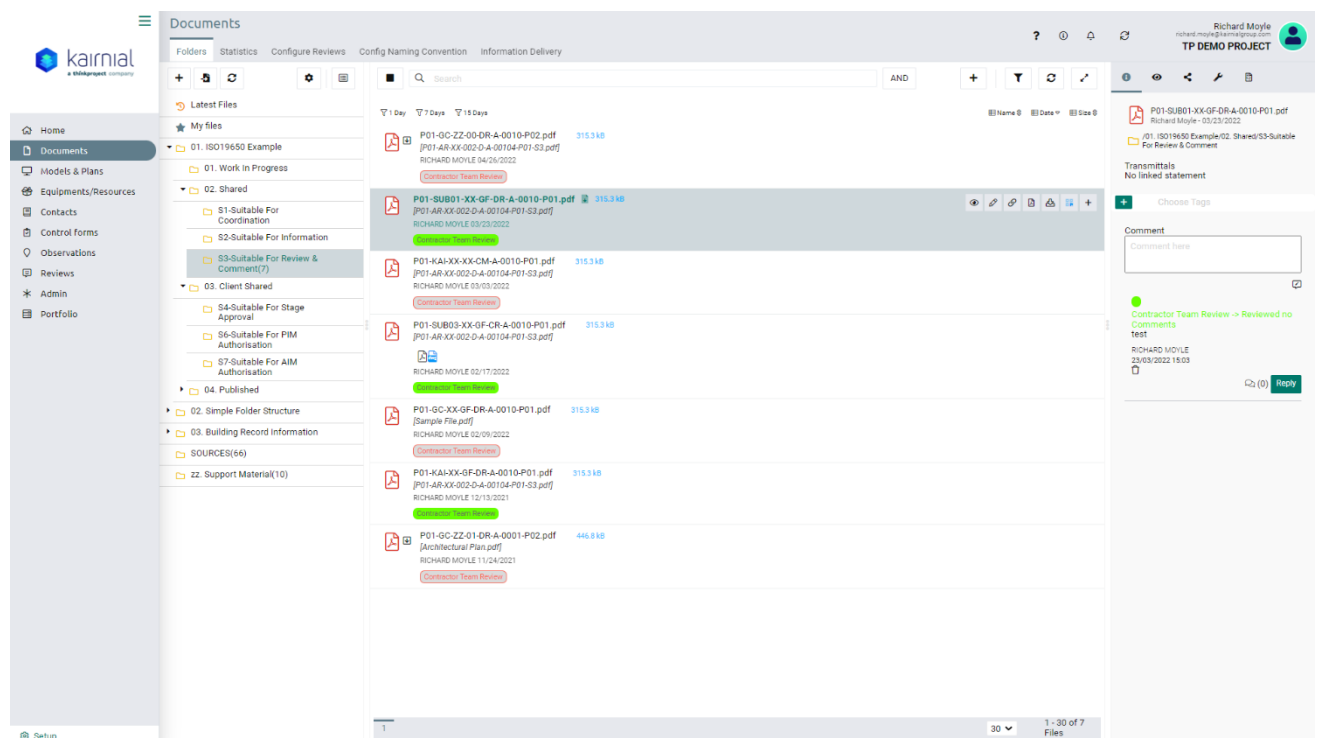

- Share files of any size, in any format.
- Search files by title, file naming convention elements, dates and other associated metadata.
- Pre-configured review and approval processes can be applied to files automatically on upload.
- An integrated viewer allows PDF & DWG files to be viewed, marked-up and commented against online.
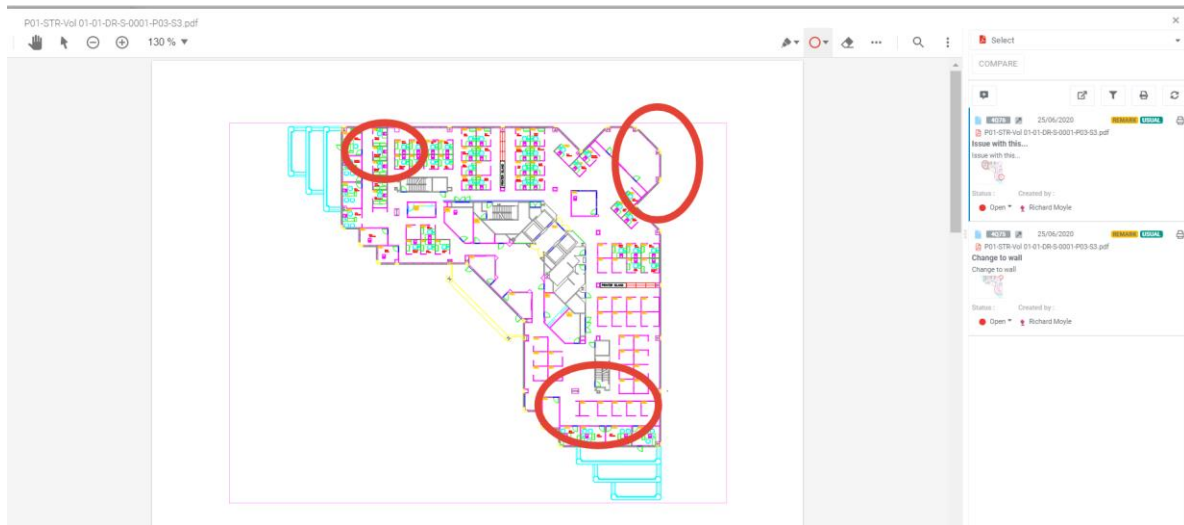
- Compare the previous revision to the current revision and highlight the changes.
- Package files and create Transmittal records.
- Create a list of Information Deliverables and track submission progress.
- Share files with none platform users, outside the platform
- Users receive email notifications of new documents, revised documents and review actions.
- All documents can have an embedded QR Code applied to them. On scanning (with mobile app), users can check if they are using the 'latest' revision of the document.
- The latest version of each document is accessible through the platform
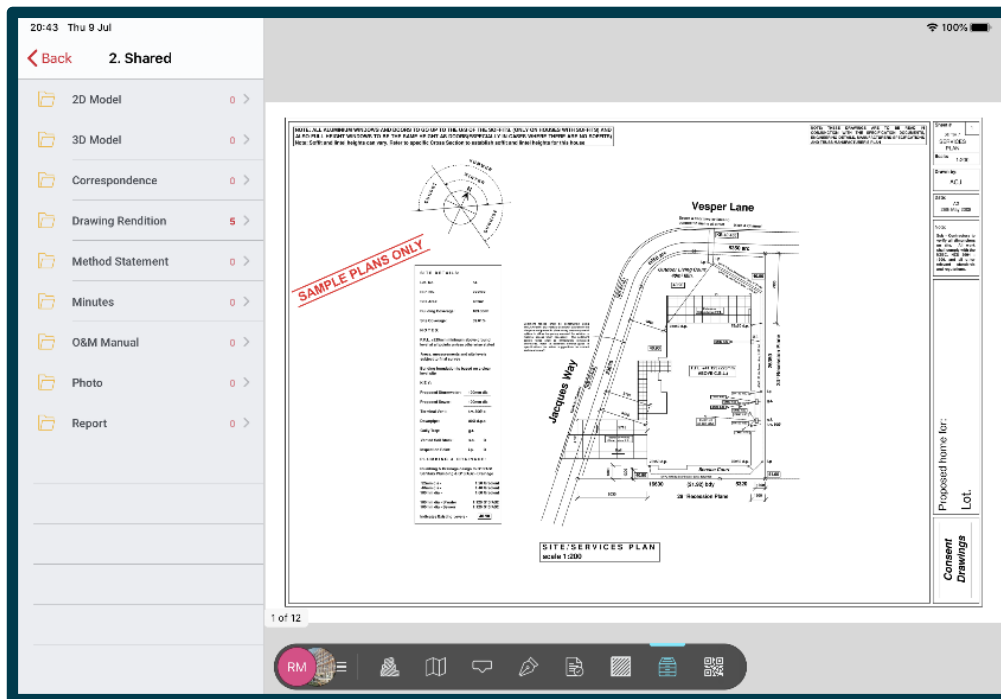
- A 'Statistics' dashboard shows document review/approval and information delivery progress, with the option to drill down to the related files.
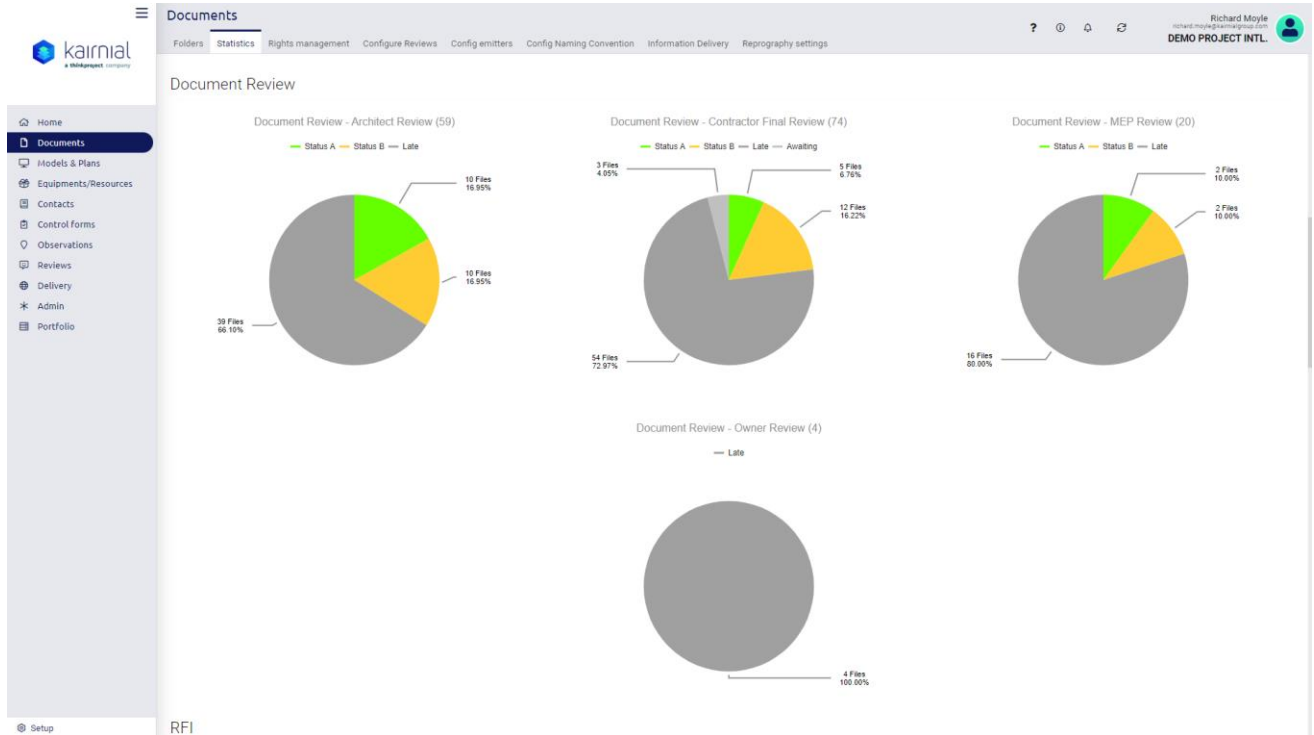
- Users can export a number of pre-defined reports in excel / pdf format
- Open APIs allow documents to be shared with other Internal EDMS's (i.e. Sharepoint) and other CDEs.

2.2. BIM MANAGEMENT

Thinkproject Document & Field Manager (KAIRNIAL) provides an advanced BIM (Building Information Modelling) 'engine', allowing all stakeholders to collaborate using the latest shared discipline models, without the need for additional software.

- An integrated 'BIM engine' viewer allows users to view and federate multi-discipline model files in either IFC or RVT format.
- Quickly measure, section, cut, colour and filter the model(s) using any object property and save the filter for future use.

- Publish Model files, object data and the associated 2D sheets directly from Revit using the plaforms Revit Plugin.
- Add 'custom' parameters to objects, allowing additional asset data to be captured in the field (using the mobile application).
- Issues can be captured in the model with mark-ups, collaborative comments, prioritisation, a responsible user and configurable 'tags'.
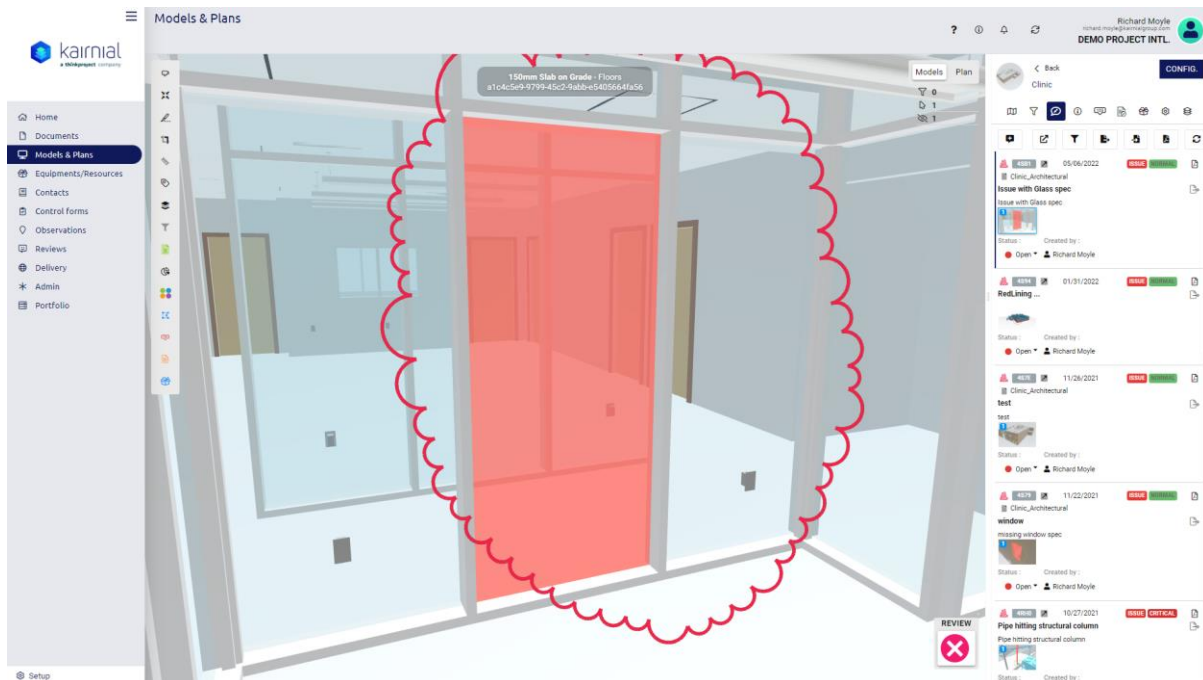
- Issues are tracked to resolution in the Issue Management Dashboard.
- Issues can also be imported and export in a BCF format, allowing exchange with other BIM tools.
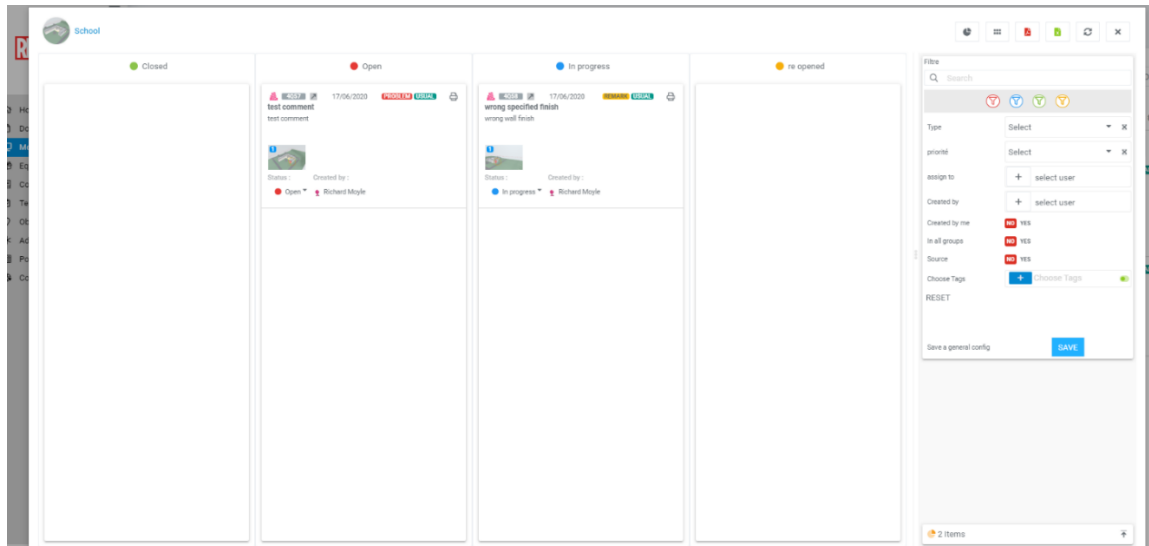
- View statistics on the model object composition.
- Export any object parameters and values to a customisable excel export
- Generate QR codes for all model objects, that when 'scanned', auto-navigate to the object view point in the mobile app BIM viewer.
- Compare the latest revision of a model to a previous revision and show what has changed.
- Link documents (requires the 'Document Management' module) and Quality processes to model objects.
- All of the above is then also available on the platforms mobile application, even when offline.
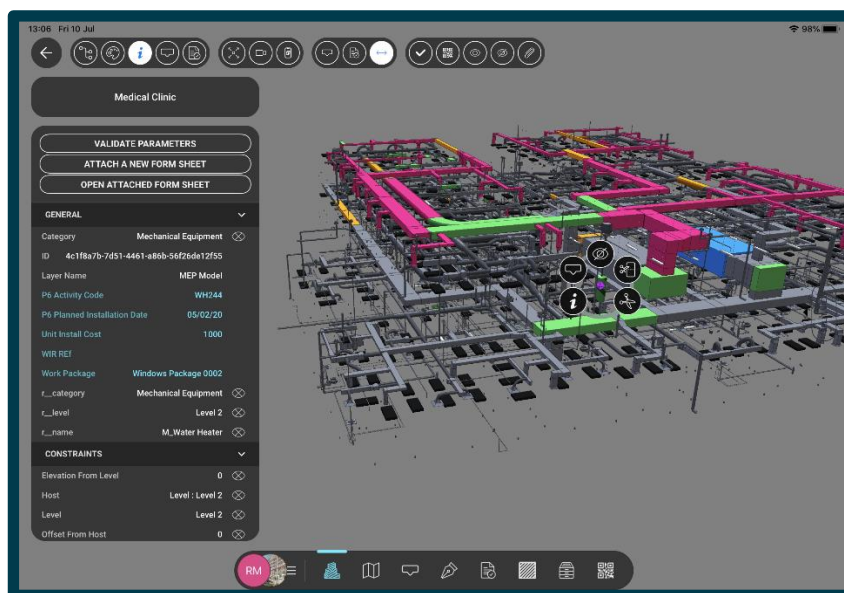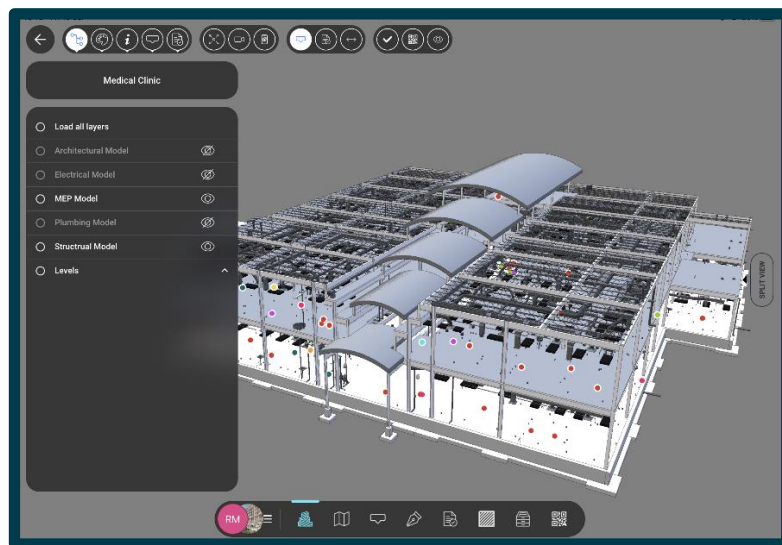
2.3. 2D & 3D VISUALISATION

Thinkproject Document & Field Manager (KAIRNIAL) provides advanced visualisation tools to navigate the most complex 2D Plans and 3D Models, whether you are office based (using the web platform) or out in the field (using a mobile device), even when offline.

- ▪ View and navigate high resolution 2D plans (PDF/DWG)
    - o 2D Plans can be optimised to provide high resolution at extreme zoom levels.

- o 'Plan Groups' allow multi-discipline drawings to be easily packaged together for each area/zone/space/room.
- o Multi-discipline plans can be 'overlayed' to give a combined view of each area/space/zone. i.e. floor plan, electrical layout, MEP.
- o Quality Management processes (observations, snags/defects, Inspections and compliance checklists can be 'dragged and dropped' on 2D plans, as required.
    (Requires the 'Quality, Compliance and Inspection Management module)
- o Equipment items can also be positioned on 2D plans
    (Requires the 'Equipment Information Management module)

- ▪ View, navigate and interrogate large, complex 3D Models (IFC/RVT)
    - o Federate multi-discipline model files in a single view
    - o View associated object parameters and enter values against custom parameters.
    - o Measure, section, cut and filter the model(s) using any object property

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thinkproject.com   Thinkproject Document & Field Manager (KAIRNIAL) - **Service Definition**

- o View documents 'linked' to model objects.
- o Link Quality Management processes (observations, snags/defects, Inspections and compliance checksheets) to any model object.
- o Manage custom milestone workflows against objects/cut objects, installed equipment or structural elements, for accurate progress tracking.
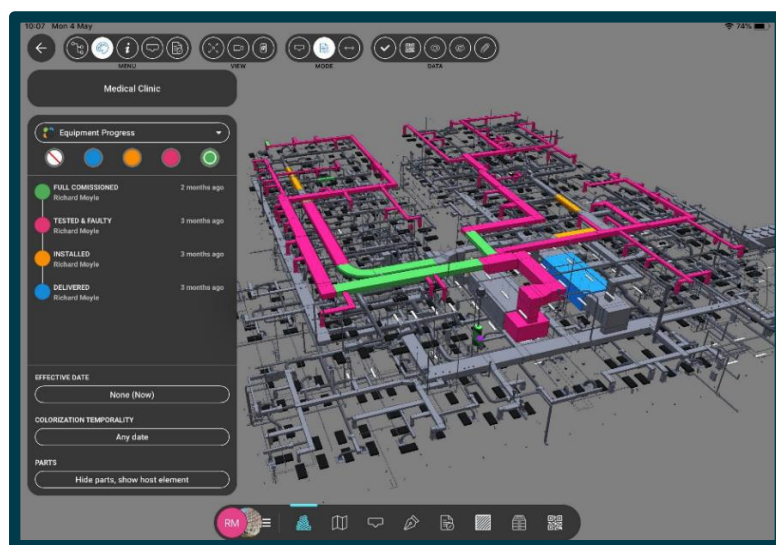
- ▪ Generate and use a 2D 'Live Plan' to simultaneously navigate through your Model.

- ‘Map’ 2D plans to the 3D Model to allow Quality Processes to be visible in both the 3D Model and 2D Floor Plan.

2.4. QUALITY, COMPLIANCE & INSPECTION MANAGEMENT

Standardise and digitalise your quality & compliance management processes and make them available in the field, even when offline.

- Create fully configurable quality & compliance process forms, inspections and control point check sheets.
  - o Attach supporting files as reference documents.
  - o Attach comments and annotated photos.
  - o Link snags / defects to control points.
  - o Position on 2D Plans, against BIM objects or Equipment.
  - o Security driven fields and configurable workflow allow forms to be collaborative between multiple stakeholders.
  - o Export all form data to excel.
  - o Export each form as a formatted, customisable PDF.
  - o Easily share forms across your projects to help drive business standardisation.
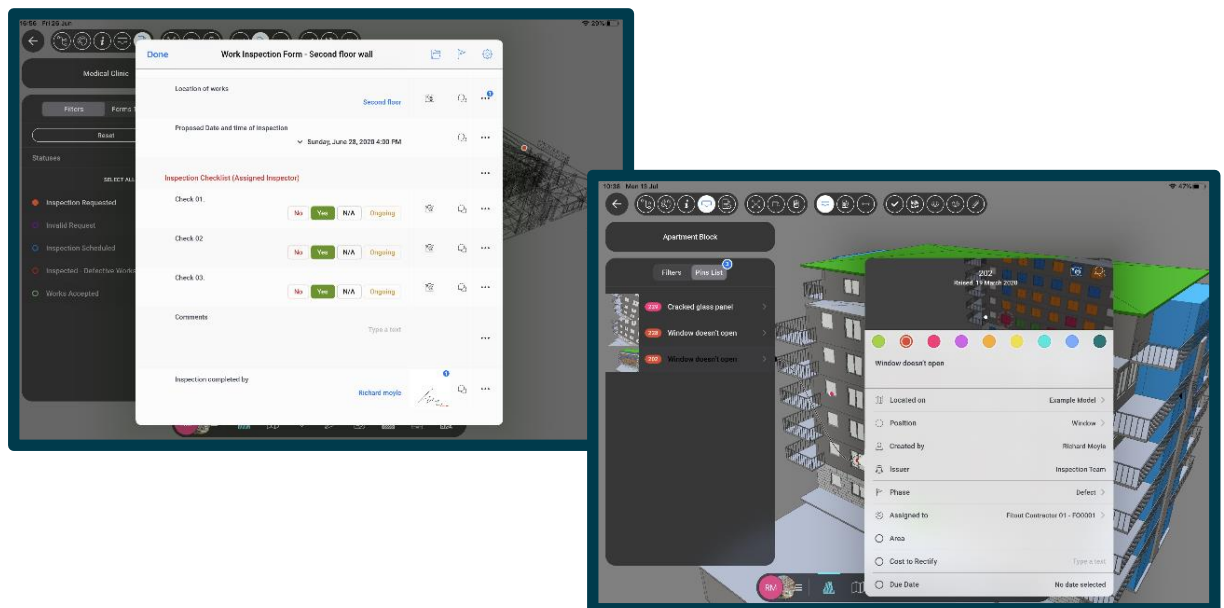
- Manage identified issues (snags, defects, hazard, etc) using the configurable observations process.
  - Attach comments and annotated photos
  - Position as 'pins' on 2D Plans / 3D BIM Models ('Pin to plan' & 'Pin to BIM')
  - Configurable security and workflows help ensure the required data is captured and correct close out processes are followed.
  - Track and report on all issues using the powerful web-based search area
  - 'Out of the box' statistics.
  - Export all data to excel
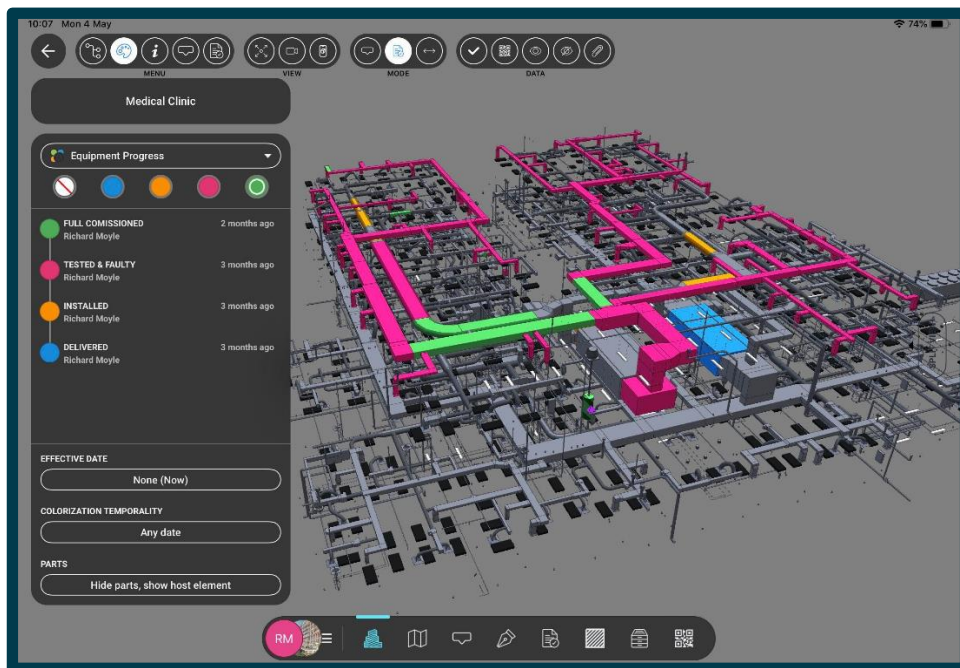 - Export to pre-configured format PDF reports

2.5. PROGRESS TRACKING

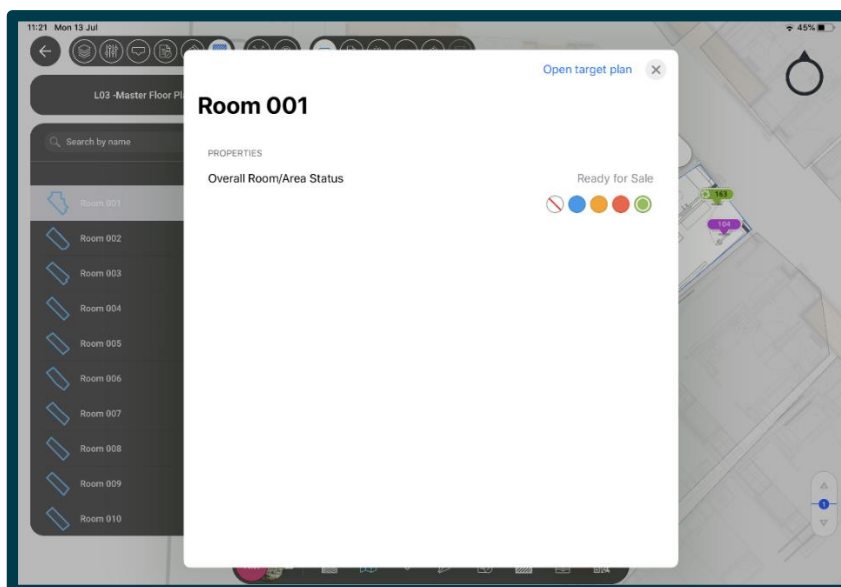Track area 'close-outs', equipment installation and structural element construction progress using 2D Plans and 3D Models.

- Visualise the progress of construction, works packages, system installations within your BIM Models using custom 'progress' milestone workflows.

- Manage your Level, Area, Space, Room 'close-outs' with workflows against cut 'areas' on 2D plans.


- Export all data in excel

2.6. EQUIPMENT INFORMATION MANAGEMENT

Define and capture 'data', compliance and commissioning checks against equipment, during construction or on existing built assets.

- Create an enterprise library of equipment types and data templates for sharing across projects.
- Define the equipment/asset data required to be captured against each type of equipment.
- Predefine and link the required Inspections/Check/Commissioning Control Forms for each type of equipment.
  (Requires Quality, Compliance and Inspections Module)
- Identify the location of equipment instances on 2D Plans (if not managing through BIM)
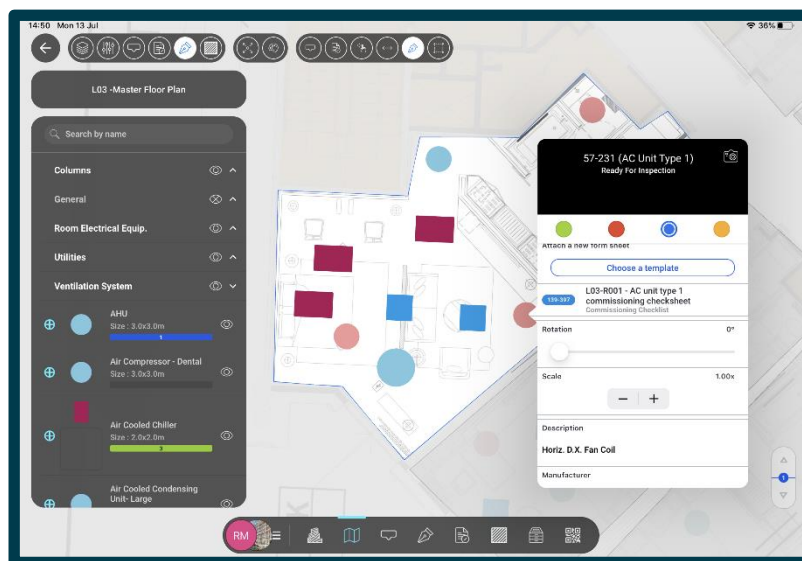
- Quickly locate equipment in the BIM model using the integrated QR Code scanner.
- Capture the required equipment data, directly on your mobile, as it is being checked/installed/commissioned.
- Link related documents to your equipment (i.e. O&M manuals)
- (Requires Document Management Module)
- Track and report on the status of your equipment installation
- Search and filter the equipment 'register'.

■ Export your equipment data to excel and PDF reports.

2.7. GROUP/ROLE BASED USER PERMISSIONS

Thinkproject Document & Field Manager (KAIRNIAL) allows nominated project administrators to invite users and manage their respective permissions in one or more 'user groups'.

Each module offers its own permission set as well as users having a general set of project permissions. This gives the flexibility to manage users via a minimal set of 'role' based groups, on simple projects or to manage an almost function based permission configuration for more complex projects.

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3. TECHINCAL ARCHITECTURE

Thinkproject Document & Field Manager (KAIRNIAL) is a collaborative platform provided as Software as a Service (SaaS) that integrates all the necessary components for a complete digital record of new generation Project Management practices.

Among other things, it provides DMS, BIM DMS, Project Management solutions, field tools for observations/ snagging, QSHE controls, commissioning, operations, progress monitoring, etc.

The platform also integrates everything necessary to carry out risk prevention controls, quality inspections, etc.It can be connected to other existing enterprise applications using open API's.

It is accessible via Internet browsers via the desktop and using mobile devices and is designed to work both "online" and entirely "offline.."

It is deployed on and hosted in secure cloud technology data centers. European projects are typically hosted on our EU infrastructure (located in France) and our Asia-Pacific projects are hosted on our AP infrastructure (located in Singapore). Our hosting partner is Amazon web services.

It is a solution driven technology that can be downloaded via app stores for use on mobile devices as well as a Web based architecture. REST API's are used to connect to their applications.

Key points

1. The System allows you to create new projects on demand, add users and manage complete rights from the administration interfaces accessible by the customers.
2. It provides an exclusive approach to creating projects of any size, from driving a small, single-user project to enterprise wide customers with several thousand users and adapting to customer workflows.
3. The System specializes in providing desktop and mobile technology both online and offline to visualize, collaborate, capture data and report on 2D & 3D information. It contains a highly customizable workflow system for efficient field data capture and compliance management (forms, QHSE, controls, delivery, etc.).

The environment is traditionally a multi-tenanted structure, but private client databases are possible.

Implementation and deployment

The deployment of the Cloud is simple and quick and requires configuration to suit a customer's needs rather than any development and the creation of a workspace is instantaneous. It is possible to create pre-configured templates for copying in order to standardize the group approach. Permissions, workflows, and templates can be pre-defined and included in any template copy ensuring compliance, standardization, and efficient deployment of the solution.

Integration of solutions and connectivity to Third Party Applications

The platform is integrable using API's to any capable third-party application for data exchange either way.

Backups

The System is backed up permanently, in multiple locations and using Network Attached Storage (NAS) and Object Storage. Databases are backed up twice a day, and in between, binary logs are also backed up.

Audit data

All the actions performed are recorded in the audit logs providing an entire data audit and log of every transaction performed in the system, including user credentials date and time of transaction.

Multi-zone, multi-schedule

The basic time system is UTC, and then the applications adjust the times according to their time zone.

Front Office

Thinkproject Document & Field Manager (KAIRNIAL) is supported on IOS, Windows and Android platforms.

Example of use case

The client carries out 50 projects per year.   They will generate 50 workspaces per year and assign X Users to each workspace. Each project deploys a storage space, a dedicated database, specific paths, etc.

The customer can consolidate its data for analysis through 'Big data' databases and can also interconnect with artificial intelligence solutions to digitalize its business processes even further.

Storage consumption

Here is an approach of typologies of data consumption, the size of a project depends on its activity, the number of users and the quantity of documents, photos, videos, etc...
- A small, simple project generates about 400 MB of data over 18 months.
- A typical project consumes approximately 4 to 10 GB of data in 18 months.
- A large project (400 users) consumes about 500 GB in 18 months
- A large BIM project can exceed 5 TB of data.
- An EDM BIM project from the design phase of 20,000 m² can generate 20 GB of data / week
- A Field Audit or Technical Due Diligence project generates approximately 2 GB of data.
- 100,000 photos consume 200 GB of storage

Single Sign on Compatibility

OAUTH 2.0 authentication.
It is possible to integrate with SSO systems via API or Integration.
The system is compatible with Azure AD Connect or Active directory according to open protocols on the client side (Integration).

Browser compatibility

The solution is compatible with Chrome, Mozilla Firefox, and Microsoft Edge. We recommend installing the latest versions of these browsers.
Multi-devices solution

The solution is available from different types of devices: Desktops and Tablets. A Smartphone version is available as is IOS, Windows and Android versions downloaded from the various stores.

The platform is designed to work entirely offline using the mobile device and so the functionality on the device is designed to support those processes carried out in the field (e.g. data capture) and the Desktop version likewise (e.g. Enterprise reporting)
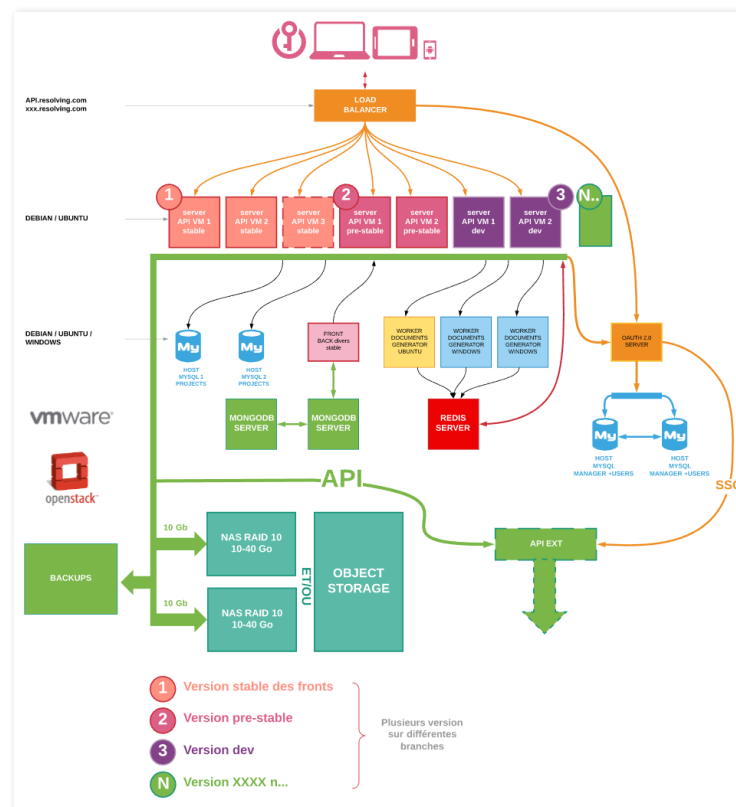
Processes integrated into customers' information systems - Interfacing with third-party tools

The platform APIs, based on IT standards (web services), allow our solutions to be integrated into third party applications and infrastructures. We provide open API's to our customers and partners and have already developed some connectors to known complementary systems. Our project partners (customers and IT companies) have access to our APIs. They can thus develop connectors with third party solutions for a stronger integration in a business process.

Maintenance and Support / Technical Assistance

When deploying our solutions, we train the technical teams to provide Level 1 support to all employees and Partner Companies.

It provides level 2 technical support to the technical teams:

- Assistance by phone and e-mail (during office hours: 8am - 5pm / 5 days a week).
- Availability of software updates.

A technical access point is identified and collects all level 2 requests. It can be reached by phone and email.

Customer requests are recorded in the Jira solution for project follow-up and tickets, in order to ensure tracking and traceability.

Technical support is provided in English & French.

we undertake to take all requests into account within four (4) hours (during office hours).In the case of a blocking malfunction, it gets escalated internally for prioritizing response and resolution.

A technical assistance is also available to help administrators set up their projects.
Corrective (malfunction) and evolutionary maintenance (updated version of the application) is included in our price offer.

As a SaaS multi-tenanted provider updates are released regularly covering new features and maintenance. This allows our product to evolve and allows the Customer to benefit from the evolutions brought by Thinkproject to the Solution.

Thinkproject ensure that the maintenance and upgrades of the solutions do not generate any regression in terms of functionality and performance and will in particular ensure, if necessary in the context of customization, that alternative solutions with equivalent performance are made available to the customer.

Maintenance and upgrades of the solutions are deployed in silent mode for the website. For the tablets, the project administrator will validate when the updated version before releasing versions to the relevant App Stores

Providing Thinkproject applications

For iPad tablets and mobile phones, the app is available on the Apple Store.

The application can also be downloaded from the Android store.

Once the application is downloaded, the user will enter their user credentials provided as part of the implementation of the system.

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4. 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.

The platform is cloud based and delivered as a traditional Software as a Service (SaaS) solution. As a result of this it does not require any additional software installation or purchase of dedicated hardware. The support provided by our consultants is part of a proven approach described below.

4.1. 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.

4.2. 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. Escalation is managed in accordance with our ISO 27001 Security Management System.

We aim to respond to all support enquires within 1 hour 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.

5. THINKPROJECT PLAFORM

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.

The following business functions are available as option modules, alongside Thinkproject Document & Field Manager (KAIRNIAL):

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.

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.

Built Asset