


Thinkproject Forms (FORMWORKS)

# Service Definition

G-Cloud 14



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## Versions

Revision	Date	Amendment	Author	Checked
0	June 2020	G-Cloud 12 creation	TM	AL
1	May 2022	G-Cloud 13 update	AM	TM
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# 1. Summary

Thinkproject is a collective of market-leading products and professionals with one clear goal: to develop and deliver best-in-class solutions to support, connect and advance the construction industry and the people in it.

Thinkproject Forms (FORMWORKS) is a secure and agile data capture and processing platform that boosts mobile workforce productivity.

The system allows businesses to replace paper forms with easy to use forms on mobile and browser.

It can be used for a wide range of data capture forms including: sales documents, training and assessment records, interview forms, health & safety inspections, property inspections, asset audits, care records, contact reports and worksheets.

The creation of data capture applications is straightforward and fast using a simple web based, drag and drop interface. Forms can include text, photos, sketches and signatures and are available on or off-line ensuring that staff can keep working when they are disconnected from the Internet.

Advanced features such as interactive logic, data pre-filling and shared databases can further increase mobile workforce productivity and data compliance.



## 2. Scope of Services

### 2.1. Cloud-based Portal

The Thinkproject Forms (FORMWORKS) cloud-based portal is utilised for system administration, form creation, processing, storage and export management.

**Key functions include:**

- **Administration** - adding and removing iPad/Webform users, creating user groups, managing administrative access.
- **Form creation** – utilising a drag and drop form layout tool combined with a scripting module create advanced form logic.
- **Export management** – setting up export routines to output captured data in a variety of formats (PDF, xml, Json, csv, Word) via a range of methods (email, (s)FTP, web service, SQL Connector Bridge, Autodesk BIM 360 connector, Dropbox connector)
- **Form storage** - Processed forms are stored temporarily in the portal and are available for viewing and re-exporting. By default, form data is available for re-exporting for 30 days after iPad submission and is permanently deleted 60 days after submission. These timings are configurable. Data stored on the server is encrypted at rest.
- **Form prefilling** - Prefilled Forms may be assigned to individual users via manual CSV upload or via web service or SQL integration from an external system.
- **Shared database management.** Tables of information can be distributed to users. The databases reside locally within the system in an encrypted state and can be accessed from within the forms.

### 2.2. iOS App

The App is available for download from the Apple App Store or, as an option, available as an enterprise version for deployment under a customer's Apple enterprise licence.

**Key functions include:**

- Access is password protected and centrally controlled.
- The App can be used offline.
- Form access is via an easy to use menu.
- Users have access to blank form templates defined by their user groups.
- Pre-filled forms distributed to the user are available within a separate list.
- The forms are easy to use and navigate and include a broad range of capture options including text, checkboxes, sketches, photos and signatures.
- Forms can be multi-page and may include logic such as mandatory fields, hide & reveal and calculations.
- Data can be entered by keyboard, handwriting or native iOS dictation (if available).
- Form data is saved automatically as it is collected.
- Part completed forms can be saved for later completion.
- Submitted forms are queued until a connection is available.



## 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. Escalation is managed in accordance with our ISO 9001 certified Quality 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.

## 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.

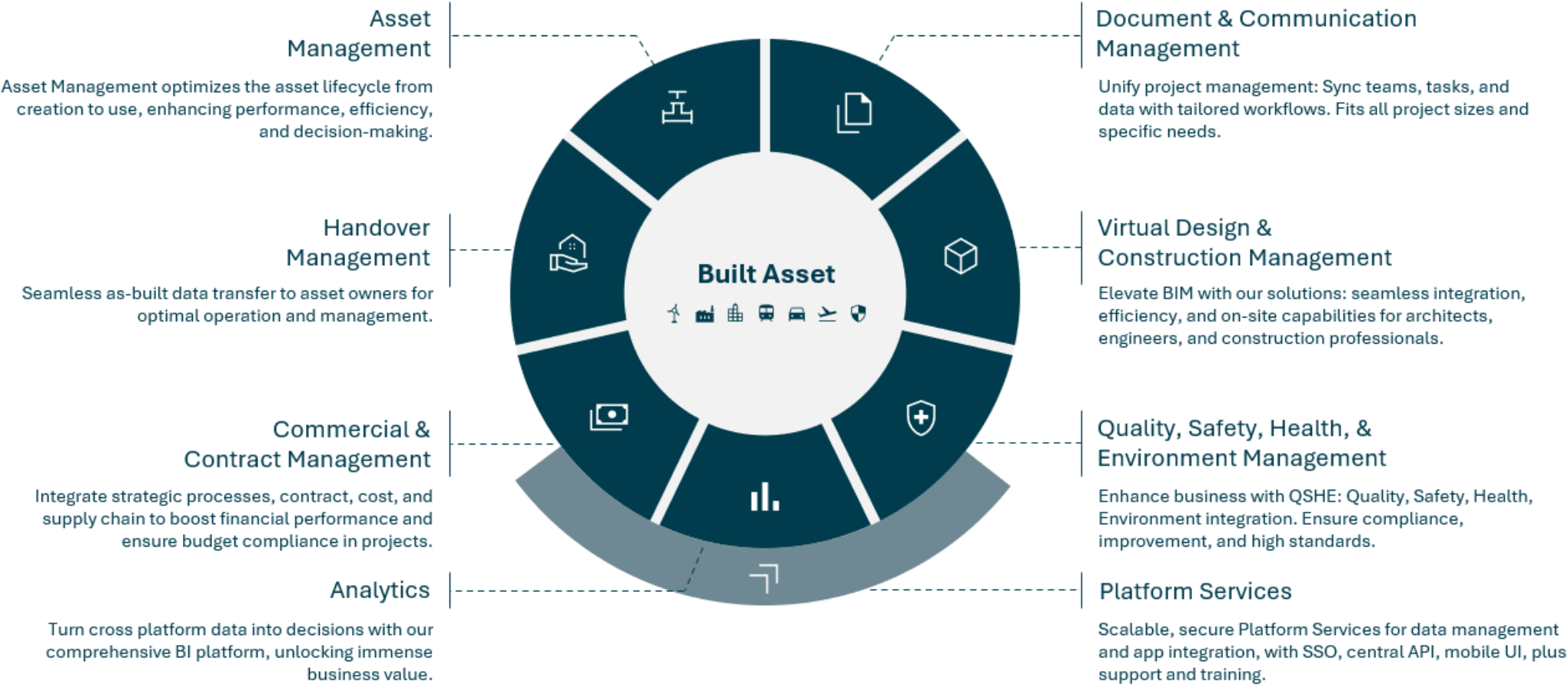
Thinkproject solutions are provided as a cloud-based ‘Software as a Service’ and as such are fully hosted, supported, maintained and backed-up; with secure hosting in Tier 3 data centres, which are available 24 hours a day, 365 days a year with full redundancy and hourly data backups.

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.

# 5. Thinkproject Platform

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 Forms (FORMWORKS):



Definition