


Thinkproject CDE Construction (CONCLUDE CDE)

Service Definition

G-Cloud 14



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Versions

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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 CDE Construction (CONCLUDE CDE) is a leading SaaS solution that ensures greater quality, transparency and up-to-the-minute accuracy of data for AEC projects.

Since 2002, the platform has supported 100,000 customers on more than 2000 projects, totalling €300 billion of works in 38 countries and 13 different languages.

This unique, modular platform is 100% web-based to ensure it is available when you need it and provides multi-user support, even on multiple projects. Each module can be selected to fit the requirements of any project and will be seamlessly integrated with full support from our dedicated team.









Three vital aspects form the basis of our solutions' success: fast access to all data from anywhere and at any time, intuitive user interface, and the maximum possible security.

Thinkproject CDE Construction (CONCLUDE CDE) is also home to our budget and forecasting tool: Thinkproject Costs (TP CONTROL).












2. Scope of Services

Our unique, modular platform solution offers all the flexibility and freedom required for an efficient and transparent construction management. You simply select the modules you need and thus have a solution that is perfectly adapted to your demands. By the way, all modules are seamlessly integrated.

Core Modules

Position	Module
1	Baseline Conclude Platform
	Dashboard Status and all project-relevant data at a glance
	Documents Central repository for all project-specific documents, drawings and models Free configuration of folder structure and file name convention Interface to reprography Versioning, indexing, history and file tracking
	Messages Rich e-mail client for efficient communication within the project MS-Outlook-"integration" per "cc"- e-mail address Documentation, various search functionalities Project wide and individual distribution lists
	Tasks Powerful tool for organized and structured task management including reporting, notifications, attributes, key wording etc.
	Design Management Documentation of the complete design cycle to enhance safety and transparency including full flexible workflow engine; linked with module tasks (see above)
	Calendar All project-related events in one single calendar
2	Meeting Minutes or Punch List
	Easily create, amend and manage protocols of site meetings or jour fixes. But you can also use the Excel based Punch List for managing uncompleted tasks. Tasks can be assigned to the persons responsible, and the execution/controlling is tracked by means of evaluations and lists of all project LOPs
3	Defects
	From recording and qualifying to tracking defects – here, you can individually map any kind of defect procedure. Every work step is documented to ensure an overview of all process states. Freely configurable filters facilitate the access to and the evaluation of relevant data. You can download a tablet app from the Apple and Google App Stores that helps you record and process defects or their resolution on site – even without active connection to the internet. After the inspection, the recorded defects are synchronized with the web server as soon as an internet connection is established.

Additional Modules

Position	Module
4	Control: Budget and Forecast - With claims, invoice and cost monitoring
	Cost Control manages the facts and figures including cost calculation; budgeting including interface to SAP; monitoring of contracts and invoices; forecast and estimates; cash flow planning
	The module provides an adjustable approval process for reviewing invoices including deadline monitoring and time management, this is done based on workflows. The interface to the Cost Control module on the Conclude Platform simplifies your work considerably.
	Both planners and contractors can bindingly register claims. Additionally, the module offers a workflow-based review and approval process for registered extra costs as well as an interface to the Cost Control module on the Platform.
1	BIM - Distributed working and data exchange at model level with IFC
	The web based Conclude Platform supports Open BIM (Building Information Modelling) to enable the open exchange of building models. Independent of their own software/CAD environment, project members can exchange model data via the IFC (Industry Foundation Classes) format. A viewer is part of this module. Additionally, our solution supports a central and transparent Clash & Task-Management via the BCF (BIM Collaboration Format) standard.
	
	Room book and machinery list – different name for the same thing The fully configurable Room Book module helps you manage and maintain all room-related information of a building. Linked with the BIM module, it lets you create evaluations and lists (e.g. door list) in no time at all. It works the same for machines in a production environment. These two modules also work standalone without BIM
5	Reporting
	The module Reports provides you with a tool that supports an efficient and prompt reporting across many projects. The solution is characterized by maximum flexibility as it allows you to freely define topics and data fields, individually configure templates, and store HTML and PDF files in any desired location. Additionally, several data sources (e.g. SAP and module Cost Control) can be smoothly tapped for compiling reports.
	The forms-based, customised reporting offers evaluations, trends and time series analyses for external and internal project participants.
7	Construction Diary
	This diary serves to document the developing process of your construction project. Here, you can note down the construction conditions and generate PDF data sheets. An App for IOS and Android for recording events on a smartphone will be provided as well.
8	Warranty Management
	Convenient management of warranty periods after construction is completed. The module offers a workflow-based controlling – from defect recording at the user/tenant to the execution by contractors – and statistical evaluation.
3	Meeting Minutes or Punch List
	Easily create, amend and manage protocols of site meetings or jour fixes. But you can also use the Excel based Punch List for managing uncompleted tasks. Tasks can be assigned to the persons responsible, and the execution/controlling is tracked by means of evaluations and lists of all project LOPs



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.

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- Data Centre Security – modern data centres specializing in housing mission critical software applications; certified ISO 27001
- Main Security Features - Anti-intrusion, 24/7/365 physical security monitoring
- Hardware components - minimum 2X redundancy with 2nd data centre for additional backups and potential failover services
- Encrypted Access - secured by user name and password with 128 bit encryption
- Virus Protection - Uploaded documents and files automatically scanned by antivirus-software with automatic antivirus updates
- Data Storage - Incremental storage and backup, additional full backups every week; raid-hard disk system located in separate data centre
- Security Audit by third party – the platform and the data centre is examined/audited by an independent companies

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 CDE Construction (CONCLUDE CDE):

