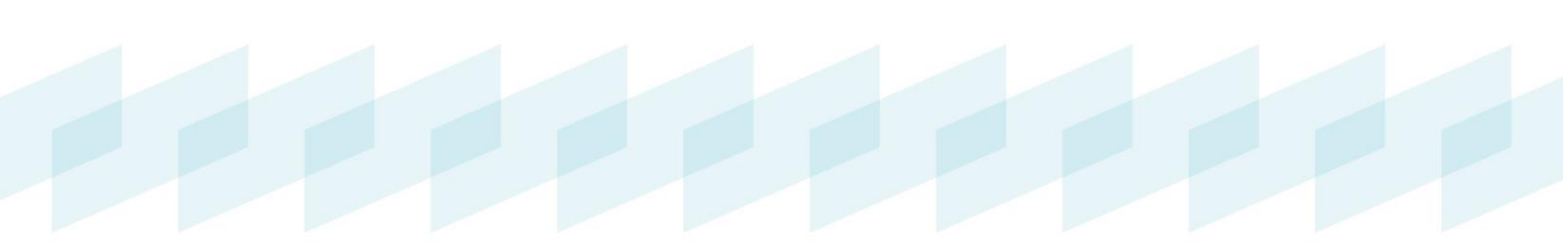


Thinkproject Costs

Service Definition

G-Cloud 15



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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
2	April 2024	G-Cloud 14 update	AM	TM
3	June 2025	G-Cloud 14 amendment	AM	TM
4	January 2026	G-Cloud 15 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 Costs bridges project cost estimating, cost capture and cost management to the risk and management, forecasting and central financial functions managed by your ERP by providing transparent budgeting and contingency management. Many organisations attempt to bridge the gap between the high-level and granular with Microsoft Excel, emails and bespoke stationary.

It provides an intuitive, secure, compliant and accessible web-based alternative. A system that is tailored to your processes and your requirements, and where budgetary information can be generated at the click of a button. The detail provided at the middle-level teams provides a real-time, centralised programme view of aggregate project activity.

At a granular level, efficient management of cost estimates, the bill of quantities and specifications is the ideal practice to achieve thorough clarity for existing and future projects. With earned value capabilities and interfaces with both contract management and ERP solutions, it affords unbroken financial controls from site-office to stakeholder.

2. Scope of Services

Cost Control puts an end to storing data at different locations, the loss of transparency and delays in accessing the current cost situation. It is the ideal tool for transparent budgeting, invoice and cost monitoring for larger structural design and plant projects. The module, which bundles and displays all budget and cost items, significantly facilitates forecasting, evaluation, cross-organisational invoice runs and cash flow planning from everywhere, and at any time.

The quick access to budget and costs saves time and money, providing maximum efficiency and transparency. The link to SAP reduces further sources of error. The module is roughly divided into four functional areas: cost estimate, cost control, cash flow planning, and reporting.

The module's flexible report generator offers many possibilities such as target-performance comparisons, management reports, risk analyses and forecasts as well as the automatic creation of invoice, order and amendment sheets.

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.



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 Costs:

