

Thinkproject Asset & Work Manager

Service Definition

G-Cloud 15



Version: 3.0
Date: 26 January 2026

Versions

Revision	Date	Amendment	Author	Checked
0	April 2022	G-Cloud 13 Creation	SH	TM
1	April 2024	G-Cloud 14 Update	AM	TM
2	June 2025	G-Cloud 14 Amendment	AM	TM
3	January 2026	G-Cloud 15 Update	AM	TM

Contact address:

thinkproject UK Limited, The Quad, One Station Hill, Reading, RG1 1NF | info.tpuk@thinkproject.com



Contents

1. Introduction	4
2. Scope of Services	5
2.1. Lite	6
2.2. Asset & Work Manager / Mobile	6
2.3. Enterprise	6
3. Mobilisation	7
3.1. Training	7
3.2. Support	7
4. Infrastructure and Security	8
5. Thinkproject Platform	9



1. Introduction

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 public realm infrastructure, construction industry and the people in it towards greater efficiency and to achieve higher levels of sustainability with infrastructure asset data.

Any asset. Any time. Anywhere.

With over 30 years of success and experience in multiple locations around the world, Thinkproject Asset & Work Manager is the foundation of our asset and maintenance management “Operate” philosophy. It is used to manage all asset classes for all client and contractor stakeholders including but not limited to:

- Highways & Street Furniture
- Building infrastructure
- Bridges & Structures
- Gullies
- Drainage
- Housing & Housing organisations
- Street Lighting
- Grounds maintenance / Parks
- Open Spaces
- Public rights of way
- Facilities
- Water and Utilities
- Smart infrastructure / City management

Thinkproject provides an honest, accurate solution for single source smart asset integrity, digital operational delivery and asset strategy modelling across the built infrastructure landscape.

Configurable, flexible, extensible.

With a user experience that is visually and spatially driven using GIS, 2D schematics and 3D models with inclusive BIM data ingestion, the system is designed to further manage your processes and for all stakeholders to increase operational efficiency within your organisation. Not only internally configurable, It includes extensibility into corporate and 3rd-party applications and reporting via API and immediate access via BI tools to allow data management beyond its own capability.

Simplify asset and work management.

Thinkproject Asset & Work Manager includes, but is not limited to reactive, programmed, and strategic management of highway/road infrastructure, buildings and open spaces, water utilities, and other private or public infrastructure such as facilities and runways. Used by clients, contractors, and consultants the system goes beyond reactive or programmed maintenance and repair and includes financial management and integration across 3rd-party systems to enable wider more interactive business efficiencies.

As a single system, it will provide strategic condition, risk and deterioration calculation and modelling for long term outcomes for consultants, contractors and clients and asset managers delivering complex projects, or for strategic decision making and asset data analysis



Thinkproject Asset & Work Manager consists of the following licence structure within a single SaaS software architecture:

2.1. Lite

A single annual fee with 8 inclusive desktop/mobile licences allowing the typical asset maintenance and repair activities for a single asset class.

2.2. Asset & Work Manager / Mobile

Our core solution allows the management of multiple simple and/or complex asset classes with true hierarchical asset management and maintenance capability across an organisation. With a spatial/visual user experience that also allows Customers to define their own asset data structures, users can receive full desktop (via Web) and mobile field access to inspection, survey, condition, works, reporting, insights inc. dashboards, financial and historical process management across organisations for any and all asset types.

- **Visualise** – 2D schematics and 3D models – the latter imported from BIM data – as the visualisation and navigation of your asset and data content. As well as spatially visualised assets as points, lines and polygons, use as-built BIM content to achieve a real-life navigation of the managed infrastructure.
- **Strategy** – lifecycle modelling capability that provides the ability to produce whole life cost and strategic modelling of asset data. Strategy includes modelling against risk, conditions, financial projection and other content to deliver data driven decisions for short and long term across your entire asset stock using industry or personalised algorithms. Strategy can be used by Clients and Consultants alike.
- **IoT** – using connectivity with Smart / IoT asset data from Smart infrastructure and sensors, it delivers remote visualisation and management of data from connected assets for enhanced analytics, increasing the automation, efficiency and proactivity of the workforce, therefore also increasing infrastructure satisfaction within the public realm.

2.3. Enterprise

Enterprise is a single solution that provides all of Thinkproject Asset & Work Manager capability within a single annual pricing and monthly subscription framework for your business. Providing all the above content in a single solution, Enterprise will integrate alongside your corporate suite to deliver advanced integrated asset maintenance, repair and strategy elevating your business as your honest, accurate solution for sustainable asset integrity and operational delivery across the infrastructure landscape.

Please visit our website for more information www.thinkproject.com



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.

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

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 Asset & Work Manager:

