



SMART: SPACES – BUILDING

SERVICE DEFINITION DOCUMENT

G-Cloud 15 Framework | Lot 2b: Cloud Software

SERVICE OVERVIEW

SMART Spaces – Building provides AI-enabled intelligence and insight across entire buildings and estates. **Built on the ICS.AI SMART: Platform**, the service enables organisations to understand, analyse, and optimise how buildings are used by aggregating room-level, system, and sensor data into a governed, building-wide view.

The service focuses on **building-level awareness and optimisation**, supporting use cases such as offices, campuses, hospitals, schools, and operational facilities. It augments existing building systems by providing AI-driven insight, patterns, and recommendations, without replacing building management or control systems.

SERVICE SCOPE

SMART Spaces – Building supports:

- Aggregation of data from rooms, floors, and zones
- Building-wide insight into utilisation, patterns, and conditions
- Analysis of trends across time, usage types, and occupancy
- Integration with organisational systems and workflows
- AI-driven recommendations related to space usage and planning

The service provides **insight and guidance**, not autonomous control of building systems unless explicitly configured and approved.

KEY CAPABILITIES

Building-Level Awareness

Aggregated occupancy and utilisation insight
Understanding of space usage across zones and floors
Identification of patterns, peaks, and inefficiencies

AI-Driven Insight & Optimisation

Recommendations to improve building utilisation
Evidence to support space planning and estate decisions
Insight into demand patterns and capacity pressure

Integration with SMART Services

Building data exposed via SMART Data services
Insight surfaced through SMART: Staff Copilot where appropriate
Optional triggering of governed agentic workflows

KEY FEATURES

- Aggregation of room and building-level data
- AI-driven analysis of space utilisation patterns
- Secure, role-based access to building insight
- Integration with booking, scheduling, and estates systems
- Audit logging of data usage and AI outputs
- Configurable thresholds, alerts, and reports
- Support for single buildings or multi-building estates

KEY BENEFITS

- Improves utilisation of buildings and estates
- Reduces wasted space and operating inefficiencies
- Supports evidence-based estate and space planning
- Enhances user experience across buildings
- Provides insight to support sustainability and efficiency goals
- Enables scalable AI adoption across physical estates

TECHNICAL ARCHITECTURE

Built on the ICS.AI SMART: Platform, providing:

Microsoft Azure deployment with UK data residency
Secure ingestion of building and room-level data sources
AI analysis and insight generation
Integration with data, copilot, and agent runtimes
Identity integration via Microsoft Entra ID with RBAC
Central telemetry for usage, performance, and risk

SMART Spaces integrates with existing building systems and sensors where available.
Hardware and building control systems are out of scope unless explicitly agreed.

GOVERNANCE, SECURITY & COMPLIANCE

- Role-based access control for building insight and configuration
- Policy controls governing AI outputs and recommendations
- Approved data sources with version control
- Full audit logging of insights and reports
- Sensitive data handling with minimisation and redaction
- Human oversight of configuration and changes
- GDPR compliant with UK data residency

IMPLEMENTATION APPROACH

- **Discover & scope** – identify buildings, zones, and use cases
- **Integrate data** – connect room, building, and system data
- **Configure governance** – access rules and policies
- **Enable insight** – AI analysis and reporting
- **Test & assure** – validate outputs and controls
- **Deploy** – phased rollout by building or estate
- **Operate & optimise** – monitor patterns and refine

SUCCESS MEASURES

- Building and estate utilisation metrics
- Reduction in unused or underused space
- Improved space planning decisions
- User satisfaction across buildings
- Governance and audit outcomes

DEPENDENCIES & PREREQUISITES

- SMART Platform Core (included with any SMART product)
- Building- and room-level data sources or sensors (where available)
- Microsoft Azure subscription (UK or EU hosted)
- Microsoft Entra ID for identity management

USER SUPPORT

The response time is 24 hours, depending on the contract signed by the client and applies during working hours from Monday to Friday. The Support levels are as follows:

Level	Description	Response
Level 1: Urgent	System not responding or critical function loss that affects all users.	24hr fix/workaround
Level 2: High	A function loss that causes significant disruption to business and users.	Priority response
Level 3: Normal	Function loss that affects some users but will not stop them from being able to do other tasks.	Standard response
Level 4: Low	A cosmetic issue or a minor function loss that affects some users.	Scheduled response

This service, up to an agreed number of hours per month, is included in the cost of the Licence for the SMART: Spaces. Additional support hours can be purchased if required.

DISCLAIMER

This service description was prepared for G-Cloud 15 and will remain on the Digital Marketplace for the duration of the framework period (up to 24 months). As AI technology and our platform capabilities evolve rapidly, specific features, integrations, or functionality described in this document may have changed since publication.

Before purchase, we recommend contacting ICS.AI to confirm current capabilities and any new features that may have been added since this description was published.

CONTACT



VISIT OUR WEBSITE

Learn more about ICS.AI, our services, and how we support the UK public sector with responsible AI

<https://www.ics.ai/>



EMAIL US

Contact our team with questions about our services, G-Cloud offerings, or to start a conversation

info@ics.ai



BOOK A MEETING

Schedule a call with our team to discuss your requirements or learn more about our services

[book a meeting](#)