

THEIA360

Powered by EXACTLY

THEIA360 Service Definition



Overview

THEIA360, the ultimate solution in creating digital twins for property services, facilities management companies, local authorities, new build, and housing associations. Our state-of-the-art 360 virtual tour software platform creates a digital twin of your assets. With advanced features, you can easily create stunning virtual tours that offer a realistic, 360-degree view of your properties. Our platform is user-friendly, customisable, and integrates seamlessly with Microsoft Dynamics 365 and other systems. Additionally, by leveraging THEIA360, you can save time and money by minimising physical site visits, while providing an immersive customer experience, allowing stakeholders to explore properties at their own convenience.





What is a digital twin?

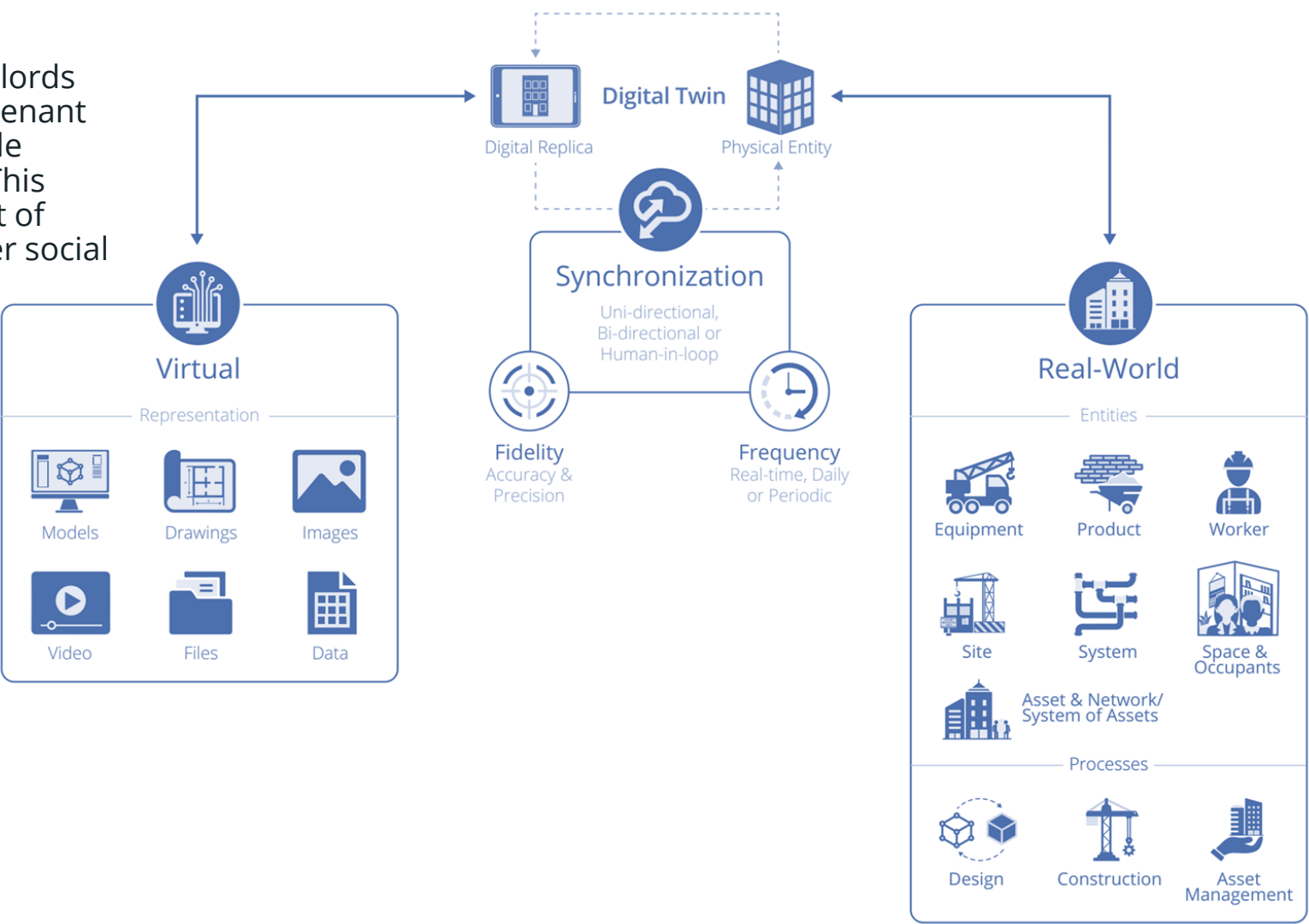
A digital twin is a dynamic virtual representation of a physical object or system, using real-time data to replicate and predict the performance and status of its physical counterpart. This concept is extensively applied across various sectors, including property management, to enhance operational efficiency, maintenance, and planning.

Effective Uses of Digital Twins by Social Housing Landlords in the UK:

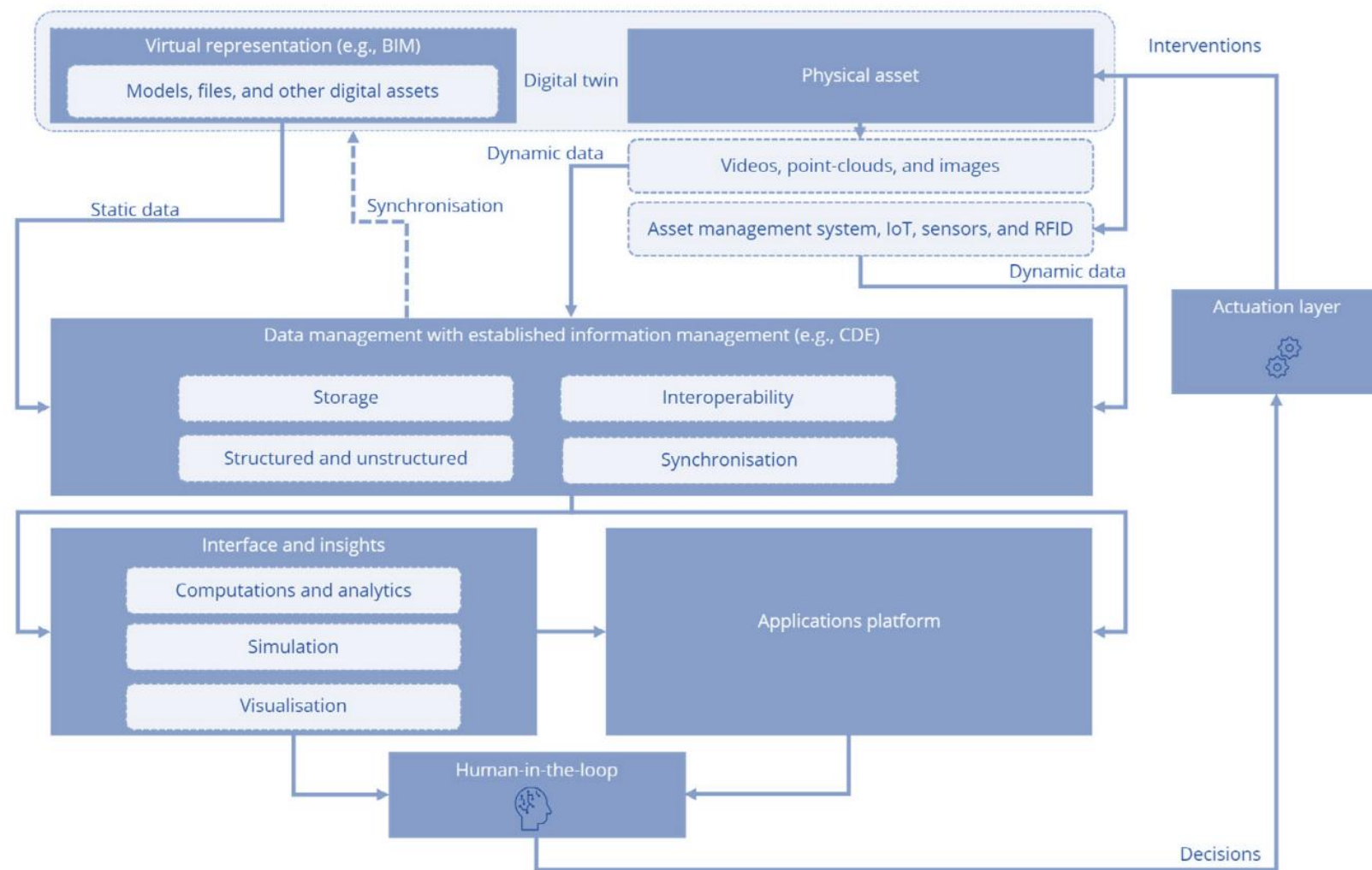
- Maintenance and Repairs:** Digital twins allow social housing landlords to monitor the condition of their properties in real-time. By integrating IoT sensors throughout a building, landlords can track systems such as plumbing, heating, and electrical systems. This technology enables predictive maintenance, where issues can be identified and addressed before they escalate, thus reducing downtime and repair costs.
- Energy Management:** Digital twins can optimize energy usage within social housing by analysing data from various sources, including temperature sensors and energy meters. By understanding patterns in energy consumption, landlords can implement measures to improve energy efficiency, such as better insulation or more efficient heating systems, contributing to sustainability goals and reducing costs for both landlords and tenants.
- Space Optimisation:** Through digital twins, landlords can visualize the usage patterns of common areas and adjust the layouts or availability of these spaces to better serve tenants. This can enhance tenant satisfaction and maximize the utility of property assets.
- Safety and Compliance:** Digital twins help ensure that properties comply with safety standards and regulations by providing tools to monitor structural health, fire safety systems, and other critical safety metrics continuously. This capability is particularly crucial in light of regulations such as the UK's Building Safety Act, which demands higher safety standards in residential buildings.
- Tenant Engagement:** Digital twins can also be used to engage with tenants more effectively by providing them with access to information about their environment and the building's performance. This can empower tenants to make better-informed decisions about their energy use and report issues more accurately.

Benefits of Digital Twins

By leveraging digital twins, social housing landlords can enhance building management, improve tenant satisfaction, and reduce operational costs while contributing to environmental sustainability. This approach not only optimises the management of housing assets but also aligns with the broader social responsibilities of housing providers.



THEIA360 Integration





Problem: Social housing providers face rising costs, increasing regulatory scrutiny on tenant safety and property conditions, especially around damp and mould, along with pressure to improve tenant experience and drive digital innovation.

Solution: THEIA360 offers a comprehensive virtual tour platform specifically designed to enhance asset management, streamline compliance, proactively address damp and mould issues, and create a superior tenant experience.

Key Benefits:

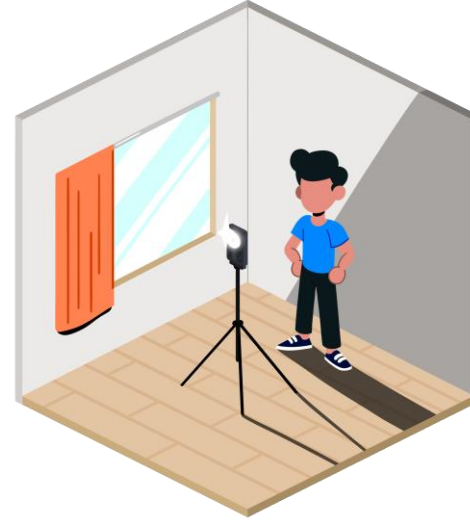
- **Cost Savings:** Reduce unnecessary site visits, optimize inspections, and extend asset life through proactive maintenance informed by accurate data.
- **Enhanced Compliance:** Meet the RSH's rigorous standards by simplifying asbestos management, meticulously tracking work history, and proactively addressing damp and mould concerns with visual documentation.
- **Improved Tenant Experience:** Offer convenient virtual tours, facilitate remote problem-solving, demonstrate commitment to high-quality housing, and increase transparency.
- **Operational Efficiency:** Integrate with existing systems, improve contact centre support, and drive a data-driven approach to property management.
- **Proactive Damp & Mould Management:** Enable early identification and resolution of damp and mould issues, protecting tenant health and well-being.

Differentiators: Easy-to-use, customizable, designed to address property-specific challenges, integrates with Microsoft Dynamics 365, and aligns with the RSH's focus on proactive consumer regulation.

THEIA360 is quick & easy to use

Step 1- "Snap Snap"

Take photos using a 360 Camera, THEIA360 will work with any 360 Panoramic image, this means that the cheapest of 360 Cameras will work and the specialist equipment is not required



Step 2 – Create Scenes

Once you have your photos ready, you will need to upload the photos to the THEIA360 platform where you will be able to rename all your scenes and link them together.

As you may be taking photos in people's homes, you can redact and blur within the scenes to remove any personal information or people.

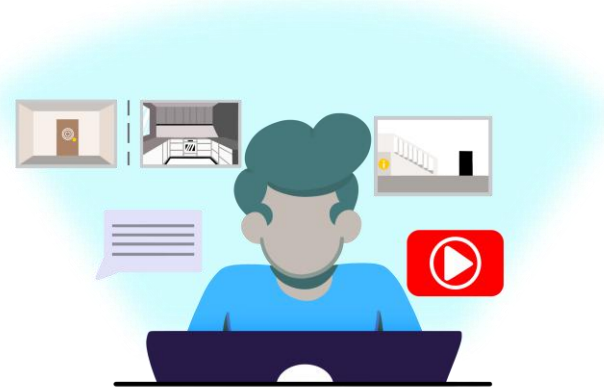
P.S – Don't worry if you haven't taken all of the scenes yet, you can always go back in and add more!

Step 3 – Tour Builder

The Tour builder easily will allow you to tag assets in a scene and bind them with your asset catalogue and therefore are able to show data on the asset from within the tour.

For example.... *uploading or integrating your asset system with THEIA360 would allow you show information from your systems directly when clicking the asset within a tour.*

You are also able to add more detailed images and videos anywhere in the tour to be replayed or viewed.



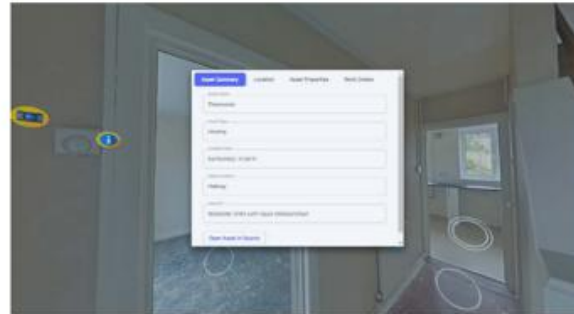
Step 4 – That's it!

That's it , the tour is built and available to be viewed from the platform or shared to an external website. At any point you can go back into the tour and make changes.

Well done, you deserve a break...



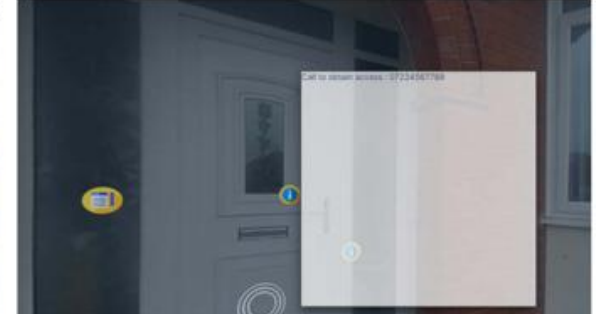
Easy to use Tour Builder



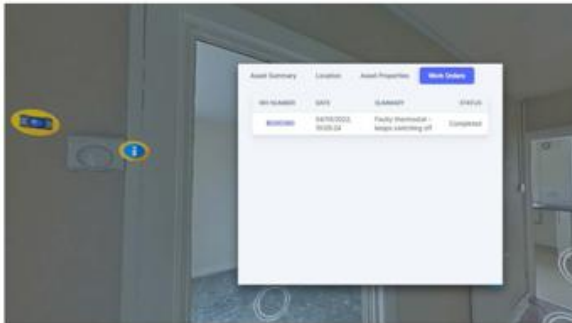
Show asset details



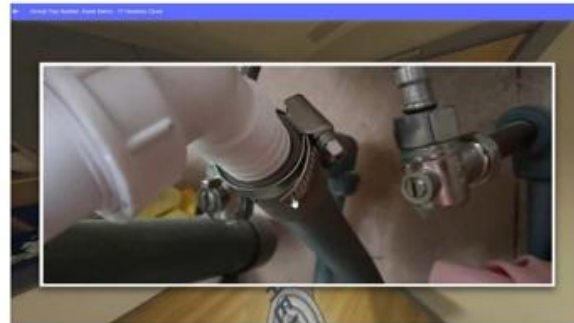
Embedded video



Embedded notes



Show asset repairs history



Embedded images

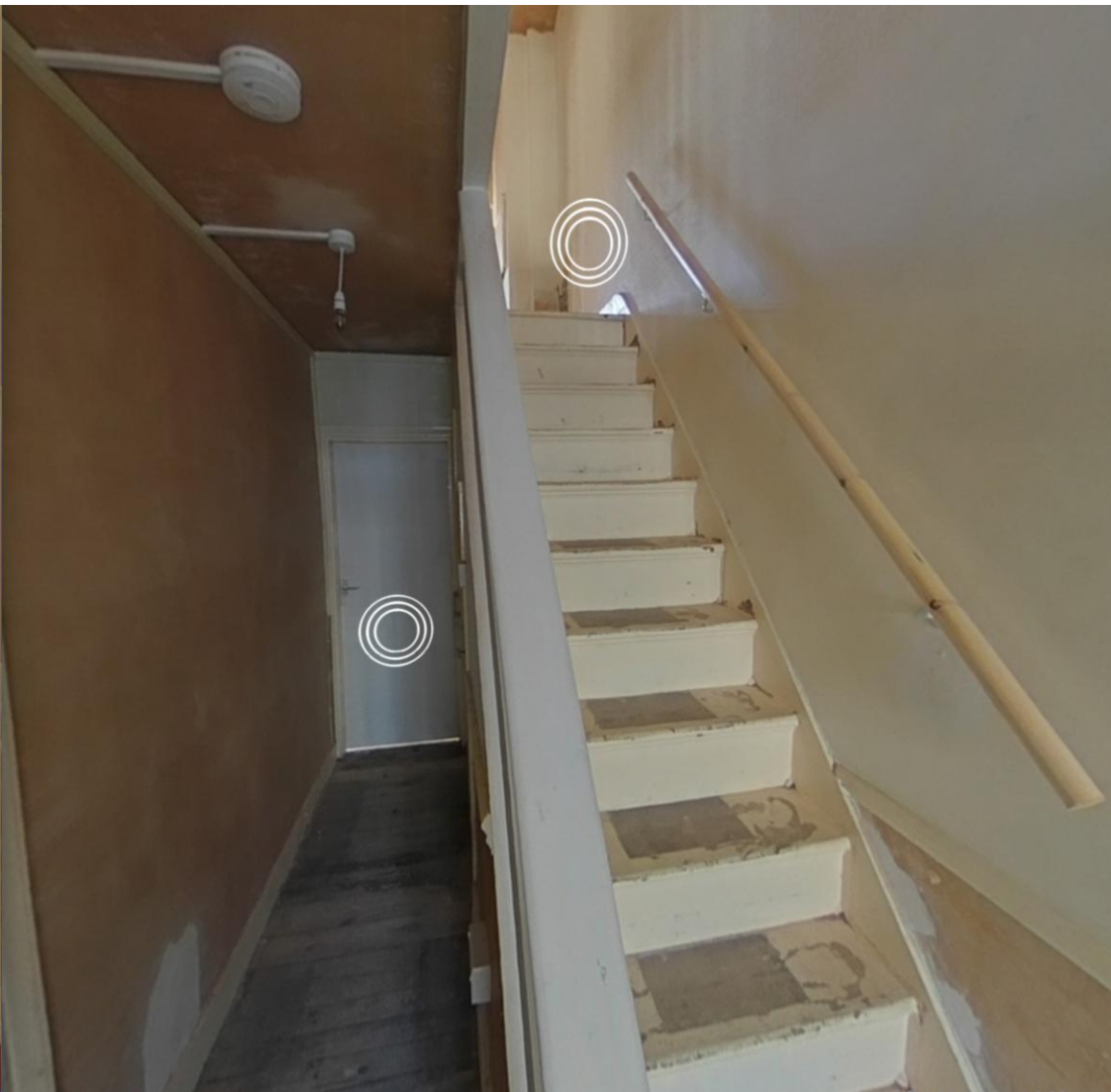


Pin assets on floorplans

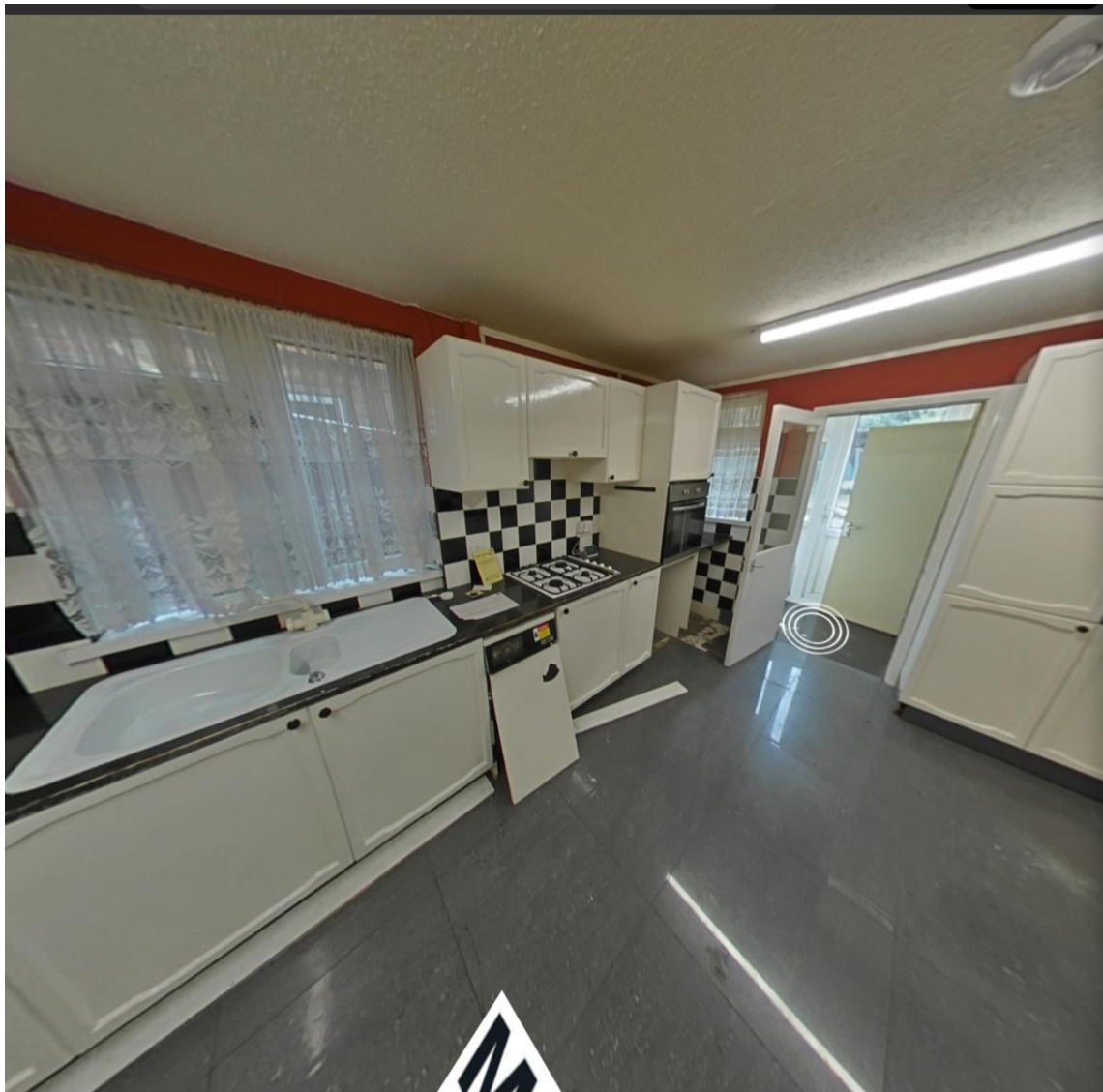


Share tours to existing software and websites

Void Before & After



Void Before & After







Implementation

All our projects include the provision of a dedicated project manager to oversee the implementation, ensure the project is resourced appropriately, and track progress against budgets and milestone dates.

To achieve the best results and extract a maximum return on investment, our experience shows that a pragmatic approach to project management is necessary. Your requirements and overarching organisational objectives need to be understood by the project team, both to mitigate against risks, and to create innovative solutions that will underpin your strategy and vision for the future.

- ✓ Our approach includes deployment of the following elements:
- ✓ Robust planning process – Project plan
- ✓ Risk and issues monitoring
- ✓ Status reporting – Weekly or fortnightly
- ✓ Project management meetings and/or calls

Managed Services

We do not outsource our managed service to an offshore team, and our services team is not composed of a group of junior administrators who are “learning the ropes”. Our support team and our project team are one and the same, ensuring that expert resources are available to our customers should they need any support or advice.

Logging Support Requests

Support requests are usually submitted via email to our support email address.

Awards

Exactly were delighted and proud to receive “**best use of visualisation technology**” award at the Housing Innovation awards 2025 and the “**best use of technology**” award at CIH Manchester in June 2022.

Contact

Website: www.Theia360.io

Email: hello@Theia360.io

