

Corrigo Service Definition

G-Cloud 15



Introduction

Corrigo is JLL Technologies' market-leading Intelligent Facilities Management and Maintenance software (CMMS), trusted by over 9 million users globally across 900,000+ properties in 165+ countries. As a proven platform, Corrigo transforms reactive facility operations into strategic, cost-effective, automated processes specifically designed to meet the complex demands of UK public sector organisations.

- **Exceptional ROI:** Documented 238% return on investment with a typical 59%- 64% reduction in cycle times
- **Comprehensive Compliance:** Built-in tools for regulatory compliance, audit trails, and transparency requirements essential for public sector operations
- **Scalable Solution:** Seamlessly supports organisations from single sites to portfolios of thousands of properties with unified management

Core Platform Capabilities

Work Order Management: Cloud-based automation streamlining workflows at scale, from creation to completion

- Automated dispatch to both internal teams and third-party contractors through integrated mobile and desktop applications
- Real-time tracking, automatic escalations, and comprehensive audit trails meeting public sector transparency requirements
- Configurable workflows using trade, location, asset details, and warranty information
- Advanced searching and filtering with instant results across entire portfolios

Asset Management: Tagging, visuals and prescriptive insights to power operational decision-making

- Centralised database capabilities with comprehensive tagging and categorisation
- Digital asset profiles including photos, documentation, service history, and warranty tracking
- Predictive maintenance insights powered by IoT integration and machine learning
- Repair vs. replace decision support with spending analytics and lifecycle cost analysis
- Best-in-class data security and compliance tools meeting UK government standards
- Integration capabilities with existing asset registers and financial systems

Service Provider Management: Foster relationships with new service pros while optimising your overall network

- Access to proprietary network of 70,000+ peer-vetted service professionals
- Comprehensive vendor scoring system enabling data-driven contractor selection
- Full visibility into contractor experience, credentials, and Certificate of Insurance (COI) compliance
- Automated COI management achieving 95% compliance rates with typical £9,000 annual administrative savings per client
- GPS check-in/check-out verification ensuring service delivery accountability
- Real-time messaging and photo-sharing capabilities during service delivery
- Document management for joint SLAs and performance expectations

Business Intelligence & Analytics: Real-time actionable insight

- Customisable dashboards providing real-time operational visibility
- Comprehensive spend tracking and optimisation down to individual transactions
- Trend analysis and benchmarking across property portfolios
- Asset and facility performance KPIs with predictive insights
- Advanced reporting capabilities supporting budget planning and strategic decision-making
- Integration APIs pulling data from internal and external databases

Advanced Intelligence and Automation

Predictive Maintenance Platform

- IoT sensor integration monitoring critical building systems and equipment
- Automated work order generation based on predictive analytics and performance thresholds
- Specialised monitoring for applications including HVAC, cold storage, security systems, and occupancy tracking
- Machine learning algorithms reducing unexpected equipment failures by up to 60%

AI-Powered FM Assistant

- Revolutionary natural language interface allowing complex queries in plain English
- Instant visual responses from enterprise data and analytics
- Automated insights and recommendations for operational improvements
- Integration with existing business intelligence tools and reporting systems



UK Public Sector Benefits and Outcomes

 Operational Excellence	• Efficiency Gains: Potential 59-64% reduction in work order cycle times with streamlined digital processes • Cost Optimisation: Up to £200+ savings per work order versus traditional reactive maintenance approaches • Resource Optimisation: Enable small teams to manage extensive property portfolios effectively • Downtime Reduction: Potential 42% reduction in equipment downtime through predictive maintenance	 Financial Performance	• Budget Control: Spending analytics providing accurate budget forecasting • Warranty Recovery: Automated warranty tracking capturing significant cost avoidance opportunities • Procurement Savings: Up to 23% contractor cost savings through optimised vendor networks • Administrative Efficiency: Potential £9,000+ annual savings per site through automated processes
 Compliance and Governance	• Audit Readiness: Comprehensive documentation and reporting meeting public sector audit requirements • Transparency: Full visibility into spending, contractor performance, and operational metrics • Risk Management: Proactive maintenance reducing health and safety risks	 Strategic Value	• Data-Driven Decisions: Business intelligence enabling informed capital planning and asset optimisation • Scalability: Platform supporting organisational growth and portfolio expansion • Innovation Platform: Foundation for smart building initiatives and workplace transformation • Stakeholder Satisfaction: Improved service delivery enhancing occupant experience and operational reputation

Implementation and Support Services

Implementation Methodology

JLL Technologies employs a proven hybrid implementation methodology combining Systems Development Life Cycle (SDLC) principles with Agile development practices. This approach delivers:

- **98% Success Rate:** Projects consistently delivered under budget and ahead of schedule
- **Rapid Deployment:** Average onboarding completed within 90-120 days
- **Phased Approach:** Six major implementation phases with parallel project and change management
- **Risk Mitigation:** Comprehensive testing and pilot programs ensuring successful deployment

Implementation Phases:

1. **Plan:** Establish business and technical goals with formal project framework
2. **Analyse:** Determine system requirements and perform fit/gap analysis
3. **Design-Build:** Iterative development with continuous user review and testing
4. **Test-Release:** Sprint packages with review scrums and comprehensive testing
5. **Transition:** Pilot testing, readiness assessments, and go-live deployment
6. **Sustainment:** Hypercare support and ongoing enhancement services

Support Services

Comprehensive Support Coverage

- Dedicated JLL Support Centre providing 24/7/365 technical support
- Multiple support channels: phone, web portal, and dedicated account management
- Phone support availability: 8:00 AM to 5:30 PM (BST) covering UK business hours
- Best-in-class Service Level Agreements with transparent activity reporting
- Escalation procedures ensuring rapid issue resolution

Training and Enablement

- Customised training programs reflecting specific business processes and modules
- Train-the-trainer methodology with comprehensive training materials
- Flexible delivery options: live webinars, recorded sessions, and "lunch and learn" formats
- Ongoing training support ensuring maximum platform utilisation
- Change management support facilitating smooth organisational adoption

Managed Services Excellence

Corrigo Managed Services (CMS) For organisations requiring additional operational support, CMS provides:

24/7 Operations Centre

- Dedicated call centre with 99% of calls answered within 7 seconds
- Real-time escalation procedures and proactive SLA enforcement
- Continuous monitoring and provider mediation services

Full-Cycle Work Order Management

- Complete process management from request creation through invoice approval
- Proactive SLA enforcement ensuring service delivery standards
- Provider mediation and quality assurance programs

Financial Management

- Invoice validation and warranty management achieving significant potential annual cost avoidance
- Accurate billing verification and dispute resolution
- Comprehensive spend analysis and budget optimisation

Performance Metrics

- 59-64% reduction in cycle times with 98.8% on-time work order acknowledgment
- Significant staff efficiency gains allowing focus on strategic initiatives
- Up to 64% improvement in overall operational performance

Security, Compliance, and Data Protection

Data Security and Privacy

- **Enterprise Security:** Best-in-class security architecture with multi-layered protection
- **GDPR Compliance:** Full compliance with UK and EU data protection regulations
- **Access Controls:** Role-based permissions and multi-factor authentication
- **Data Encryption:** End-to-end encryption for data in transit and at rest
- **Audit Logging:** Comprehensive activity logging meeting public sector audit requirements

Compliance Certifications

- ISO 27001 Information Security Management certification
- SOC 2 compliance for security and availability
- Regular security assessments and penetration testing
- UK government security framework alignment
- Financial services regulatory compliance (supporting 4 of 5 largest global banks)

Integration and Interoperability

- **Open API Architecture:** RESTful APIs enabling seamless integration with existing systems
- **Standard Protocols:** Support for common integration standards and data formats
- **ERP Integration:** Native integration capabilities with major ERP and financial systems
- **Building Systems:** Integration with BMS, security systems, and IoT platforms
- **Reporting Integration:** Compatibility with business intelligence and reporting tools

Pricing Structure and Commercial Terms

Flexible Deployment Options

Commercial Terms

- **Flexible Pricing Models:** Options for per-location, sq.ft. or Work Order volume
- **Transparent Costs:** No hidden fees with clear pricing for additional services
- **Scalable Investment:** Pricing models supporting organisational growth
- **Public Sector Terms:** Flexible contract terms meeting procurement requirements
- **Volume Discounts:** Competitive pricing for larger deployments and multi-year commitments

Service Credits and Performance Guarantees

- Service level guarantees with financial penalties for non-performance
- Uptime commitments with service credits for outages
- Performance metrics monitoring with regular reporting
- Continuous improvement programs based on performance feedback

Why Choose JLL Technologies

Market Leadership and Recognition

- **Industry Recognition:** Recognised as leading Workplace Systems Integrator by Verdantix Green Quadrant 2021
- **Global Scale:** 5,000+ unique Corporate Real Estate technology projects delivered worldwide
- **Fortune 500 Foundation:** Backed by JLL, a Fortune 500 company with \$23.4 billion annual revenue and global workforce of 112,000

Comprehensive Real Estate Expertise

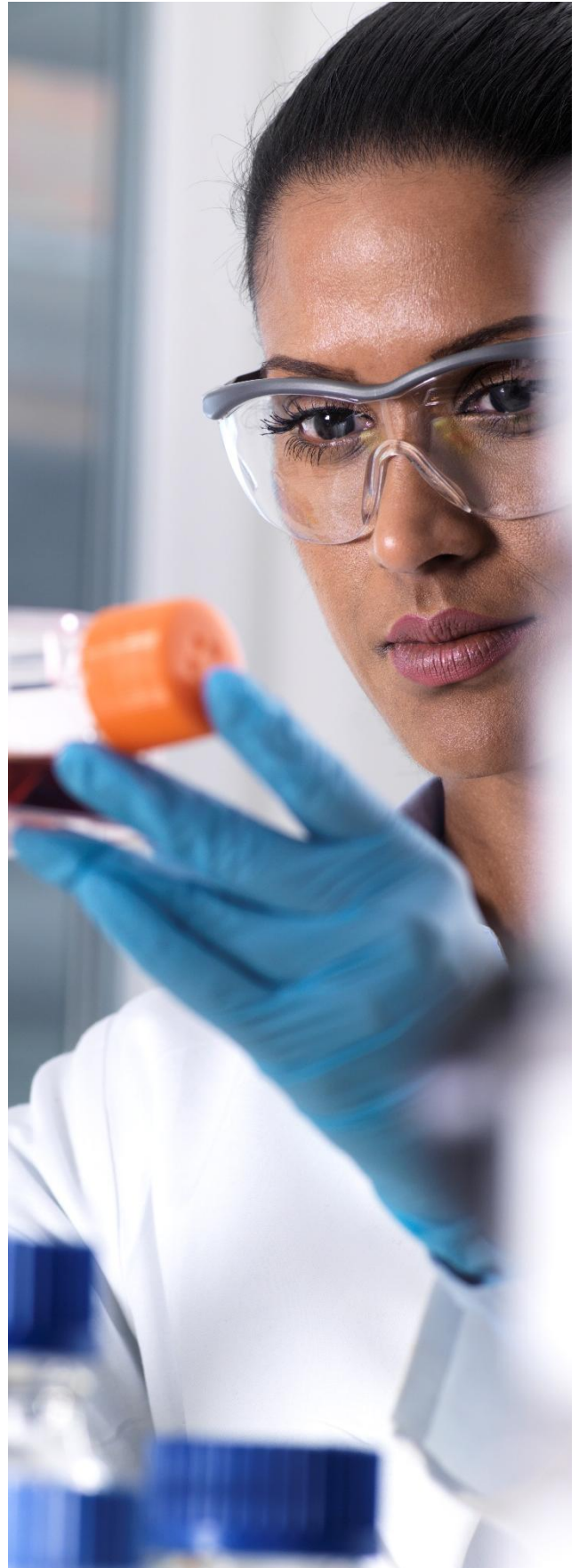
- **One JLL Approach:** Access to full spectrum of real estate and facility services through single partnership
- **Product Agnostic:** Expert guidance helping organisations select optimal solutions
- **Integrated Services:** Comprehensive portfolio including strategic property advice, facilities management, lease accounting, and transaction services
- **Technology Leadership:** Leading provider of CAFM, IWMS, and innovative workplace technology solutions

Consultative Partnership Approach

- **Long-term Vision:** Support for strategic real estate portfolio planning and transformation
- **Change Management:** Advisory services ensuring successful technology adoption
- **Continuous Innovation:** Ongoing platform development responding to market trends and customer needs
- **Strategic Guidance:** Expert consultation on workplace transformation and smart building initiatives

Contact Information:

- **Website:** www.jllt.com/corrigo
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- **UK Support:** Dedicated UK-based account management and support teams



About JLL

For over 200 years, JLL (NYSE: JLL), a leading global commercial real estate and investment management company, has helped clients buy, build, occupy, manage and invest in a variety of commercial, industrial, hotel, residential and retail properties. A Fortune 500® company with annual revenue of \$23.4 billion and operations in over 80 countries around the world, our more than 113,000 employees bring the power of a global platform combined with local expertise.

Driven by our purpose to shape the future of real estate for a better world, we help our clients, people and communities SEE A BRIGHTER WAYSM. JLL is the brand name, and a registered trademark, of Jones Lang LaSalle Incorporated. For further information, visit jll.com

