

Dalux InfraField Pro Services Definition

For G-Cloud 15

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Introduction to Dalux

Making the construction industry more efficient through digitalisation.

Founded in 2005 in Copenhagen, Denmark, by brothers Bent and Torben Dalgaard, Dalux was born from a simple, yet transformative idea: That the visualisation of complex construction models could challenge the outdated ways of working in the construction industry.

In an industry slow to adopt digital technologies, Dalux stands out by delivering digital tools that are not only technically advanced but also intuitive and accessible. From the beginning of our journey, every solution has been designed with the end user in mind, ensuring that even the most advanced features are easy to use.

Whether you are managing a site, inspecting a building, or planning a project, Dalux helps teams, both on-site and in the office, work smarter and more efficiently.

User-friendly tools for every phase of the construction process.

Dalux develops user-friendly digital tools and a 3D BIM visualisation engine (Building Information Modelling) that supports the entire construction lifecycle from design through asset operation.

Dalux is trusted across all sectors of construction and the built environment, ranging from commercial, residential, healthcare, education, civil, and beyond.

Growing Dalux together.

With a steadfast focus on staying independent, Bent and Torben Dalgaard continue to own and lead Dalux today as CTO and CEO. With a people-first mentality, our team of over 800 people works together to create innovative tools that make construction processes easier. All development is done in-house, and we emphasise product quality, with half of our growing team consisting of developers.

Bent and Torben have never taken a loan from the bank, and with no external investors involved, Dalux has full control over the product, allowing us to think long-term about what customers want.

Contributing to a more sustainable future.

At Dalux, we help the industry transition to greater sustainability by enhancing workflows, minimizing rework, and reducing reliance on paper-based processes. Our tools facilitate improved communication and transparency across teams and projects, empowering users to make more informed and sustainable decisions.

Global company. Local offices. We are always here to support you.

With offices worldwide and users in more than 147 countries, we are right around the corner from our 1,700,000+ users, offering the best support possible. Our Customer Success Management teams around the world ensure every client, no matter the size, can get the full value of Dalux. In the UK we have office in London, Birmingham, Leeds, Glasgow and Belfast.

A connected environment

Bring together multiple silos of information and promote collaboration and engagement within your company and on your projects.

- ✓ **Cover the life-cycle of a built-asset in a single platform**
- ✓ **Simple and seamless integration between phases and products**
- ✓ **Control what's visible to those on site**

The Dalux Platform is a cloud-based information management platform designed to support the full asset lifecycle of the built environment. From Design and Construction through to Handover and Facilities Management, the platform provides a single unified environment for digital collaboration. It utilises advanced BIM (Building Information Modelling) technology to ensure data continuity, reducing information loss as projects transition between stages.

All information can be accessed via a web browser or on a mobile app (iOS and Android apps available). Each module can be procured separately or used together to form a fully integrated solution.

Dalux products are fully connected with each other, allowing quick and seamless transition of information to where it's needed, without losing the version history.



Dalux InfraField Pro Service Overview

Dalux InfraField is an advanced location-based platform that centralises huge amounts of project information, powered by the industry's leading BIM viewer. Developed in collaboration with global infrastructure leaders, it streamlines complex data handling, quality control, and GIS integration, enabling teams to work efficiently from a single interface.

Designed for infrastructure projects, InfraField allows users to work seamlessly with both 2D and 3D BIM, making it easy to manage and navigate large data sets across large project areas.

InfraField is designed to support the linear nature of infrastructure projects by seamlessly integrating areas, GIS data, zones, and alignments with Quality Control & Assurance, Health & Safety and Snagging features. This powerful integration supports tasks such as GIS-based reviews and real-time updates, promoting efficient, location-aware project management.

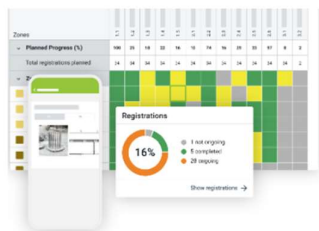
Dalux InfraField Pro is an easy-to-implement quality tool that makes managing infrastructure projects easier. Connecting the office to the construction site for better management of your infrastructure projects. The intuitive design gets everyone working digitally, so you can focus on getting your work done.

With InfraField Pro, you can create tasks or report safety issues right from your phone. You can use drawings or the BIM model to show exact locations. Dalux improves construction project management with four solutions.

- Control & Assurance
- Health & Safety
- Snagging
- Quantities

The simple design makes it easy for everyone on the team to use. Because our platform is easy to use, everyone on the team reports in the same system. This means data is reliable, up-to-date, and you are able to track progress in real time. With minimum onboarding and implementation and maximum overview and issue tracking.

By integrating directly with other Dalux modules, such as Dalux Box Pro for information management, InfraField Pro ensures that data produced during the design phase remains accessible and actionable throughout.



Quality Controls & Assurance



Health & Safety



Snagging

Locations

Dalux InfraField is designed to support the linear nature of infrastructure projects by seamlessly integrating areas, GIS data, zones, and alignments with Quality Control & Assurance, Health & Safety and Snagging features, on web and mobile.

The Locations module in Dalux InfraField provides a structured approach to managing and viewing project components, including maps, structures and areas.

It allows users to set up map elements such as coordinate systems, map layers, GIS data and alignment files that define the spatial details of the project.

These features enable InfraField to integrate CAD/BIM models and drawings within a defined coordinate system, making project data both organised and visually accessible.

Structures are positioned based on CAD/BIM coordinates, ensuring accurate placement, while areas can be divided into segments for more detailed project oversight and management.



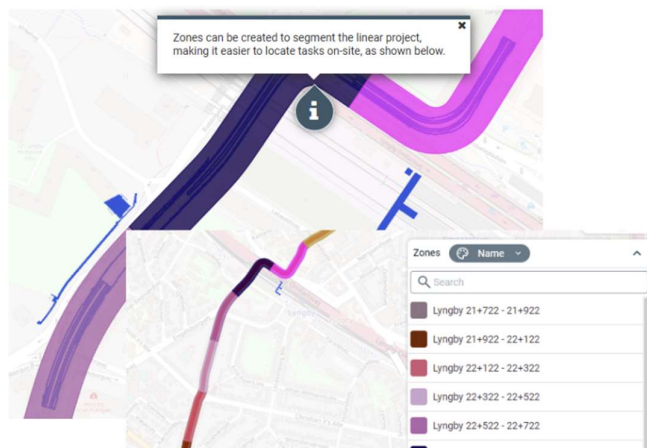
InfraField Pro supports the integration of Geographic Information System (GIS) and LandXML files, allowing detailed spatial data to be overlaid on project maps. Each file's metadata, such as name, coordinate system, colour, and grouping, can be customised to improve visualisation and organisation. Uploaded GIS data appears as selectable layers on the map, allowing users to directly access properties for each mapped object.

In Dalux InfraField, zones allow you to divide a project into specific segments, helping you to filter, organise and track various project attributes.

Zones can be created on the map, within areas or on structures and are automatically displayed on top of all map layers.

This segmentation allows project administrators and design managers to add properties, customise visual elements, and manage data within each zone.

Zones can be colour-coded based on selected features, and those created with alignment files can be automatically placed along specified centerlines.



Alignments are used to segment project maps along defined paths, known as centerlines, with divisions marked at specified station increments.

When activated, these alignments become accessible to end users in the Locations view, enhancing spatial organisation and enabling precise tracking of linear project elements.



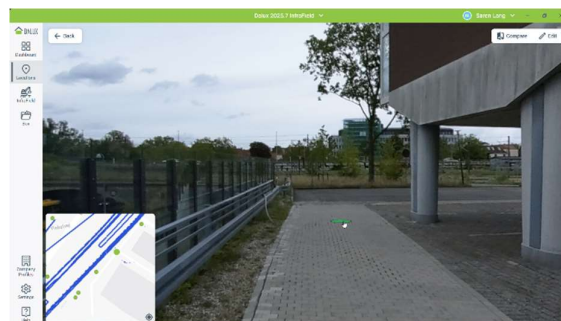
View your design using 3D maps with Google Photorealistic 3D Tiles in InfraField Pro, this allows you to see the project in its real location and better understand the design.



Dalux InfraField Pro supports 360 image Pathways. Navigate through adjacent 360 images on your Pathway.

When you have multiple 360 images close together, you can move between them by clicking on the green dot.

This makes it easy to navigate through a series of pictures or jump to a nearby image, as the dot shows the location of the image compared to your current view.



Every part of Dalux is integrated. There are no 3rd party integrations between the quality control system, CDE, BIM Viewer, or GIS system. Upload information into Dalux Box Pro our CDE and, once approved, it will become immediately available to those who need it. Or raise a field change request showing the design clashing with GIS data and capture the new as-built location from your site surveyor; all from a single interface.

Quality Control & Assurance

Dalux InfraField Pro makes quality control and assurance easy. It gives construction managers a single tool to create, assign and track all project issues in one place.

The platform ensures that the latest drawings are always available on site. It helps organise inspections and tests, and lets you use or customise checklists for inspections, approvals, and reports. This gives you complete control over your project.

With Dalux, the latest models, map layers, GIS data, alignments, and drawings are always available on site. When a new version is published, everyone on the project is immediately updated. This means that updated drawings or GIS data are instantly accessible on phones or tablets, ensuring that no one is working with outdated plans.

Speed up your quality control with Dalux, information like area, level, and time are automatically stored so you don't need to type it.

Use your GIS data or BIM model and generate checks based on 3D-BIM objects or 2D GIS data. Drive productivity in repetitive checks, like plate bearing tests. Generate specific checklists at set distances along an alignment and automatically pull in the relevant GIS metadata. Workflows help steer who can see what and who can report and mark ready.

No doubt what should be done or where, with our integrated locations module you can easily pinpoint the exact location of any issue on the BIM model, map, drawing, GIS point or alignment. Information such as coordinates, GIS data, and zone are automatically added and can later be used to filter and sort among your issues and checklists.

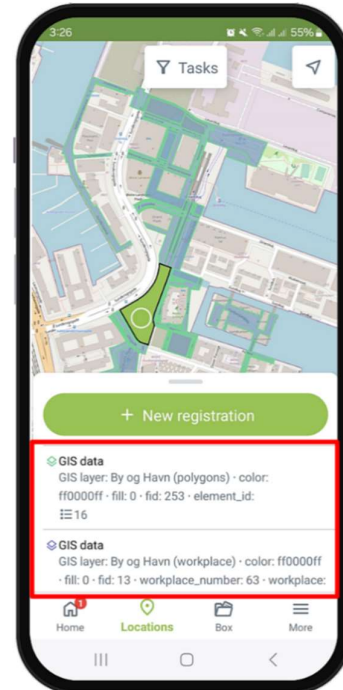
See only what is relevant to you. Customise the inbox for each project role using workflows to reduce information overload. With tailored inboxes, users are guided to focus on what matters most. Workflows ensure the right people can view, report, and mark issues as ready.

Use checklists for inspections, material deliveries, reports, and much more. Create your own templates with list fields, hold points, metadata, etc. Reuse and standardise your checklists with company standards.

All quality documentation in one place. Fill out inspections directly in the Dalux app, attach photo documentation and pin it to on the BIM model, map, drawing, GIS or alignment. With the checklist accessible on-the-go, you're more likely to document your work correctly and efficiently.

Use QR codes to link digital and on-site work. QR codes connect your digital environment with the work on site. Scan the code and get an overview of all issues, checklists and inspections connected to that location.

Ensure that the latest drawing is always on site. As soon as there is an updated version of a drawing, all project participants will have it instantly available on their mobile device. Measure directly on your phone, both on drawings and in the BIM model, for easy on-site coordination.



You can find your project data within 60 seconds with the Locations module as your data hub. Connecting technical descriptions, checklists, and manuals to a BIM objects, Alignments of GIS data and get all information you need with one click.

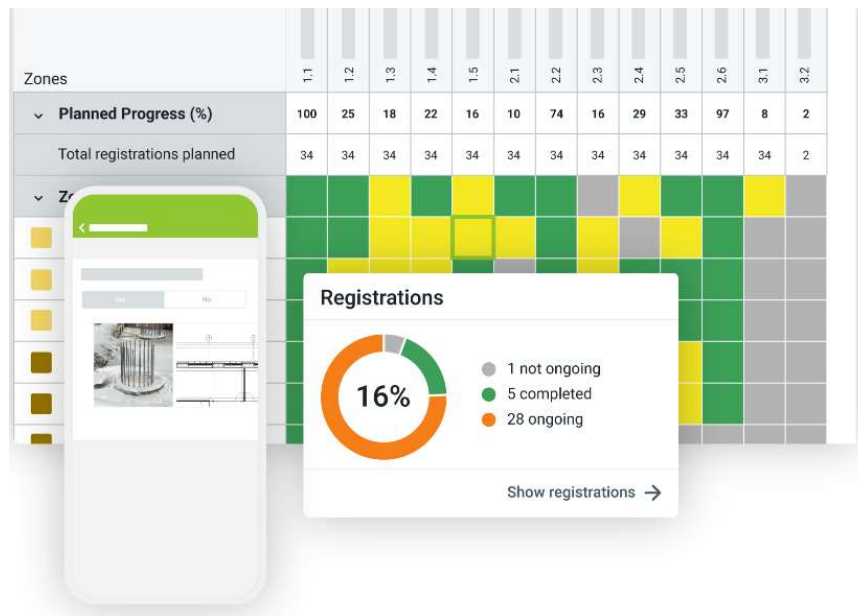
With the integrated BIM Viewer, you can actively use the BIM model in construction meetings. There are no 3rd party integrations between the quality control system, CDE, BIM Viewer, or GIS system. This makes planning and coordination across the project easier.

Invite all project members with unlimited users. Having all project participants in one system, you can ensure faster actions and better communication. The user-friendly system makes it easy for you to create and send an issue and for the person responsible for to reply.

Dalux InfraField Pro makes Inspections and Tests Plan's (ITP) more efficient and accurate by providing a clear and organised approach.

You can plan inspections and tests by area, GIS data point or BIM object, and track progress to ensure nothing is overlooked.

Visual tools such as progress bars and colour-coded indicators show real-time status, making it easy to track progress.



No more information overload

Only see what is relevant to you and your work.



Use what you have - 2D or 3D!

Place your issue on a 3D object or on a drawing to help the workers locate it.



No training needed

Respond to issues faster than making a phone call, with Dalux's intuitive interface.



All issues in one place

Use Dalux for all your quality and safety checks.

Health & safety

Dalux InfraField Pro makes health and safety management faster and more effective and it allows for quick action and more safety observations.

Workers in the field can use their mobile phones to capture and share safety observations with photos, making reporting simple and efficient. With everyone able to report directly, risks are reduced, and problems are identified quickly.

Safety managers can use a customised H&S checklist in InfraField Pro to conduct inspections and document any issues that need attention. You can use the built in safety inspection templates or import from your company standards. This ensures that the information you collect is comparable across projects and over time.

The mobile app makes it easy to record safety concerns directly on-site. With the standard safety checklist on your phone, you always have it with you for inspections, providing a quick and efficient way to capture safety-related problems.

If you find a problem during your inspection, you can create a safety issue directly from the checklist and send it to the responsible person to rectify. The finished report is stored in the system and is available to everyone on the project.

Allowing everyone on the project to report observations with their mobile phones reduces risks by enabling real-time data collection and better teamwork. When workers can report hazards instantly, it leads to faster action and improved safety. Collect and share good practices as inspiration for everyone on site.

All safety issues are tracked on a dedicated dashboard, giving the safety manager a clear overview and ensuring nothing is missed.

This centralised system helps the manager monitor, prioritise, and resolve issues efficiently.

The latest safety inspection is also shared with project participants, promoting transparency and ensuring compliance with local regulations.



Have all data related to safety in one place. See what areas need more attention and how you can work more proactively to ensure a safer workplace. When questions around the safety work arise, it is easy find the documentation. All conversations and reports are in one place, and all updates are automatically logged with user and time details.



Work as you want

Use your own company standards, or use the built in protocols and processes.



Instant notifications

Benefit from real-time updates on the safety status of your project



Have everything in one place

Simplify your workflow with Dalux for safety, quality, digital drawings, and more—all in one tool!



Get real data on how you perform on safety

Identify improvement areas and track which team members respond the fastest.

Snagging

With Dalux InfraField Pro, creating an issue takes as little as 10 seconds. Details such as zone, coordinates and time are automatically captured, saving you time and effort.

Tracking and managing snagging list items are easy. You can filter and sort issues by location, status, or responsible company, giving you a clear view of progress and outstanding tasks. Subcontractors can respond to tasks with minimal training, keeping the entire project team coordinated and on track.

The Dalux app makes defect reporting simple and efficient. You can quickly capture issues and assign them to the right subcontractor for repair. The app automatically remembers the location and workflow and uses pre-saved, customisable text for each work package, speeding up the process and ensuring accuracy.

Upload drawings, maps and alignments and pin the issue directly on the correct location, making it easy for other project participants to locate.

Register all issues in one place and make sure nothing is overlooked.

Send to the responsible person to rectify and follow the progress on the phone.



By having all project participants in one system, you can ensure faster actions and better communication. The user-friendly system makes it easy for you to create and send an issue and for the person responsible to rectify to reply.

Enhance the productivity on site by gathering all issues in one place and get the complete overview. Whether you're in the field or in the office, Dalux gives you the flexibility to manage the process. Create reports and share them with stakeholders, track progress, identify bottlenecks and make sure nothing is missed, ensuring everyone stays informed and projects complete on time.



No Restriction on the number of user invites

Invite all project participants / the whole project.



Unlimited number of issues

Create as many issues as you need – Fits project of all sizes!



No more outdated drawings

Access the most recent drawings and BIM models instantly on site.



Compile a report

Create a protocol with all issues directly from the system.

Quantities

Dalux InfraField Pro is the quickest and simplest way to get the quantities you need. Not just simple element quantities from traditional structures, you can also get the earthwork volumes to help you plan and manage works on site. Understand volume differences between 3D surfaces within Dalux, including calculating volumes of stored excavations on site.

Create interactive visuals that shows earthworks along an alignment and quickly see where the cut and fill takes place.

You can filter BIM data within a specific structure or area, using object properties to generate quantities that can then be exported to spreadsheets or saved as filters.

The terrain quantities feature of InfraField will compare two surfaces and calculate the difference between them in volume.



Surfaces are used to generate quantities by comparing them with each other or with alignments. Volumes are calculated by comparing two surfaces or by comparing a surface with an alignment. Alignments can be compared to a surface to display the height difference along the alignment.

Secure Environment

Manage access to information and capabilities in a simple way and ensure that project members only see what they are supposed to see. Access within Dalux is controlled by fully customisable user groups. These user groups can be standardised at a company level and the template used on a new project to help get the project running as quick as possible.

Data Sovereignty

As a cloud-based software as a service the data servers are located in a place near you. With servers based in the UK and the EU you can rest assured your data is held in secure locations

Microsoft Entra SSO Enabled

Make the sign-on process much easier for those in your company with single-sign-on functionality (formally Microsoft Azure Active Directory).

MFA

For those particularly secure projects multi-factor authentication can be enabled in a matter of clicks.



Implementation, Training and Support

Dalux is committed to providing superior customer service to all our customers. All implementation, training and support services are included free of charge to customers for all our project subscriptions and company agreements.

You will have a dedicated Customer Success Manager who will ensure your team is fully trained and supported throughout the implementation phase. Tailored sessions for administrators and superusers are delivered onsite or virtually. This will help resolve any issues quickly, ensuring a smooth transition with minimal downtime.

Post-implementation, a dedicated Customer Success Manager is on hand to support you with future changes to the system, whether that be training, software, or internal organisational changes.

End users have access to telephone and email support during standard business hours. Support is provided for technical issues, bug reporting, and general guidance. Phone support is provided 9 to 5 (UK time), Monday to Friday. Emails to support are typically answered within 24 hours on working days.

End users have access to Dalux HelpCenter, video tutorials, and release notes 24/7.

End users have access to our e-learning platform 24/7.

Service Levels

Our SLA describes an availability of 99 % (measured 24/7) over 6 months. If uptime over a period of 6 months is less than 99 % the Client is entitled to a reduction in the agreed licensing fee. For each percentage point the uptime is lower than 99 % the Client receives a 5 % discount on the licensing fee for the 6-month period in question.

Technical Requirements

Dalux InfraField Pro is a SaaS solution accessed via standard internet connections. The platform runs on any modern browsers including Chrome, Edge, Firefox, and Safari.

Our mobile apps are available for iOS (iOS 16.0 or later) and Android (Android 11.0 or later).

Dalux desktop app runs on Windows 10 or later with 4 GB or more of memory. And is required for Model Validation.

Standard broadband or 4G/5G connections are sufficient for most operations.

The Desktop and Web services offer full administrative functionality, including project configuration, user management, heavy model/drawing uploads (IFC/Revit), advanced analytics, and dashboard reporting.

The mobile service (iOS/Android) is optimised for field use, allowing users to work offline, capture photos/video, scan QR codes, and view BIM models in Augmented Reality (AR) onsite using GPS location.

Hosting Options and Locations

Dalux is transparent and explicit on data processing and ownership. The Service Master Agreement states that your data is your data.

Dalux's products are hosted on a cloud solution, meaning that our products are hosted on scalable hardware. Our hosting providers have a revision statement for ISO27001 compliance, or an alternative standard substantially equivalent to ISO27001.

Our data centres are placed within the UK/EU. UK customers can choose the location for data storage. Our data centres are provided by AWS. Dalux relies on AWS S3 and AWS EC2. Our data centre regions include UK, Germany and Ireland. Further information available upon request.

Access to Data (Upon Exit)

The Licensee will be able to extract the data it generates in the Services for free at any time during the contract. At the end of the contract, the customer can extract all project data (documents, drawings, models, and metadata) using the standard export tools. This must be done before the subscription expires.

Service Constraints

Dalux reserves the right without prior notice, to limit and restrict the Licensee's access to the Services or the scope of the services under circumstances where DALUX deems it necessary for security reasons or due to maintenance of the Services. DALUX commits to use its best endeavours to give the Licensee a reasonable prior notice in the event of a limitation or restriction to the Services. Dalux's failure to give such prior notice should not be deemed a breach of the Agreement.

Information Security

Dalux is committed to maintaining high standards of information security across its services and operations. As part of this commitment, Dalux is certified under ISO/IEC 27001.

ISO/IEC 27001 and the supporting controls cover (but not limited to):

- Risk assessment and information system security policies - Incident handling and response - Business continuity and crisis management.
- Supply chain security - Access control and asset management.
- Security in network and information systems.
- Use of cryptography and secure authentication.
- Policies on human resource security and awareness training.

These implementations provide a structured, risk-based approach to information security, supporting Dalux's ability to prevent, detect, and respond to threats.

Outage and Maintenance Management

Dalux has an Incident Response policy, which is our documented policy that applies to all users of information systems within Dalux. This typically includes employees and contractors, as well as any external parties that come into contact with systems and information controlled by Dalux.

If an incident is confirmed as a breach, a set procedure must be followed to contain, investigate, resolve, and communicate information to employees, customers, partners and other stakeholders by email. Further information available upon request.