

Dalux FM Services Definition

For G-Cloud 15

Authored By: Johnny Furlong

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Introduction to Dalux

Making the built environment 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was born from a simple, yet transformative idea: That the visualisation of complex building models could challenge the outdated ways of working in the construction and FM industries.

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 an estate, 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 FM Service Overview

Dalux FM is an advanced location-based platform that centralises huge amounts of estate and building information, powered by the industry's leading BIM viewer. FM allows users to work seamlessly with both 2D and 3D BIM, making it easy to manage and navigate large data sets across your entire estate.

The Dalux interface is easy-to-use allowing users to view building details, floor plans, room and assets information. The system allows users to manage BIM models, drawings, 360° photos and assets in one place, for optimal Operation and Maintenance.

Dalux FM's mobile CMMS (Computerised Maintenance Management System) allows users to manage work orders, asset maintenance and tasks directly in the field on the mobile app. All information about your assets is available on the mobile, including placement in 2D/3D, photos, product details, manuals, QR-codes and much more.

Employees, tenants and building users can quickly report issues using GPS, floor plans or QR codes with the Dalux HelpDesk app.

Dalux FM is a complete building management platform with three main modules:

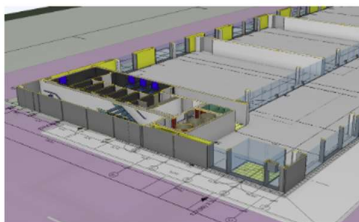
- BIM & Documentation.
- Operations & Maintenance.
- HelpDesk.

Each module is powered by the BIM Viewer, which gives a visual overview of building data and assets, accessible on both desktop and mobile devices.

- The BIM & Documentation module centralises all building data, including BIM models, drawings, and documents, allowing facility managers to manage and update important information.
- The Operations & Maintenance module helps manage daily tasks like work orders and preventive maintenance, with mobile access for real-time updates and QR code integration for asset management.
- The HelpDesk module simplifies service requests, letting users report issues, track progress, and communicate easily. Tickets can be automatically sent to the right teams, and users get notifications and updates.

Dalux FM also includes features like budget management, project tracking, and a supplier portal to improve operational efficiency. These tools help facility managers manage budgets, predict maintenance costs, and assign tasks to suppliers or teams, all within one integrated system.

BIM & Documentation



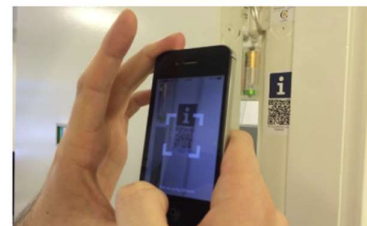
All data from your buildings in one system.

Operations & Maintenance



Mobile and BIM based maintenance.

HelpDesk

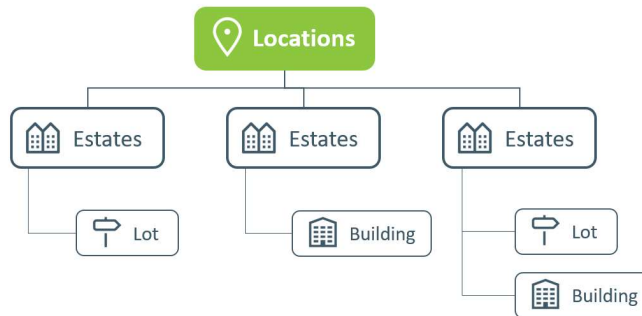


User friendly and efficient FM HelpDesk.

Locations

Locations is the core of Dalux FM and is included with all three modules. Giving you a complete overview of estates, buildings, rooms and assets. With simple navigation, you have easy access to the most used information for your buildings. The overview map provides a quick and graphical overview of the building portfolio with easy access to floor plans and the option to print out drawings as needed.

Locations let you import and manage 3D building models, floor plans, 360° photos and GIS data. Allowing users to work seamlessly with both 2D and 3D BIM. The mobile app can handle 3D models of any size, allowing you to navigate through buildings in 3D and augmented reality.



BIM & Documentation

Documents are handled easily in Dalux FM and accessible both on the web and mobile. Facilities teams can add BIM models and files like drawings, specifications, images, and other key documents. Users can easily view information for buildings and rooms that they have permission for.

You can manage different types of documents such drawings, specifications, or photos which can be linked to buildings and assets. To organise documents, you can add metadata, this allows users to quickly find documents with just a few clicks. When a document is updated here, all linked items are automatically updated.

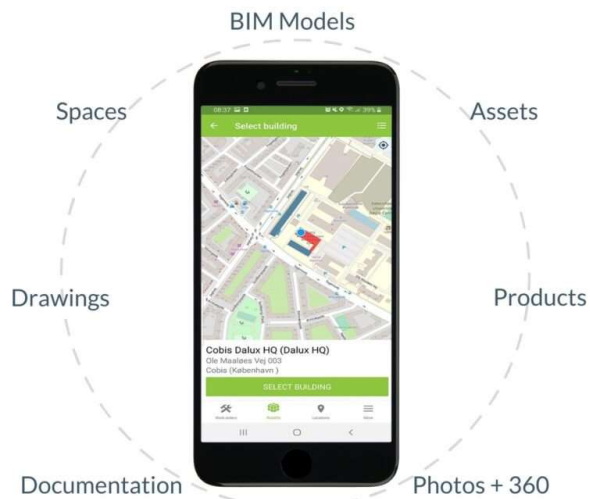
With the Dalux FM app, you have access to all your documents on site.

The mobile viewer can handle 3D building models of any size and allows you to navigate through buildings in 3D.

Creating assets when out in the field is easy, by dropping a pin on a floor plan or 3D building model on your mobile device.

Dalux FM digitises your physical building assets.

QR codes placed on the physical assets will allow users to scan the code with the Dalux FM app to instantly open the asset and see all information about the asset, such as service history, documents and photos.



After scanning a QR code, you can also quickly create new tickets or work orders. Placing QR codes in a room, users can find a list of assets, maintenance manuals and drawings with just a few clicks.

Dalux organises assets into standard or custom categories, with each category having specific data fields. The digital assets store all information including data, photos, and documents. All of which can be accessed via the web or mobile devices.

Operations & Maintenance

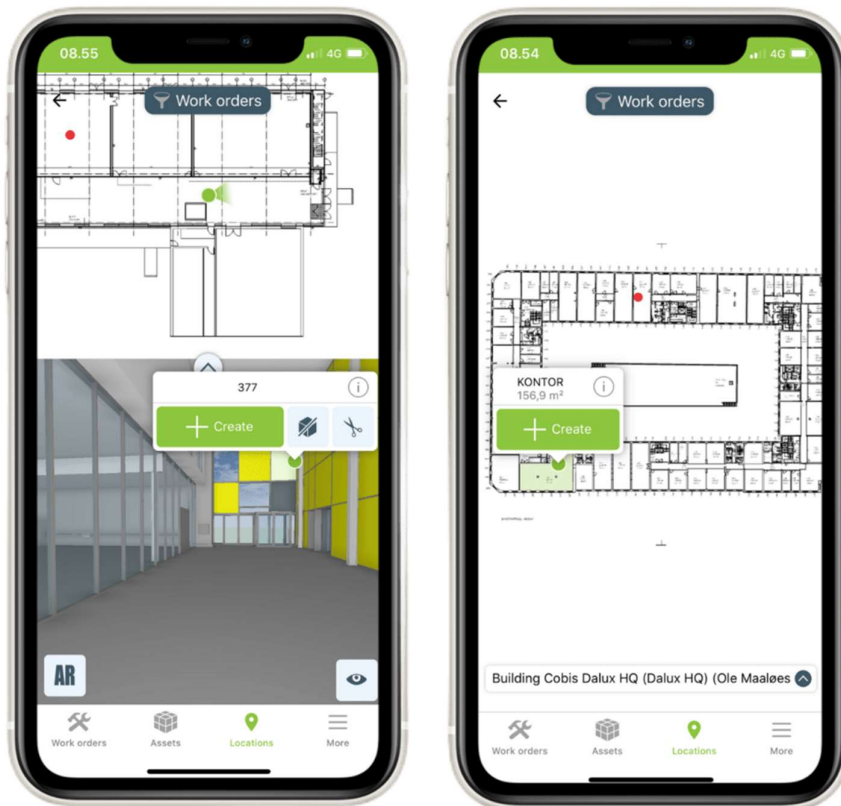
This module provides users with tools to manage the daily operations and maintenance tasks of their facilities. It includes features such as work order management, asset management, and preventive maintenance scheduling, all in one centralised platform. The user-friendly interface makes it easy to implement and use.

Work Orders is the task management system in Dalux FM. Providing an overview of the organisation's daily workload. It serves as a common inbox for Planned Preventative Maintenance (PPM), recurring compliance checks and reactive maintenance. With metadata, it's easy to group and analyse data and find the history of important tasks.

Work orders are an important tool for technicians, telling them what to do and where to do it.

Your FM service personnel can work remotely with access to all the information they need in the field through their mobile device.

All information you need for maintaining your assets is available on mobile, work orders, PPM, asset information, manuals, photos and much more.



Stay compliant and manage maintenance teams and contractors with KPIs for work orders. The Supplier Portal helps facility managers track task progress, while external contractors can document and maintain a complete work history. The Supplier Portal allows you to directly assign work orders to external suppliers with details such as descriptions, locations, deadlines and costs. Communication regarding work orders are managed directly in the portal increasing fix first time rates.

Suppliers get their own portal where they can internally manage work orders. Suppliers can upload documentation after completing tasks, improving communication and efficiency. Completion can be verified by the facility manager or tenant before a work order is closed. Facility Managers can even order external suppliers directly from the app, making the entire workflow 100% digital and mobile.

The Budget feature in Dalux FM includes three main features. The budget Follow-Up gives an overview of budget allocations, expenses, and remaining funds for each period, with flexible setup options that can align with an ERP system. The budget 30-Year Plan provides a long-term forecast of maintenance costs by combining operations and maintenance tasks, helping to estimate future financial needs. The budget Projects feature tracks ongoing projects, their budgets, stages, and responsibilities. Dalux FM Projects links directly to Dalux Build platform and helps transfer maintenance data from Dalux Handover to Dalux FM.

HelpDesk

Increase the service level for your employees or tenants with Dalux Helpdesk. A user-friendly HelpDesk system that is easy to implement and use. This module allows users to create, track and manage service requests, with real-time updates on the status of each request. With the HelpDesk module, facility managers can assign service requests to team members, prioritise tasks by urgency, and monitor progress in real time.

The HelpDesk module allows users to manage and resolve service requests while tracking progress in real time. User can log an issue on the Helpdesk web-portal, app or scanning the QR code on their mobile (no app required).

The HelpDesk app is useful for building users, enabling them to report issues or order services on-site. Each ticket is automatically routed to the correct responsible facility manager based on location and topic. Tickets can be automated to notify different teams without manual intervention. This means better and faster service because tickets are forwarded and handled by the appropriate person right from the start. Dalux FM can even distribute tickets based on different asset types or by room types.

The HelpDesk web portal makes it easy for users to report directly from the browser.

E-mail integration makes communication easy.

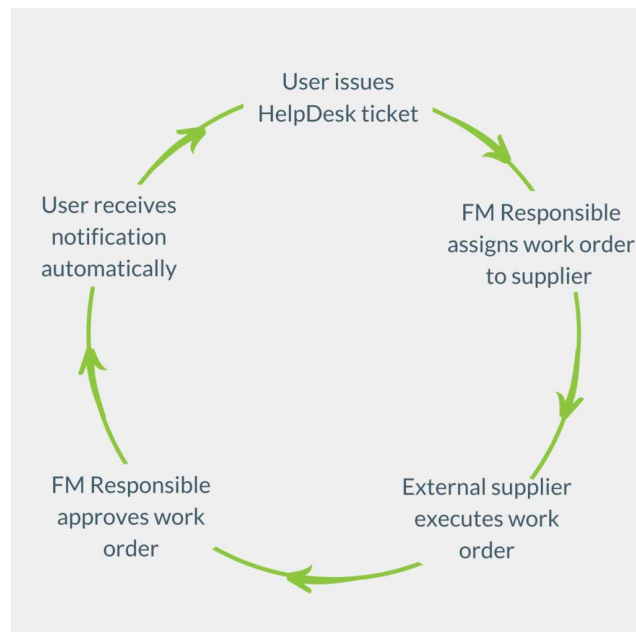
Users can communicate via two-way messaging with photos.

With automatic notifications and custom messages when there is an update to tickets.

The Helpdesk app has GPS positioning and floor plans for accurate reporting.

QR codes can be created for rooms and assets, making it easy for users to make a report on a specific location.

This helps facility managers know the exact location of the ticket based on where the QR code is placed.



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 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 Box 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. 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 EU. Dalux relies on AWS S3 and AWS EC2. Our data centre regions include 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.