

Dalux Handover Services Definition

For G-Cloud 15

Authored By: Johnny Furlong

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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born from a simple, yet transformative idea: That the visualisation of complex construction models could challenge the outdated ways of working in the construction industry.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 Handover Service Overview

Collect the right information from the right people and deliver it to the client with confidence. Handover helps you collect information throughout the design, build, and commissioning phases of a project and track the delivery of information.

Dalux Handover is designed to make the transition from construction to maintenance more efficient, secure and well documented. Dalux Handover manages the collection of asset data by allowing everyone involved in a construction project to contribute throughout its lifecycle.

Handover helps contractors stay organised by allowing them to create assets using customisable templates. These templates can be customised to meet the specific needs of the owner, and contractors can populate them with essential operations and maintenance information. Dalux makes it easier to collect and organise quality data.

Use Handover as the basis of your O&M manuals to be handed over at the end of the project. Create your own custom folder structure and pull the approved documents across from Dalux Box Pro or upload from your PC.

A complex process kept simple

Create the requirements with asset information templates, including classification standards. Define who is responsible for supplying information with work packages (reusing from Dalux Field Pro or Handover specific). Set the review and approval processes with workflows and track progress with the in-built dashboards.

Define the products on your project, or those you commonly use in your company. Attach manufacturer's documentation, maintenance schedules and warranty information to these products, so the data is consistent.

Asset templates allow you to reuse your product data and information, whether they're type or instance based, to give you consistency in both delivery specifications and data collection.

You can also define assets without associated products to support custom equipment and your projects requirements.

Location data is important for prioritising maintenance tasks, and Dalux Handover provides detailed location information.

Handover links asset data to BIM models and shows exact locations on drawings, including buildings, floors, and rooms.

To close the loop with any missing information Dalux Handover has task management system.

You can create specific handover tasks, to be sent if there's an issue with the information provided, or if additional information is needed for an asset.



The screenshot shows the 'Asset' form in Dalux Handover. At the top, there are tabs for 'Tasks' and 'Print', and a 'New' button. The asset is titled '(648) Fire Protection - Smoke Detector'. The 'Description' section contains details: Brand: Kidde, Style: Classic, Power source: Battery, Alarm: Audible, Sensor type: Ionization, Photoelectric, Item dimensions: LxWxH 17.8x22.9x25.4 cm. The 'Main data' section includes a 'Template' dropdown set to '[(62)] Fire safety installations' and a 'Work package' dropdown set to '6. Electrician'. There is a circular image placeholder for the asset. The 'Location' section shows 'Building 127, First floor lounge' with 'Show', 'Edit', and 'Remove' options. The 'Documents' section lists 'Kidde smoke detectors 2024.pdf' with an 'Add document(s)' button. At the bottom, there is a 'Maintenance tasks' section with 'Cancel' and 'Save' buttons. A mouse cursor is pointing at the 'Save' button.

See who is responsible for providing information, and where that information is in the approval process with the in-built dashboards. With the simple yet powerful dashboards built into Handover, you always see where you are with collecting and reviewing asset information.

These dashboards are automatically tailored to suit the person viewing them, helping every part of the team keep on track.

The overview dashboard gives a clear and easy to read dashboard and immediately shows you the overall status of the handover process.

The task dashboard lets you easily keep on top of all outstanding tasks.

For those using Dalux Field Pro, users can see outstanding Handover tasks within the same Dalux interface, there is no need to login to a separate system.

This ensure handover is a fully integrated part of the construction process.



Standardisation and Exporting Data

Whether you use Uniclass, SFG20, Omniclass or your own custom classification system, they can be imported into Handover with the Excel import functionality. Or, if you already use Dalux FM, you can import direct from your Dalux FM instance. If you need a little bit of help to get started, we also have a standard library of classifications you can use straight out of the box.

For assets, you can create property templates relevant to the asset classification, such as volts for electrical assets and flow for plumbing assets. These properties can define text, lists, numerical data, true/false, URLs, or files to be uploaded. All templates, including your standard products, can be defined in your company profile, reducing repetitive administration and helping you to standardise across projects.

Dalux offers several export formats to simplify data transfer for facility management. With a couple of clicks you can easily export the entire asset database as an Excel table, a PDF report or both, including automatically produced overview drawings showing the location of assets on floor plans. Handover also supports COBie (Construction-Operations Building Information Exchange), a standardised format that facilitates easy transfer of data between construction and facility management systems.

Dalux Handover is integrated to Dalux FM, allowing all data, including BIM models, assets, documents, drawings and maintenance tasks to be transferred. Once the data has been verified, it automatically generates Planned Preventative Maintenance (PPM) tasks for the facility management team. Ensuring your FM teams have all the information they need to effectively maintain you're building and portfolio from the day of handover.

Secure Environment

Manage access to information 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. Information access is controlled at a folder level so you can quickly give or restrict access to a discipline's information. 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. 
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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 Box Pro is a SaaS solution accessed via standard internet connections. The platform runs on any modern browsers including Chrome, Edge, Firefox, and Safari.

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, analytics, and dashboard reporting.

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.

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 or 'Dalux Sync' for bulk download. 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.