

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born from a simple, yet transformative idea: That the visualisation of complex construction models could challenge the outdated ways of working in the construction industry.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

Dalux Box Pro is a true Common Data Environment (CDE) built around BIM, to support smoother, more efficient design and construction management. Providing project teams with a centralised environment to store, manage and collaborate on all design and construction project information. Box Pro enables project teams to manage 2D drawings, 3D BIM models, and documents in a single, secure location.

With clear, easy to use Shared and Published areas, approval workflows, and an enforceable file naming convention, you have the tools to digitalise your processes to enable ISO 19650 compliance.

By integrating directly with other Dalux modules, such as Dalux Field Pro for onsite management and Dalux FM for operations, Box Pro ensures that data produced during the design phase remains accessible and actionable throughout construction and into the operational phase of the building's lifecycle.

Easy Intuitive Collaboration

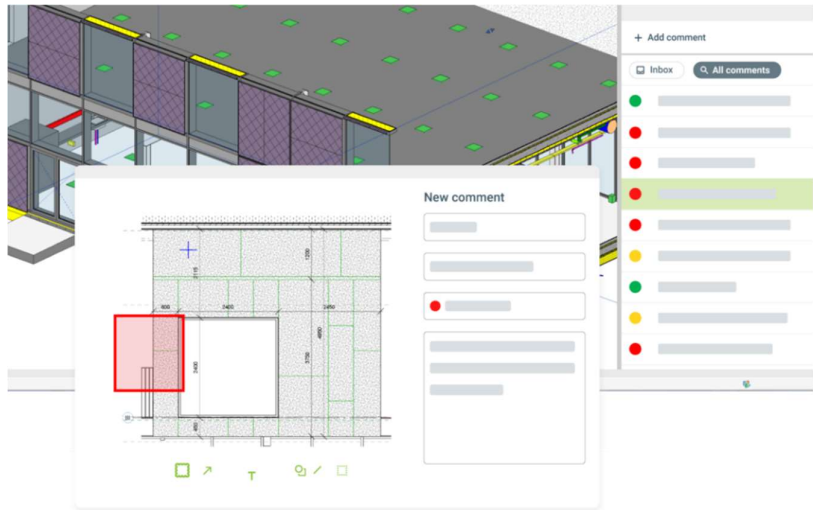
Key to a successful Common Data Environment is user adoption. From simple approval flows to full ISO19650 compliance, Dalux Box Pro can be configured to your project requirements. Users of Box Pro can quickly access the latest versions of documents and drawings via our familiar folder structure or by quick search and filtering.

Communication methods and channels that work for you.

Remove the silos of information and bring the project team together in a single platform.

Manage the many communication channels from one simple-to-use interface.

Track submittals, review drawings and models, and manage queries from the supply chain. Comment in either 2D or 3D using the same interface.



Collaboration is integrated to Dalux Box Pro. You can create and respond to queries directly from your authoring tools (Revit, ArchiCAD and more) when using the Dalux plugins. With Microsoft 365 Online integration, you can review and edit Word, Excel, and PowerPoint files directly in Dalux Box Pro.

Version Control

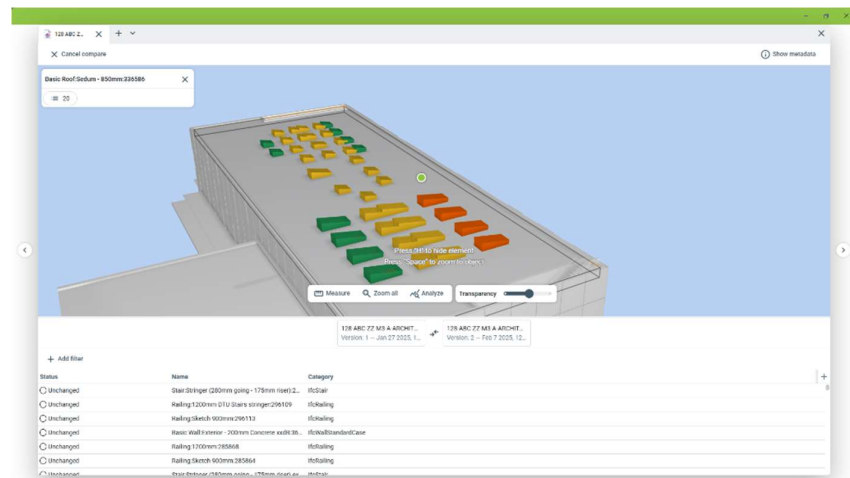
You always have quick and easy access to see the history of a file and any associated versions. Check when a file version was uploaded, when and who approved it, or see which versions of the file were published for use by the wider team. If the file is linked to a BIM model, you can view the history of the associated BIM file in the same way!

Version control ensures the latest information is available to all users and workflow tools route information to the relevant stakeholders for comment, review and approval.

With audit Logs you can track what occurred on the project from file uploads, to distribution of drawings, to downloading information.

It is easy to compare model versions and see what was added, removed, or modified.

Colour coded for simplicity, and with a filter to show only modified parameters, you can quickly identify changes between versions and investigate the potential impact.



ISO 19650 Enabled

Use metadata fields to create one or more file naming conventions (ISO 19650) for use on the project. Enforce naming conventions at upload on specific folders, making the function flexible for your project needs.

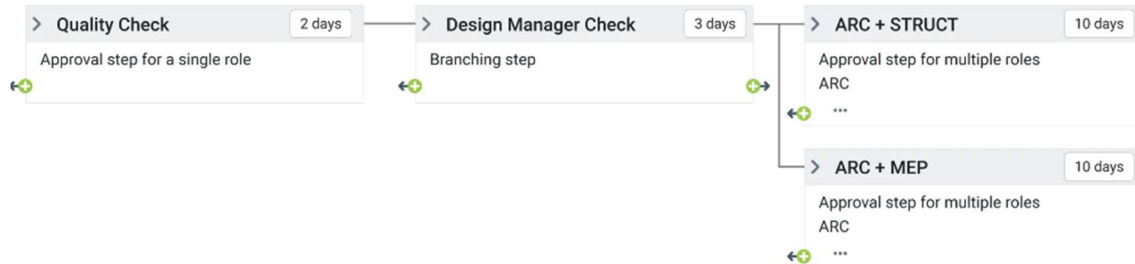
Automatically split a document file name into the metadata fields on upload. If the file is named as per the file naming convention, Dalux Box will take care of the rest!

Test File Naming

Project	Originator	Functional Breakdown	Spatial Breakdown	Type	Project
OW2	CVH	ZZ	06	D	A

OW2-CVH-ZZ-06-D-A-0001-P02

Custom approval flows that can be triggered based on the status of a document and where it has been uploaded. These flows can be made to suit the project needs for review and approval. The identification requirements can be applied at a folder level allowing you to have multiple requirements dependent on who is uploading what information.

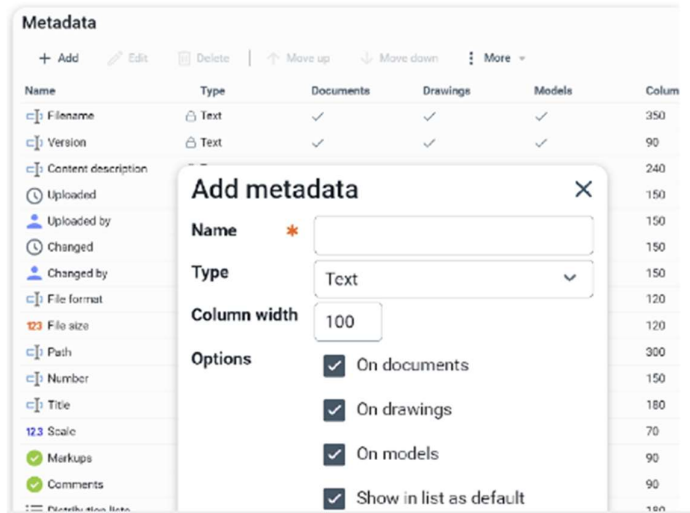


Apply custom metadata fields to certain file types to help manage project information.

These custom fields can be free-text, list, or date fields that help you manage your information better.

You can make metadata fields, including your own custom ones, mandatory on uploading of files so you can meet the project or national requirements.

Define where in the filename variable fields are expected and Dalux Box will take these into account.



Name	Type	Documents	Drawings	Models	Column
Filename	Text	✓	✓	✓	350
Version	Text	✓	✓	✓	90
Content description					240
Uploaded					150
Uploaded by					150
Changed					150
Changed by					120
File format					120
File size					300
Path					150
Number					180
Title					70
Scale					90
Markups					90
Comments					180

Add metadata

Name *

Type Text

Column width 100

Options

- ☒ On documents
- ☒ On drawings
- ☒ On models
- ☒ Show in list as default

Connected Data Environment

Work with Dalux Box like you do with OneDrive. Automatically sync data in both directions from Dalux Box and your PC.

Template everything you need to standardise information management across your projects with project standard templates.

Take approved information from Dalux Box and make it part of your tender packages or O&M manuals with a few clicks. By linking information from Dalux Box Pro to Dalux Tender and Dalux Handover.

Design Management

Manage the many communication channels from one simple-to-use interface. Track and manage document submittals, review drawings and models, and manage queries from the supply chain.

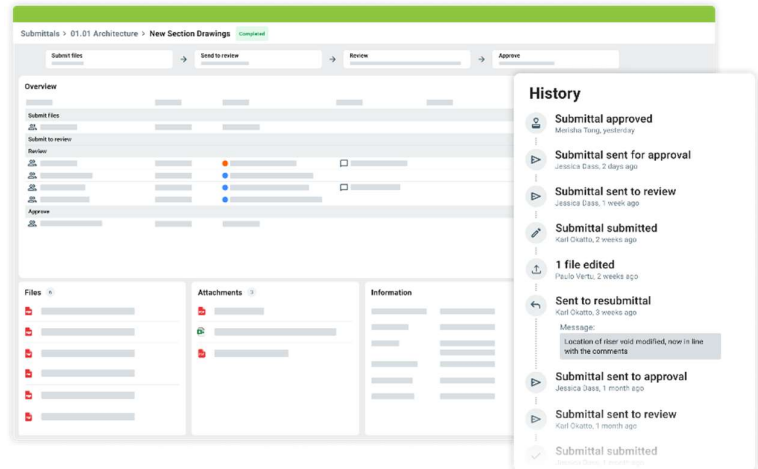
The Dalux Review Packages feature is a collaborative method of reviewing information by allowing direct communication between reviewers. Comment and track the status of each document in the package review.

Our Submittals feature is developed to tackle the increasing complexity of submitting and reviewing deliverables by bringing it back to the core of the process.

Submittals provides a review process allowing all aspects of a submittal to be reviewed by designated groups.

Easily define what deliverables are expected and who is to provide, review, and approve them.

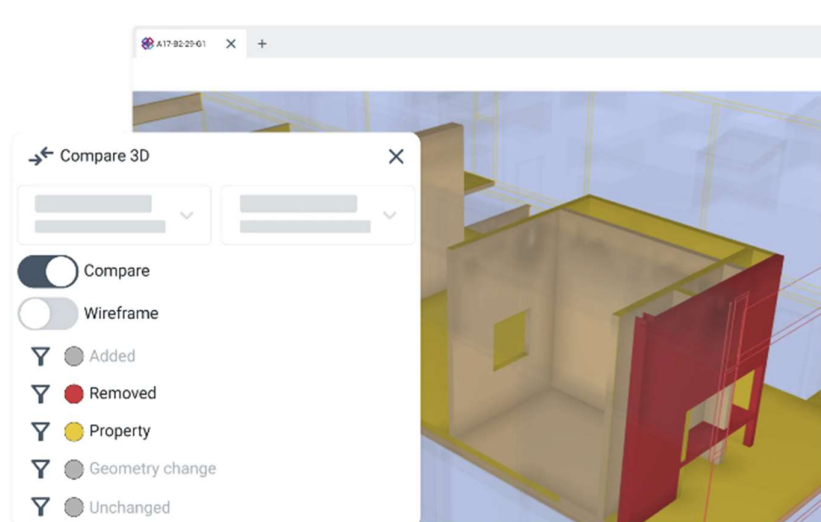
Templates for both administrators and users ensure consistency.



Distribution Lists send the relevant information out as soon as it's uploaded and approved.

Create a record of exactly what version of information was used at major milestones in a project with Version Sets.

The Meeting feature record's meeting minutes and assign actions to those responsible. Meeting templates keep track of recurring meetings and outstanding actions. Meeting actions can be linked to both Dalux Box Pro comments and Dalux Field Pro tasks.



Compare model versions and see what was added, removed, or modified.

Colour coded for simplicity, and with a filter to show only modified parameters, you can quickly identify changes between versions and investigate the potential impact.

With Plugins' for Autodesk Revit, Autodesk Navisworks, Graphisoft ArchiCAD and Trimble Tekla you can quickly and easily upload your 3D model and drawings to Dalux Box. No need to export PDF and IFC versions for separate upload.

With the plugins' you can check clashes, clearances, and metadata requirements against the latest shared models within Dalux Box, all from within your authoring software. Requirements can be set at a project level ensuring specific project needs can be met from the outset. This instant feedback for designers helps prevent time lost in traditional coordination processes, aiding you in making the design right on the first upload.

See something whilst working in Revit.

You can instantly create and send a comment along with a screenshot and a BCF file to highlight the issue.

You can also see and respond to any comments issued to you or your user group without having to leave Revit.



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. Information access is controlled at a folder level so you can quickly give or restrict access to a discipline's information.

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 (formerly 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 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. And is required for Model Validation.

Desktop Sync: An optional desktop client ("Dalux Sync") is available for Windows to facilitate bulk file uploads/downloads.

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 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.