

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born from a simple, yet transformative idea: That the visualisation of complex construction models could challenge the outdated ways of working in the construction industry.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

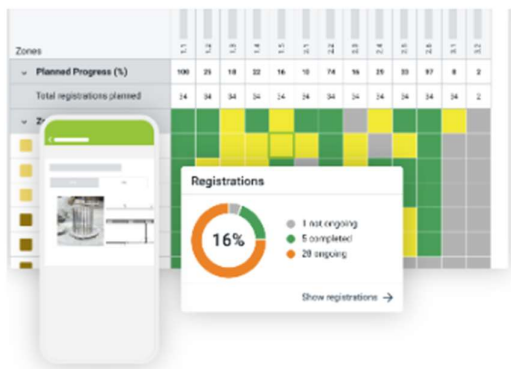
Dalux Field Pro is an easy-to-implement quality tool that makes managing construction projects easier. Connecting the office to the construction site for better management of your construction projects. The intuitive design gets everyone working digitally, so you can focus on getting your work done.

With Field 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.
- Reality Capture & Progress Tracking.

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 that 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 and Dalux FM for operations, Field 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.



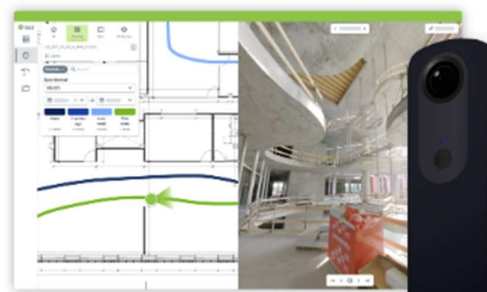
Quality Controls & Assurance



Health & Safety



Snagging



Reality Capture

Quality Control & Assurance

Dalux Field 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 projects.

With Dalux, the latest drawings and models are always available on site. When a new version is published, everyone on the project is immediately updated. This means that updated drawings 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 room, level, and time are automatically stored so you don't need to type it. 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 BIM and drawings module allows you to easily pinpoint the exact location of any issue. Information such as level, room, 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 delivery, reports, and more. Create your own templates with list fields, hold points, metadata, and much more. You can also reuse your existing company standards.

All quality documentation in one place. Fill out self-inspections directly in the app, attach photo documentation and pin it on a drawing or BIM object. 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 object 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 or BIM Viewer. This makes planning and coordination across the project easier

Invite all project members with unlimited users. By having all project participants in one system, you can ensure faster actions and better communication also between companies.

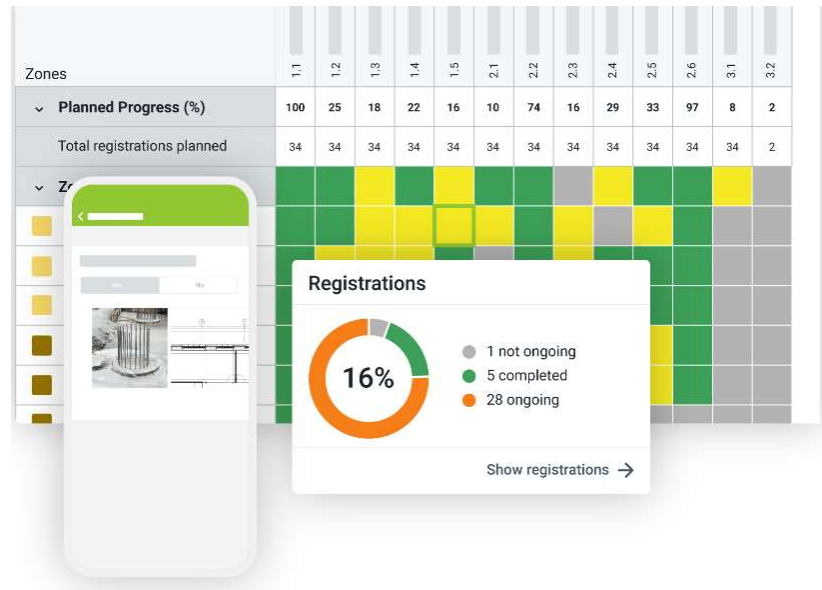


The user-friendly system makes it easy for you to create and send an issue and for the person responsible for rectification to reply.

Dalux Field 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 floor, zone 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 Field Pro makes health and safety management faster and more effective. 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 Field 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 Field Pro, creating an issue takes as little as 10 seconds, with details such as room, level and time 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 floor and workflow and uses pre-saved, customisable text for each work package, speeding up the process and ensuring accuracy.

Upload drawings and pin the issue directly on the correct location, making it is 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.

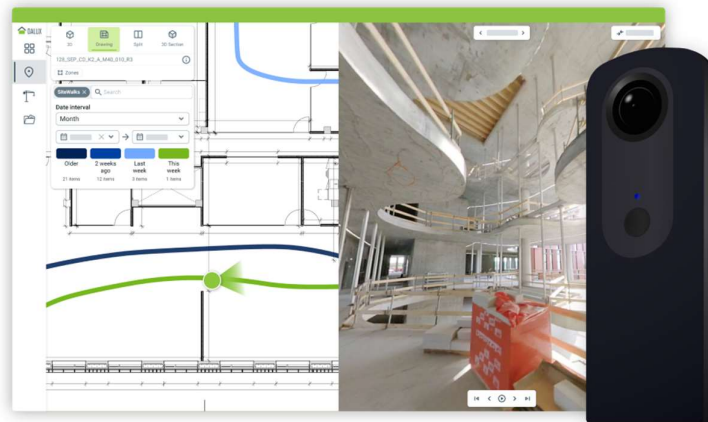
Reality Capture & Progress Tracking

Using a 360° camera and the Dalux App, you can quickly create a digital copy of your construction site for coordination, documentation, and progress reporting. Remote site inspections become easier, allowing off-site project members to monitor progress in real time. Any issues or questions can be raised directly on the 360° photo, with location and image data automatically included for accuracy.

Field Pro lets you create photo albums directly from your smartphone, with each album automatically linked to a specific floor for easy access. Date range filters help you find the right photo quickly and efficiently, saving you time when searching for important details. With 360° cameras, you can also create 360° images to make sure every angle is covered.

Dalux SiteWalk feature lets you document progress by walking around with a 360° camera attached to your helmet, automatically creating a path of 360° images.

These images provide a clear visual record of the site, and you can create tasks directly on the 360° image, making it easy to communicate and address issues.



With captured 360° images, you can track progress by comparing the site to your BIM model. The current model is displayed on the left and the 360° image is displayed on the right. The view can be locked, so if you move either the model or the image, they stay in sync.

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 (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 Field 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 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.