



Facet Surveys Solutions

Service Definition

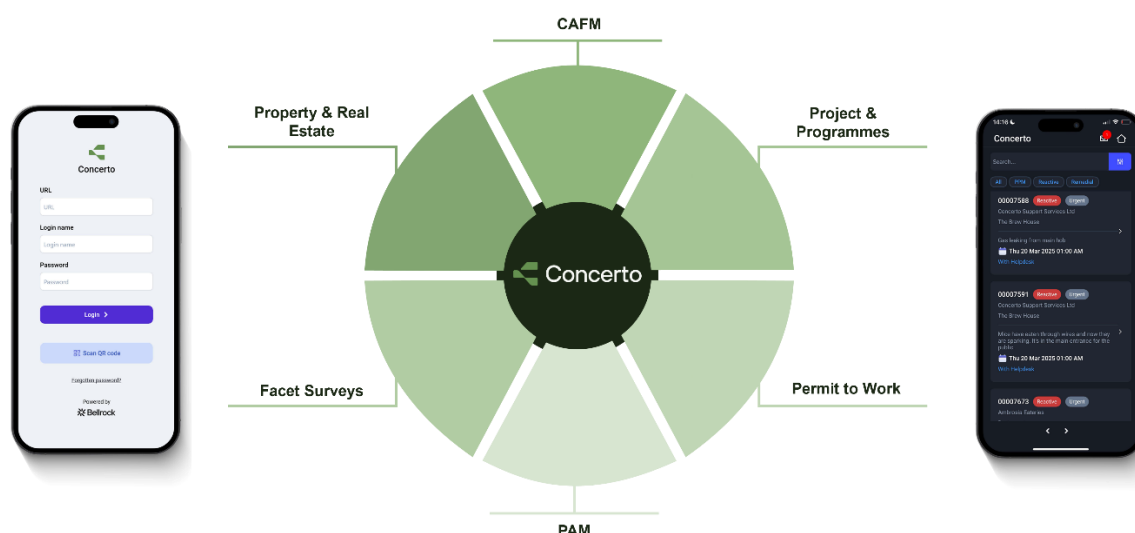
G-Cloud 15 Lot: Lot 2b – Software as a Service (SaaS)

Solution overview

Concerto is a configurable Integrated Workplace Management System (IWMS) that enables organisations to manage land, property and asset information through a single, structured system of record. The platform supports compliance management, operational control and performance insight across the asset lifecycle, helping organisations reduce risk, standardise processes and improve decision-making.

Concerto provides modular capability across asset management, maintenance, compliance and project delivery, allowing organisations to configure the platform to reflect their estate, operating model and governance requirements. Real-time reporting and workflow automation support consistent delivery and auditable outcomes across complex estates.

Concerto Integrated Workplace Management Solution (IWMS)



Concerto's Six Facet and Condition Surveys modules provide a structured, standards-aligned approach to assessing and evidencing the condition, performance and suitability of estates. It enables organisations to capture and manage detailed assessments across the six recognised facets: physical condition, space utilisation, statutory compliance, environmental performance, functional suitability and quality of the service environment. The module supports surveys aligned to HBN 00-08 and including NHS Estatecode requirements, with structured data capture, evidence storage and consistent scoring models. Survey outputs integrate directly with asset, property and capital planning data, supporting prioritisation of investment, lifecycle planning and accurate ERIC submissions.

Key features in scope – Facet Surveys

Features

Compliance scheduling and enforcement

Configurable facet structure

Core land and property data alignment

ERIC data integration

Exportable PDF reporting

Full audit trail

Integrated document management

Interactive dashboards

NHS Estatecode alignment

Project and programme integration

Remedials management and enforcement

Six facet survey framework

Standardised Excel data import

Orchestrate – Essentials - Included Features

Assets – Add assets*	Eng. – Action-driven workflows+	Eng. – Remedials*
Assets – Data approval+	Eng. – Asbestos records+	Eng. – Request stock*
Assets – Update assets*	Eng. – Attachments*	Eng. – Show equipment linked to job*
Core – Capture images*	Eng. – Change asset against job*	Eng. – Time recording*
Core – Full view of asset information*	Eng. – Costs+	P2W – View permit information+
Core – Raise job (FixMy)*	Eng. – Dispense internal stock (van)*	Other – Secure scan authentication
Core – Raise job against asset*	Eng. – Document uploads*	Quest. – Actions into Concerto+
Core – Rate jobs*	Eng. – Edit timesheets*	Quest. – Create questionnaires+
Core – Reports*	Eng. – Engineering checklists*	Quest. – Export survey data+
Core – Search assets*	Eng. – Filter and sort*	Quest. – Repeaters+
Core – Site information*	Eng. – Hazards+	Quest. – Report output+
Core – View Quotes*	Eng. – Helpdesk and site notes visibility+	Quest. – Survey scheduling+
Core – View Hazards+	Eng. – Key manager information+	Water – Filter and sort+
Core – View open jobs*	Eng. – Multi-operative working*	Water – Flush and temperature tests linked to equipment*
Core – Visual asset checks*	Eng. – Point-of-work risk assessments*	Water – Update equipment status*

Orchestrate – Pro includes all above, plus the additional features listed below.

Condition – Add blocks and rooms+	Core – Push notifications+	Energy – Barcode tag meters*
Condition – Add photos*	Core – Quote management+	Energy – Create new meters+
Condition – AI executive summary text+	Core – Scan assets*	Energy – Download meters and submit readings+
Condition – Conduct surveys*	Core – Scan rooms*	Energy – Record meter readings*
Condition – Send and receive survey information+	Eng. – Geo-fencing*	Energy – View meter readings+
Core – Equipment AI integration+	Eng. – Permit to work+	Other – Tile Notifications

Legend

* Offline-capable (syncs when connectivity is restored)

+ Online-only

The features listed above reflect functionality available at the time of framework submission. Orchestrate Essentials and Orchestrate Pro continue to evolve, with additional features and enhancements introduced over time in line with product development and roadmap updates.

Key benefits

- Ensures surveys are delivered consistently in line with NHS Estatecode and current health and safety requirements
- Supports proactive compliance by scheduling and enforcing mandatory inspections and assessments
- Streamlines follow-on actions by linking survey outputs directly to remedials management workflows
- Provides clear, real-time visibility of survey outcomes
- Simplifies assurance reporting with professionally formatted exportable PDF reports
- Maintains a single source of truth
- Strengthens governance through a complete, auditable record of survey activity and outcomes
- Protects future compliance by allowing customers to add or amend facets in response to regulatory change
- Enables trend analysis by aligning survey results with core land/property data
- Reduces duplication of effort by supporting alignment with ERIC return information

Security, hosting and integration principles

Full details of the service's security, hosting and data protection arrangements are published on the Digital Marketplace service listing. The key principles are summarised below:

- The service is provided as a fully hosted cloud Software as a Service (SaaS) solution and does not require on-premise infrastructure or local installation.

- All primary application hosting and customer data processing is performed within the United Kingdom, using Microsoft Azure cloud services hosted in UK data centres.
- For the purposes of data protection legislation, the Buyer acts as Data Controller and Concerto acts as Data Processor in respect of personal data processed by the service.
- As Data Controller, the Buyer is responsible for determining the appropriate data classification and for ensuring that the service is used in accordance with applicable data protection and information assurance requirements.
- The service supports integration with third-party systems via standard application programming interfaces (APIs).
- Configuration of integrations and any custom integration work is delivered as optional professional services.
- The subscription does not include bespoke integration development unless expressly stated in the Call-off Contract.

Evidence of lot capability



“ With Concerto, we can tap into examples of best practice throughout the sector. If we have a requirement, I know I can call Concerto and often, they’ve worked with a client who’s needed something similar and we’ve been able to use their solutions as a foundation, to develop our own ideal solution. ”

Andrew Mathers-Ford, Systems Manager

Royal Borough of Greenwich

“ The customisability of Concerto, the ease of use, the support that we've had since going live. You can be rest assured that you'll be looked after throughout the whole process. ”

Karl Goodenough, Hard Services Operations Manager

Cambridgeshire County Council

Company background

Formed in 2004, Concerto is an award-winning, UK-based public sector specialist partner who is ISO 9001, 27001 and ISO 14001 accredited.

Our years of experience and best practice provides public sector organisations with valuable input to help to achieve an even better result more quickly.

It is now employed across the UK in over 120+ local public sector organisations along other private sector clients.

Concerto solutions are developed alongside public sector clients to ensure the solution is evolving to the ever-changing needs of the public sector. The software can be adapted easily, and specific modules can be added or removed to suit specific asset-related applications and requirements of many different types of organisations. Acquired by the Bellrock Group in 2016, Concerto has benefited from increased scale, long-term investment and group-wide capability while retaining its specialist focus on public sector estates.



The Concerto team

Concerto is a public sector specialist with over 50+ years of experience working within and alongside the sector. The organisation understands the dynamics of the public sector in terms of current issues, the implications of trends, and the pressures faced by buyers at unitary, county, and district levels.

Concerto can quickly assess customers' needs in detail and appreciate the nuances of individual organisations structure, delivery model and ways of working.

At Concerto, there is a close partnership with customers, offering support at every step of the way. Customers always deal directly with the developer, not an intermediary, ensuring accuracy, speed, high levels of understanding and mutual trust.





Optimising today.
Transforming tomorrow.

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