



CAFM Solution

Service Definition

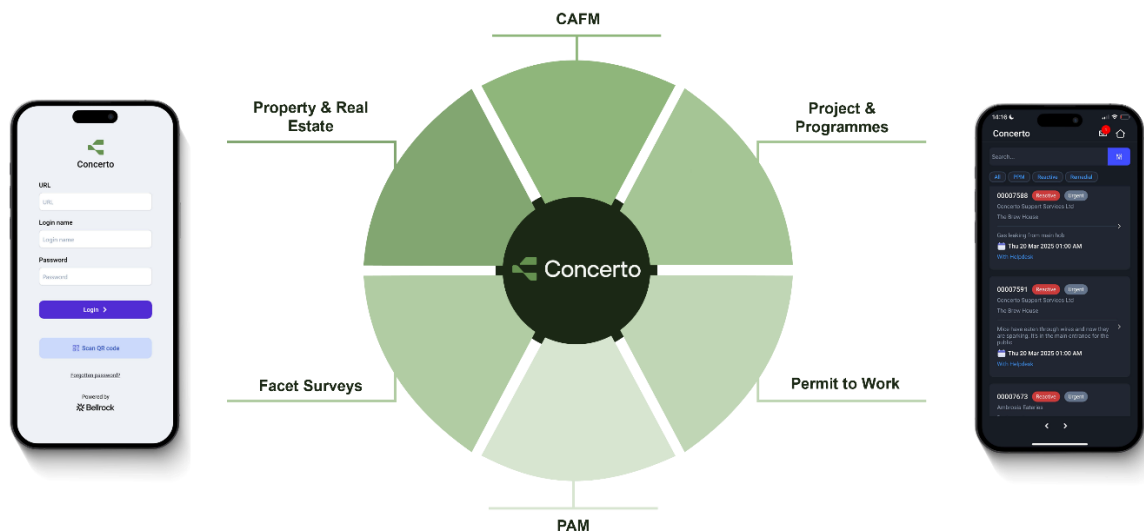
G-Cloud 15 Lot: Lot 2b – Software as a Service (SaaS)

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 CAFM module provides the operational core of the platform, supporting the day-to-day management of land, property and asset records through a single, structured system of record. It enables organisations to control compliance and hazard management obligations, plan and deliver PPM programmes, and manage responsive maintenance activities with full auditability. Integrated supply-chain management supports contractor interaction from instruction through to completion, while the mobile app (iOS/Android) enables real-time updates, evidence capture and task progression in the field. The module also supports estimated and quoted works, workforce management, works ordering, applications for payment and invoicing, providing end-to-end visibility and financial control across maintenance operations.

With **200+** UK clients, including local authorities, universities, NHS Trusts and charities, Concerto has a track record of delivering data-driven insights and improving asset performance.

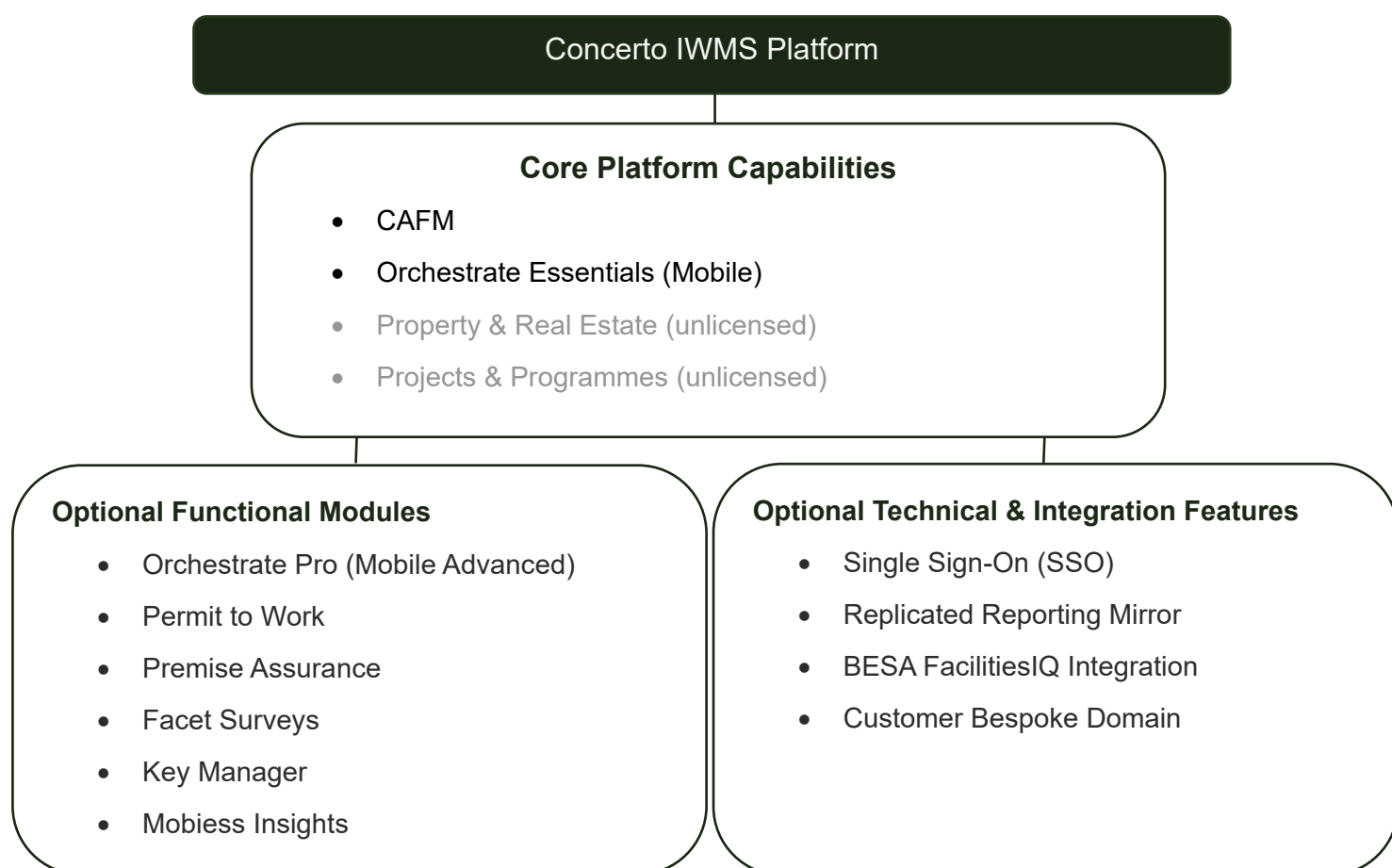
Concerto CAFM – Platform Overview

Under this service line, Concerto is procured to deliver CAFM capability within the Concerto platform, with supporting core platform functionality and optional functional modules and technical features available where required.

The CAFM capability shown represents the baseline scope for this service line and is procured as a focused operational offering. Other core platform capabilities, such as Property & Real Estate and Projects & Programmes, may be procured separately under their respective Concerto service lines.

The CAFM service line provides a targeted procurement route for organisations seeking structured management of maintenance activities, asset records, compliance obligations and day-to-day operational processes.

Optional functional modules and technical or integration features may be added where required, with the final scope defined in the Call-Off Order Form.



Key features in scope - CAFM

CAFM

Advanced data analytics	Energy Meter Management	Remedial Management
Asset Register	Equipment	Risk Assessments
Asbestos surveys	Estimated/Quoted Works	Running Costs
Asset Barcode Support	FM & Property Helpdesk	Self-service Portal
Asset Management	Embedded Mapping	Service Level Agreements (SLA)
Client Billing/Recharge	Materials & Stock Management	Space Management
Compliance Management	Model Visualisation (BIM/Matterport)	Supply-Chain Payment Applications
Cost & Materials	Orchestrate Essentials Native Mobile App (iOS/Android)	Supply-Chain Portal
Customisable Workflow	Occupancy reporting	Surveys
Dashboard & Reports	Orders & Invoicing	Water Monitoring
Document Management	Planned Preventative Maintenance (PPM)	Workforce Management
Embedded CAD Integration	Reactive Repairs	(Optional) BESA Facilities Integration

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.

Optional Technical & Integration Features

Single Sign-On (SSO)

Concerto supports Single Sign-On using SAML 2.0, enabling users to authenticate through the organisation's existing identity provider such as Azure Active Directory or Okta. This allows access to Concerto using corporate credentials, with role-based permissions inherited from directory groups. The benefit is improved security through centrally enforced policies, including MFA, alongside reduced administrative overhead for user management and a smoother user experience through fewer credentials and faster access.

Replicated Reporting Mirror

The replicated reporting mirror provides a read-only copy of the Concerto operational database optimised specifically for reporting and analytics workloads. This separation ensures that complex reports, dashboards, or data extracts do not impact live system performance. The benefit is improved reporting resilience and scalability, allowing organisations to run intensive management information, audit, or BI queries with confidence while maintaining consistent performance for day-to-day operational users.

BESA FacilitiesIQ Integration

Concerto integrates with BESA FacilitiesIQ to provide direct access to SFG20 maintenance standards within planned maintenance and compliance workflows, subject to the client holding a valid BESA licence. This integration ensures that maintenance schedules and task instructions align with recognised industry standards, supporting consistency and best practice across estates. The benefit is improved assurance that planned maintenance activities reflect current guidance, reducing compliance risk and supporting defensible audit outcomes.

Customer Bespoke Domain

Concerto can be delivered using a customer-specific bespoke domain and branded URLs, supported by appropriate DNS and certificate configuration. This allows users to access the platform through a familiar, trusted web address aligned to the organisation's digital estate. The benefit is improved user confidence, alignment with internal IT and security standards, and a more cohesive experience when Concerto is positioned as part of the organisation's core application landscape.

Key benefits

- Single source of truth for land, property and asset data, reducing duplication and operational risk
- Full compliance assurance through integrated monitoring, surveys, risk assessments and audit trails
- Improved maintenance performance via joined-up PPM, reactive repairs and remedial management
- End-to-end control of works, from instruction and mobile delivery through to payment and invoicing
- Stronger financial governance through cost, materials, recharge and running cost visibility
- Increased workforce productivity through mobile access, workflow automation and workload management
- Better supplier performance through structured supply-chain interaction, SLAs and payment processes
- Faster, evidence-based decision-making using dashboards, reports and advanced analytics connectivity
- Enhanced user experience through self-service portals and integrated FM helpdesk
- Scalable operational foundation that supports future growth, integration and digital maturity

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.

sales@concerto.co.uk