



Premise Assurance Solution

Service Definition

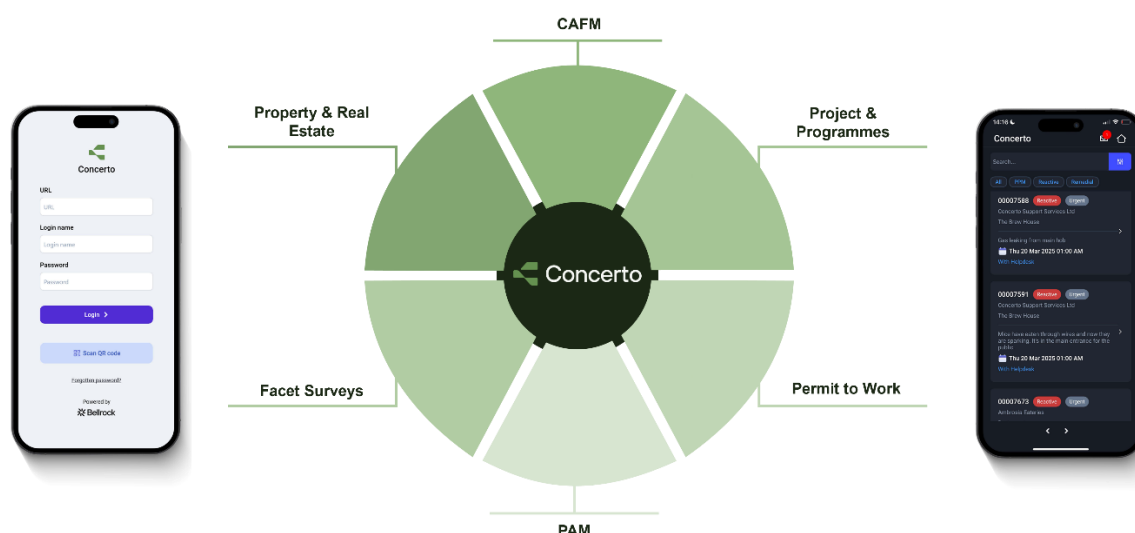
G-Cloud 15 Lot: Lot 2b – Software as a Service (SaaS)

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 Premises Assurance Model (PAM) module provides a structured, auditable framework for managing premises-level assurance across complex estates. It enables organisations to assess, evidence and report on compliance with safety, governance and operational standards at site level, supporting consistent assurance across diverse property portfolios. The module supports configurable assurance themes, scoring models and evidence requirements, with workflow-driven actions to manage gaps, risks and improvement plans. Integrated reporting provides clear visibility of assurance status, trends and exceptions, supporting internal governance, regulatory reporting and executive oversight.

Concerto's PAM module can be supplied as a standalone product or as part of our wider IWMS.

Key features in scope – Premises Assurance Model

Premises Assurance Model

Re-configurable PAM framework	Configurable PAM question sets and scoring models
Rapid setup and configuration	Role-based access and assurance ownership
NHS-tested PAM model	Evidence capture and document linking
Management dashboards	Action tracking and improvement planning
Self-assessment capability	Historical assurance trend analysis
Asset and compliance data integration	Version control for PAM frameworks
Government FM Maturity Framework alignment	Audit-ready reporting and exports
Optional Concerto IWMS integration	Workflow-driven review and sign off

Key benefits

- Remains aligned with evolving PAM guidance and legislative change without reimplementation.
- Enables rapid adoption through straightforward configuration and minimal training overhead.
- Provides confidence through a model tested and refined by consultants supporting NHS PAM delivery.
- Gives managers immediate visibility of assurance gaps and areas requiring improvement.
- Encourages a self-evidencing culture across multidisciplinary teams, reducing reliance on manual assurance processes.
- Improves assurance quality by linking self-assessment directly to asset and compliance data.
- Supports national best practice by aligning with the Government FM Maturity Framework.
- Allows seamless extension into wider estate and compliance management when integrated with Concerto IWMS

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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