



Integrated Workplace Management (IWMS) Solution

Service Definition

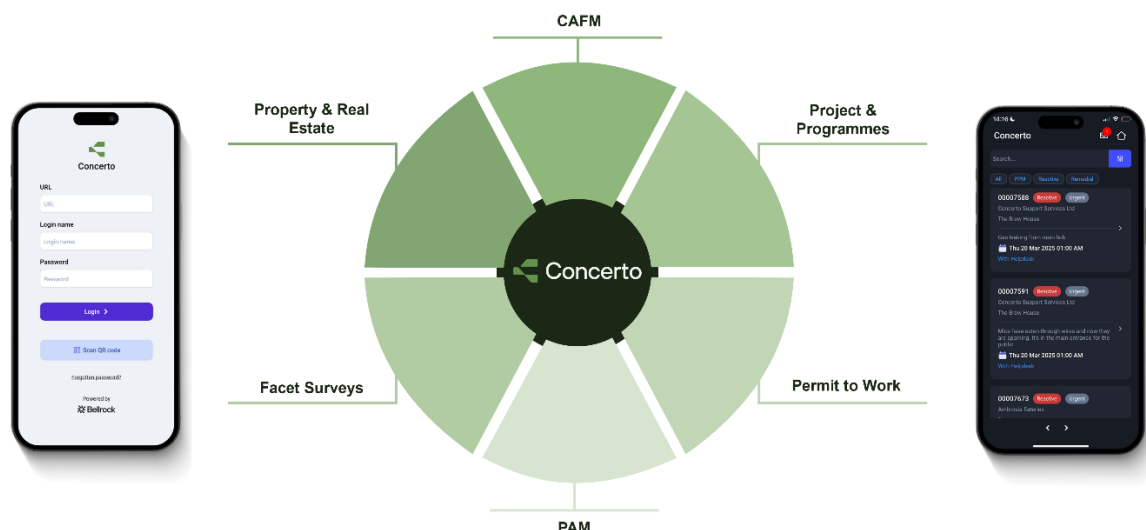
G-Cloud 15 Lot: Lot 2b – Software as a Service (SaaS)

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)



As an IWMS, Concerto provides a single, integrated platform that brings together property, asset, compliance, financial and operational data within a consistent governance framework. This enables organisations to replace fragmented systems with a single source of truth for estate information, supporting assured decision-making at both operational and strategic levels. The platform is designed to scale across complex portfolios, integrate with wider enterprise systems where required, and provide a stable foundation for automation, performance insight and future digital innovation.

Trusted by public sector organisations to manage complex estates and underpin billions of pounds of operational and capital activity each year.

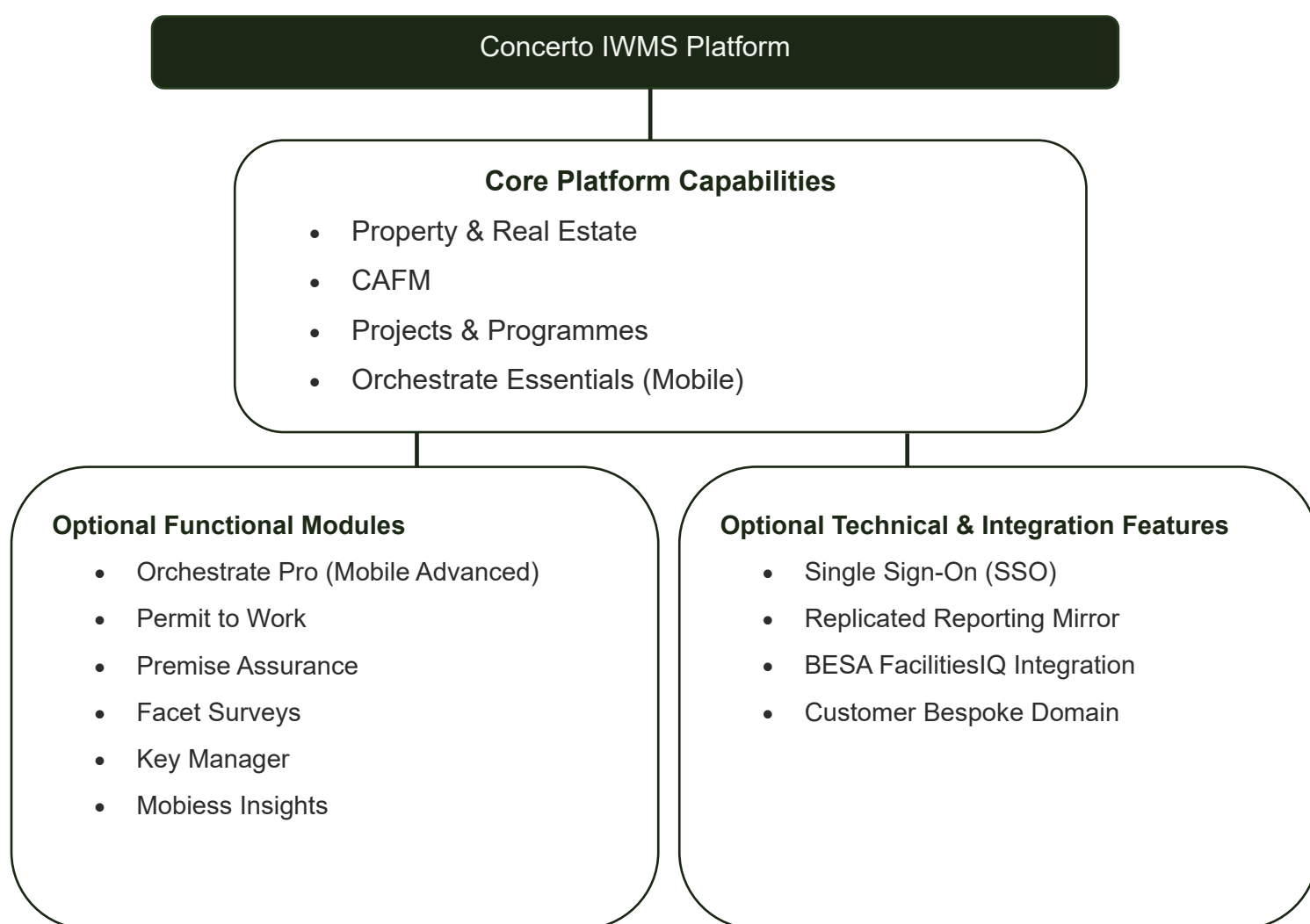
Concerto IWMS – Platform Overview

Under this service line, Concerto Integrated Workplace Management (IWMS) is procured as a bundled set of core platform capabilities, with optional functional modules and technical features available where required.

The core platform capabilities shown represent the baseline scope for the IWMS service line and are procured together as a single integrated offering. These capabilities may also be procured individually or in different combinations under other Concerto service lines.

The IWMS service line provides a streamlined procurement route for organisations seeking integrated functionality across property, asset, maintenance and project domains.

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



Core Platform Features

In-scope features: 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

Core Platform Features

In-scope features: Property & Real Estate Solution

Advanced reporting	Model visualisation (BIM/Matterport)
Automated workflows	Net capacity survey
CAD drawing views	Occupation management granted or taken
Case management	Ownership management
Core record management (site, building, land, floor, room, rentable units)	Payments to vendors
Dashboards and reports	Rateable values
Document management	Running costs
Energy management	Schools' data management
IFRS16 liability calculations	Service charge
Integrations with ERP/Finance, GIS	Space management
Invoices to tenants	Strategic forecasting
Lease event notifications	Tenant portal
Energy meter readings	Valuation management

Core Platform Features

In-scope features: Project & Programme Management

Advanced reporting	Project change control
Approval workflows	Project governance (e.g. RIBA Plan of Work)
Automated workflows	Project planning
Budget management and forecasting	Project RAG status reporting
CDM	Project status reporting
Contract management	Project task management
Dashboards and reporting	RAID log
Defects and snagging	Request for information (RFIs)
Document management	Resource management
Import/export MS Project files	Timesheets
Orders and invoices	Valuation certificates
P3 (projects, programmes, portfolios)	Typical integrations with finance and ERP systems
Programme management	

Core Platform Features

In-scope features: Orchestrate Essentials (Mobile)

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 equipr
Core – Visual asset checks*	Eng. – Point-of-work risk assessments*	Water – Update equipment status*

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 Functional Modules

In-scope features:

Orchestrate Pro (Mobile - Advanced)

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 Functional Modules

In-scope features:

Permit & Authority to Work

- Alerts and notification
- Centralised document management
- Compliance management
- Configurable workflows
- Customisable branding
- Integrated reporting
- Multi-level approval workflows
- Native integration with Concerto task and projects
- Out-of-the-box permit types
- PDF export
- Real-time permit access
- Scheduling clash detection

Optional Functional Modules

In-scope features: Premises Assurance Model

Re-configurable PAM framework

Rapid setup and configuration

NHS-tested PAM model

Management dashboards

Self-assessment capability

Asset and compliance data integration

Government FM Maturity Framework alignment

Optional Concerto IWMS integration

Configurable PAM question sets and scoring models

Role-based access and assurance ownership

Evidence capture and document linking

Action tracking and improvement planning

Historical assurance trend analysis

Version control for PAM frameworks

Audit-ready reporting and exports

Workflow-driven review and sign off

Optional Functional Modules

In-scope features: Facet Surveys

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

Optional Functional Modules

In-scope features: Key Manager

API available for integration

Association of keys with reactive or planned maintenance jobs

Automated reminders for overdue return of keys

Dashboard and email/SMS alerts

Full audit trail

Key assignment to staff or contractors

Key tracking across individuals, departments and suppliers

Lost/replacement key workflow and management

Penalty/credit-note capability for lost keys associated with a supplier

Web-based, works on any device

Optional Functional Modules

In-scope features: Insight - Mobiess

Barcode scanning support

Building inspections

CDM inspections

Client/stakeholder quality formatted reports

Comprehensive range of data exports
(Excel, CSV, XML, PDF etc.)

Condition assessment and lifecycle surveys

Create audits, inspections and surveys

Customisable notifications (e.g. email)

iOS/Android support

Customisable workflow logic

Drag and drop form builder

F-gas inspections

Fire-safety (FRA inspections and fire door inspections)

Form validation

Health and safety risk assessments

Inspection scheduling

Log maintenance tasks and remedials

NHSC-21 cleaning and efficacy audit

Photo support

Pre-defined best in class templates

Project snagging

Real-time dashboards and reports

Remedial task profiling

Vehicle inspections

RESTful APIs

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 IWMS benefits

- Delivers a single source of truth across land, property, assets, compliance, projects and permits.
- Strengthens compliance, safety and assurance through controlled workflows, real-time visibility and full audit trails.
- Reduces operational and delivery risk through proactive maintenance, conditioned insights and governed approvals.
- Improves financial control through early visibility of costs, liabilities, income and project commitments.
- Enables faster, evidence-based decisions using live dashboards, reporting and trend analysis.
- Increases productivity and collaboration through automation, mobile working and integrated case management.
- Improves space and asset utilisation through structured estate data and optional IoT insights.
- Protects long-term value through configurable, scalable modules aligned to evolving regulation and organisational change.

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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