

Technology enabled workplace solutions













Our Story

Like our namesake, an innovative, off-shore lighthouse whose Stevenson design was originally shelved because of its radical approach, we look at things from a new perspective.

Despite being told it couldn't be done, intrepid engineers built the Bell Rock Lighthouse, the very first lighthouse at sea, making treacherous waters around submerged rocks safe. Over 200 years later, the Bell Rock lighthouse remains an inspiration to those prepared to challenge how people think in order to strive for a better way.

Today, Bellrock Property & Facilities Management continues to look at things from a new perspective, challenging the industry and the status quo. Technology has enabled this new approach, providing customers with a rich data landscape to realise the true value of their estate. We have always been a technology-enabled business, however, in 2016, Bellrock made a significant acquisition to benefit all our clients so they can use their workplace as a lever for efficiency and productivity gains. This was the addition of our powerful software engine Concerto.

Since early 2017, we have continued to add new companies from around the UK, enabling us to broaden our portfolio of advisory and delivery services in the property and technical sectors.



^{*}Figures correct at time of publication, changes in circumstances after publication may impact on the accuracy of the information



We provide specialist risk focussed workplace and property management services to a wide range of complex and sophisticated clients throughout the UK.

Our philosophy is to apply the most relevant delivery model, whether that is using a supply chain or our in-house teams. We harness the emerging world of the intelligent workplace, robotics and artificial intelligence (Al), to reduce costs and risk, and to enhance the customer experience.

With our unique combination of professional skills, agnostic supply chain partnerships, market-leading disruptive technology and data analytics, we implement the estate model that saves you money, simplifies processes and reduces risk. We match your estate ambition with a tailored solution using our software-based model to create the fastest path to efficiencies and cost savings.

Using our IDEA (integrated digital estates assets) Model, we help you understand the maturity of your FM and property processes by data gathering so that we can implement the most efficient delivery model for your organisation. Our unique combination of subject matter expertise, supply chain management and world class technology means we partner with ambitious organisations who are focused on competitive advantage, reducing cost and risk to realise the value of their estate.

Bellrock is a supplier to several frameworks including the Crown Commercial Services, G-Cloud, Fusion21 and Efficiency East Midlands.

Crown
Commercial
Service
Supplier





Our Service Lines

Bellrock delivers a comprehensive range of property and facilities management services harnessing our unique technology platform for transparency and effective cost and performance management.

software services

The estate management, project management and workplace modular suites provide state of the art workplace, facilities & property management analytics, workflow and financial support for you and your supply chain partners.

- Consultancy
- CAFM
- Projects
- Estates Managemer
- Asset Verification
- Analytics
- Intelligent Workplace

workplace & compliance services

Our independence from the supply chain mean we can create the perfect, hard and soft FM model for your business. We focus on the well-being and safety of your employees and visitors, with transparent risk management

- Consultancy
- Helpdesk
- Compliance &
- Strategic Procurement
- Health & Well-being
- Intelligent Workplace
- Supply Chair

technical & real estate services

Our technical & real estate services are delivered by industry experts in project management, building consultancy and property cost management, service charge consultancy and estates management

- Construction &
 Project Management
- Building Consultancy
- Mechanical & Electrical
- Property Compliance
- Asset Surveys
- Real Estate Consultancy

maintenance & enoineering services

Our engineering services are part of our holistic approach to property and infrastructure in environments such as commercial offices and retail stores through to assets within a critical infrastructure.

Mechanical & Electrical
Energy Management
& Sustainability
Building Fabric



Concerto is a unique, mobile enabled, property asset management system with CAFM (Computer Aided Facility Management) capability, providing optimised quality service delivery through a flexible, web based and fully integrated property, project and asset management software solution.



Our Technology: Concerto

Concerto underpins Bellrock's effective management of facilities and estates management services. It's modular suites provide state of the art workplace, facilities and property management analytics, workflow and financial support for your organisation and our supply chain partners. It can be procured as a stand-alone system or part of an integrated Bellrock FM (Facilities Management) and estate management solution.

Concerto has successfully helped organisations for over a decade to build a detailed understanding of your estate and assets. As a result, management control is improved and the costs of maintaining and managing entire portfolios are reduced. Concerto also simplifies internal processes, reduces complexity and improves communication. The powerful analytics programme displays complex property information in a simple, easy to understand format.



About Concerto

Concerto joined the Bellrock Group in 2016. Our research and development teams in Frodsham and Leicester are continually working to evolve our technology platform. Concerto was originally developed to support

transformation projects within the UK local government. In the last decade, Concerto has become a trusted partner to local authorities, fire services, universities and many other public and private sector organisations.

Concerto prides itself not only on its software offering, but on its staff who are subject matter experts with proven track records for implementing, supporting and developing the software to the highest standard.

- 200,000 + sites powered by Concerto
- £1.3bn of spend managed in Concerto
- Average return on systems investment within 18 months













www.concerto.co.uk

Consultancy

Identifying the best software solution to support your business can be a complex project. Our software consultants can provide an end to end solution, from identifying your organisational challenges, to writing the specification and project managing the roll-out programme. We work with you to review the current technology and provide an independent recommendation. We complement internal IT departments with expert resources to enable faster project delivery.

Our engagement is based on establishing the most cost-effective solution that supports the long-term real estate goals, driving efficiencies and compliance.

CAFM

CAFM underpins the effective management of facilities and property services. The Concerto CAFM property and estate management software system is an intelligent web-based management solution. Using the mobile application, Concerto allows data to be captured in an easy and intuitive manner, anywhere, any time. Configuration is designed to reflect your organisation's requirements. Being database driven means that it can interface with linked sites, documents, equipment and asset registers, which is particularly important for any BIM (Building Information Modelling) deployment.

Using the self-service portal helpdesk solution, the system links both planned and reactive maintenance with specific projects, enabling a more collaborative approach to the management of the estate.

Projects

Projects are an integral part of managing an estate. Concerto's leading web-based project management system is designed to adapt to an organisation's project methodology, seamlessly integrating with existing project processes. In addition to the full range of core tools and features such as project budget programmes and planning, resource management, contract management, tracking fees, orders and invoicing and an integrated service desk, it can also scale to the size and nature of any given project.

The flexible and intuitive design includes a document database and project visualisation tools that enhances business performance, ensuring a more cohesive and efficient project management process.

Estates Management

Property and estates management are inextricably linked to effective FM deployment. The Concerto property and estate management software solution creates a life-cycle approach to the management of the estate. The system enables deeds and lease administration, valuations, rateable values, estates invoicing, tenancy, land and asset sales to be recorded, tracked and analysed.

The case management module means key activities, such as legal cases, can be managed through your defined workflow process.

Asset Verification

Asset verification is the starting point for understanding the condition, and therefore the maintenance schedule, required for any building. The Concerto asset management software is an intelligent solution for compiling a register of equipment type and location, warranties and service schedules. The data can be integrated with BIM and used for FCI (facility condition indexing) benchmarks. This comprehensive application can also enable other data such as condition and asbestos surveys, fire risk assessments, 3D mapping and DDA (Disability Discrimination Act) surveys to be captured and seamlessly synchronised back to the database.

Analytics

The way in which data is collected and interpreted, whether planned survey data or information related to a reactive maintenance job, is critical. Concerto's analytics can link real estate, operations, helpdesk, supply chain, workplace and space utilisation, document management, finance, capital projects, assets and sustainability data. It harnesses the information alongside demographics and predictive analysis to generate strategic reports that enable key property-related decision making.

Customised benchmarking with vetted suppliers, measurement and reporting of KPIs (Key Performance Indicators), integrated GIS (Geographic and Information System) and CAD (Computer Aided Drafting), make for a powerful analytics package

Intelligent Workplace

Concerto is a state-of-the-art technology suite. It provides an engine to capture and manage data from IoT (The Internet of Things) devices such as sensors, drones and 3D imaging cameras, triggering workflow requests to nominated suppliers. This enables real time decisions to be made within the workplace to often fix issues before they are even registered with users.



We focus on ensuring the safety and well-being of employees and visitors, with transparent risk management and cost control. Our expertise and independence from the supply chain means we can create the perfect hard and soft FM model for your organisation.

Facilities Management Services

Bellrock delivers a comprehensive range of property and facilities management services, harnessing our unique technology platform for transparency and effective cost and performance management. Our insight and experience in healthcare, education, retail and leisure, government and commercial sectors is critical to delivering effective technology-led services for the modern age.

Whether creating an effective compliance regime and maintenance plans for critical assets or managing the extensive HTM (Health Technical Memoranda) indicators, our knowledge and experience helps organisations streamline processes and drive efficiencies.



Save up to 33% on workplace & facilities management spend



Typical 10% improvement in risk & compliance management



84% national first time fix rates across all asset categories



An innovative Concerto driven helpdesk currently managing over 1,600 jobs per day

How We Deliver

Creating a data rich map of an estate is the starting point. We collect data about the assets, suppliers and how buildings are used. With the data, we paint a picture together with you of how the estate can develop to accommodate the changing organisational needs, the assets maintained and how wider ambitions can be supported.

We apply our experience and world-class leading technology suite, Concerto, to manage the interactions between the properties, assets and suppliers with internal stakeholders. This becomes a roadmap for reducing cost, ensuring statutory compliance and unlocking improvements to the workplace environment that improve productivity and customer experience.



Consultancy

Creating a productive workplace is a key focus for property and facilities managers. Our workplace consultancy team assesses your organisational goals, how people currently use the space and how the workplace design affects the way people work. This analysis forms the foundation for a detailed workplace strategy brief for a new design and layout of the work environment.

The goal is to develop an inspiring and engaging workplace that increases productivity, transforming the workplace into a business asset that attracts and retains your industry's very best talent.

Helpdesk

The helpdesk is the nerve-centre for deploying, tracking and analysing planned preventative maintenance and customer-reported requests. Our 24/7/365 facility based at our head office in Leicester uses a combination of media and pre-agreed procedures to communicate with customers tailored entirely to the needs of your organisation.

We handle over 400,000 calls and up to 1.3m emails and requests from our self-service online portals and mobile apps every year. Workflows are managed by our cutting-edge technology platform ensuring specific SLAs and KPIs are both achieved and exceeded by both the helpdeshand the supply chain.

Compliance & Risk Management

Health and safety legislation and best practice is increasing in focus for the leaders of any organisation. Creating a safe environment requires organisations to, as minimum, meet the regulatory requirements. Our team not only has the technical knowledge to test and maintain equipment, but the ability to schedule compliance activities alongside general planned preventative maintenance, creating a central database to demonstrate compliance. This reduces costs and risk and drives efficiencies.

Strategic Procurement

Our procurement team becomes an extension of your procuremen activities. The first step is to understand the requirements in terms of technical capabilities, geographic reach and cost objectives. Our procurement team has experience and knowledge of over 1000 carefully selected national supply chain partners across the range of hard and soff facilities services delivered on a planned and reactive basis. Bellrock's procurement expertise delivers significant costs savings, ensuring a competent, safe and compliant supply chain.

Health & Well-being

The link between well-being and productivity in the workplace has been extensively documented. Bellrock advises and contributes to wellness programmes that balance practical solutions such as increasing nutrition and dietary choices, and improving air and light quality with awareness programmes. Our extensive knowledge and understanding of building fabric condition and maintenance can support cost effective solutions to re-purpose existing spaces and update ambient services to improve the working environment

Intelligent Workplace

Devices such as smart light bulbs and thermostats can turn a workplace in to an intelligent ecosystem. The IoT makes connections between various devices, collecting data and presenting it for more informed decision making. Bellrock works with third party product providers to ensure that data is streamed to our Concerto software platform. Our team of on-site facilities managers understand the workplace, helping our software teams to deploy sensors and smart products to gather insightful data that will ultimately streamline service delivery.

Supply Chain

Supply chain management is at the heart of any facilities and workplace delivery solution. Our CIPS (Chartered Institute of Purchasing and Supply) qualified team manages the supplier selection process. We independently assess competence, geographical reach and price, drawing up robust contracts and managing supplier performance. This activity is key to the integrity of our supply chain and is also undertaken on your behalf for your own supply chain. Applying this expertise provides significant cost savings and ensures competent, safe and compliant service providers.



We provide long-term support and guidance to unlock your organisation's estate and workplace ambitions. Our technical & real estate services are delivered by industry experts in risk management, asset surveying, project management, building consultancy, property cost management, service charge consultancy and estates management.

Technical Services

Bellrock's technical team provides over 40 services across six divisions: Construction & Project Management, Building Consultancy, Mechanical & Electrical Consultancy, Asset Surveys, Property Compliance and Real Estate Consultancy. With over 150 professionals throughout the UK, we service the entire asset life cycle providing design, integrated asset management, risk and business assurance services. We deliver the best solution in the most cost efficient way. We pride ourselves on establishing long term relationships with you, based on trust, understanding and collaboration.



Real Estate Services

Our real estate services are delivered by industry experts in property cost management, service charge management, insurance consultancy and estates management. Our services span the full asset cycle, from initial investment and acquisition, through to occupancy and disposal. We recognise that for many organisations, property costs are their greatest financial commitments, which can be variable and unpredictable, therefore creating risk for ownership or occupation. Effective consultancy can mitigate that risk, maximise returns and optimise occupancy costs whilst recognising the vital link between service delivery, the workplace and operational delivery.







Construction & Project Management

Bellrock's highly experienced technical team can deliver a full turnkey project. We support in-house teams with expert services from design and procurement to preparing tender specifications and validating responses as well as appointing contractors to monitor construction works. We ensure the projects are compliant to CDM Regulations and subject to the instruction, we can act as principal contractor, principal designer or technical advisor.

- Principal designer
- Project management
- Procurement
- Employer agent
- Small works
- Contract administration
- Major projects
- CAD & BIM design

Building Consultancy

Our building consultancy team has experience in all sectors, including conservation and historic buildings. Based across the UK, our chartered surveyors offer technical advice and guidance when acquiring or disposing of assets and offer a full range of surveys. In addition, we have significant experience in contract administration and the re-modelling or alteration of existing buildings. We have experts in dilapidations, strategic property consultancy and working within complex care and health facilities.

- Surveys
- Dilapidations
- Contract administration
- Project monitoring
- Licence for alteration
- Insurance
- Party walls
- Oversailing agreements
- Right of light
- Defects diagnosis
- Feasibility studies
- NEC supervisor

Mechanical & Electrical Consultancy

Our team of experts provide an end-toend design and management service. Our experience spans a wide variety of construction contracts, enabling us to write specialised commercial documents and manage the installation of M&E services, ensuring quality and value is achieved, systems are thoroughly commissioned, and the handover is seamless.

- M&E design
- Specialist services
- Energy consultancy
- Surveys, inspections & compliance
- Pre–acquisition surveys
- Training
- Dilapidations

Asset Surveys

We provide strategic advice into the management and maintenance of a range of estates from local authorities, healthcare, universities and commercial clients. We use a combination of industry standard survey methods to tailor surveys to suit your requirements. Key survey types include planned maintenance surveys, six-facet surveys (NHS), asset validation surveys, lifecycle advice and stock condition surveys.

- Six facet surveys
- Condition surveys
- Fire risk surveys
- Space utilisation
- Access audits (DDA)
- Energy

Property Compliance

Our team offers cost effective and professional resources, with the experience and credentials to provide a comprehensive service. We act as health & safety advisors for organisations, freeing up time for in-house resources. We pride ourselves in being a flexible and responsive consultancy, meeting the needs of your organisation. We tailor our services to include the creation of robust reporting outputs and action plans which are user-friendly and easy to understand.

- Health & safety
- Fire safety
- Water hygiene
- Asbestos

Real Estate Consultancy

Our qualified real estate consultants are regulated by RICS (Royal Institution of Chartered Surveyors) and provide advice for all aspects of real estate development and asset management. Our in-house team evaluates your requirements and applies the appropriate strategy for space utilisation, valuation and development appraisals. Similarly, our specialist service charge team provide commercially focused advice on an individual or portfolio wide basis.

- Service charge
- Expert witness
- Budget & transaction management
- Lease audits
- Property insurance
- Estates & portfolio management
- Valuations
- Acquisitions & disposals



We increase quality, reduce cost and mitigate risk through our comprehensive and integrated engineering services. Our highly skilled and professional engineering teams deliver expert planned and reactive maintenance services throughout the UK, underpinned by a range of industry recognised quality accreditations.

Critical Asset Services

The Bellrock maintenance & engineering team ensures safety and operational readiness by focusing on critical assets. We assess and prioritise according to core business dependence to ensure compliance of critical assets. Our revolutionary Concerto workforce management platform enables our teams to manage critical assets and ensure optimal operational performance in line with the latest industry standards and practices, automated through the alignment of 'risk centred' and 'condition based' asset managed maintenance.



How We Deliver

We deliver planned preventative maintenance and reactive services to a wide range of national businesses throughout the UK, aligning to the business needs and critical assets of our clients. Our maintenance and engineering teams work closely with our mechanical and electrical consultants, providing end to end service solutions specific to the needs and requirements of your organisation. Our engineering services are part of our holistic approach to property and estates in environments such as commercial offices, retail stores and highly critical infrastructures.

Safety is core to our organisational values and a key attribute to service delivery. We continually invest in our teams to develop a safety culture so that our people and your organisation can enjoy a safe working environment.











Mechanical & Electrical

Our authorised engineers and NICEIC approved contractors are trained to the highest industry standards to provide a range of key services for critical assets that range from planned preventive maintenance, including condition based and business focussed, reactive maintenance, statutory inspections and building compliance. All our activities are managed through our Concerto platform to improve efficiencies and create a comprehensive database of your assets. The robust safe systems of working processes is underpinned by our engineering policy and procedures structure and establishes a framework for working to the appropriate regulations and industry best practice. Our specialist expertise covers a wide range of electrical & mechanical systems, including the installation and maintenance of high and low voltage systems, pressure systems, generators and LTHW chilled water installations.

Refrigeration & HVAC

Our dedicated and highly experienced engineers maintain and install critical refrigeration, heating, ventilation, and air conditioning systems. Our team is focussed on providing thermal comfort, cooling and air quality for occupiers and assets

Gas & Combustion

Our in-house Gas Safe registered engineers ensure that a building's boiler and combustion system assets are fully compliant with current regulations. They are all experts in the installation of commercial systems, as well as the commissioning, repair and maintenance.

BMS

Our highly trained engineers are accredited to all the leading manufacturer building management systems and are part of a 24/7 national support network. Our maintenance service is delivered by a network of in-house field engineers and specialist supply chain partners. They are aligned to our bureau services team, staffed by experienced BEMS technical engineers.

Energy Management & Sustainability

Our energy management solutions are directly linked to our maintenance and engineering services delivery model. Bellrock engineers ensure maximum whole life benefits of the assets we manage for our customers' property portfolios. Our energy service is focused on increasing efficiency, reducing emissions and costs whether that is for initial feasibility studies, installation, project management or verification.

Our energy, engineering and controls team works in partnership with our customers to identify opportunities for efficiency improvements using bespoke energy service models. We specialise in assessing asset management, dynamic simulation modelling, BMS (Building Management Systems), EPCs (Energy Performance Certificates), risk-managed energy procurement, remote energy bureau services and energy compliance.

Building Fabric

The maintenance of the fabric of a building plays a significant role in the safety and security of the built environment. Well maintained buildings have a direct impact on workplace satisfaction, brand perception and confidence. The Bellrock team consults closely with you, including relevant technical experts so our service delivery integrates seamlessly with the operational requirements of your organisation.

Our fabric maintenance engineers utilise the same leading-edge technology platform as our M&E teams to streamline processes and ensure efficient planning and reporting systems for projects to be delivered on time and within budget.

M&E Installations

Costing, planning and managing installations of critical mechanical and electrical assets requires knowledge and experience. The Bellrock team provides specialist installation and project management services that include turnkey solutions for HVAC (Heating, Ventilation and Air Conditioning), mechanical & electrical systems, lighting and control systems. Every project is undertaken in line with legislation and the appropriate standards to ensure the assets have their lifecycle maximised and building installation optimised.

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