



Technology enabled workplace solutions



 software services

 workplace & compliance services

 technical & real estate services

 maintenance & engineering services



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.



Providing market leading Facilities & Estate Management solutions in the UK since

1986 

40+
UK
LOCATIONS 

We leverage the talent of

1000+
carefully selected
SUPPLY CHAIN PARTNERS 

1100+
EMPLOYEES 

We specialise in

 **EDUCATION**  **HEALTHCARE**  **GOVERNMENT**  **COMMERCIAL**

*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 (AI), 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.



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.

 <h3>software services</h3> <p>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.</p> <ul style="list-style-type: none"> ■ Consultancy ■ CAFM ■ Projects ■ Estates Management ■ Asset Verification ■ Analytics ■ Intelligent Workplace 	 <h3>workplace & compliance services</h3> <p>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 and cost control.</p> <ul style="list-style-type: none"> ■ Consultancy ■ Helpdesk ■ Compliance & Risk Management ■ Strategic Procurement ■ Health & Well-being ■ Intelligent Workplace ■ Supply Chain 	 <h3>technical & real estate services</h3> <p>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.</p> <ul style="list-style-type: none"> ■ Construction & Project Management ■ Building Consultancy ■ Mechanical & Electrical Consultancy ■ Property Compliance ■ Asset Surveys ■ Real Estate Consultancy 	 <h3>maintenance & engineering services</h3> <p>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.</p> <ul style="list-style-type: none"> ■ Mechanical & Electrical ■ Energy Management & Sustainability ■ Building Fabric ■ M&E Installations
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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. Its 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.

Removal of duplicate systems	Complete estate visibility in one place	Improved compliance and supplier performance	Supplier benchmarking for added market insight on cost and quality	IoT enabled for future workforce efficiency

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

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.



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.



Lifecycle planning:
Planned maintenance
and risk reduction



Fire consultancy:
Survey, strategy and
risk assessment



Specialist design:
Bespoke solutions for
complex requirements



Capital and
infrastructure projects:
From concept to completion

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-to-end 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.

			
200 strong mobile fleet of engineers	Managing over 200,000 critical assets	84% national first time fix rate	National UK coverage

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.



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