

# Your flexible route to Smart FM



# What is CloudFlex?

CloudFlex brings the power of smart technology and smart people under one simple, flexible model. No long-term commitments, no inefficiencies, just smarter Facilities Management.

## Smart Technology



Our industry  
leading workflow  
management platform



Queen's Award for Enterprise  
Innovation in 2019

## Smart People

Expert people  
support for  
unmatched  
efficiency

# Why switch

# to CloudFlex?

For successful Facilities Management you need not only the best technology but also the best People Services.

**When Smart People and Smart Technology are combined, you have Smart FM.**

- Fully flexible contract
- Unmatched compliance guardrails
- Total visibility and control across your estate
- Optimised workforce
- Spend control
- Reduce your Average Job Value (AJV)
- Reduce your work order volume
- Reduce all maintenance costs



**For the first time,  
CloudFlex not only  
allows me to see what's  
'really' going on, but to  
move fast, intervene  
and switch services  
on and off as needed.**

Robert Smith, Head of Estates

# Save money

CloudFlex gives you full  
visibility and control  
over every FM expense



**CloudFlex puts control of our FM spend firmly back in our own hands, with the ability to flex with the changing needs of our business. And Guaranteed Outcomes provide us with certainty – achievable as never before.**

Julia Street, Chief Operations Officer

# Transform your FM in 4 simple steps

1

2

3

4

**Sign up risk-free**

Start with a 30-day contract,  
with no cancellation penalties.

# Transform your FM in 4 simple steps

2

3

4

**Tailor your service  
to fit your needs**

Select just our smart technology,  
or add in our smart people services  
too for total peace of mind.

# Transform your FM in 4 simple steps

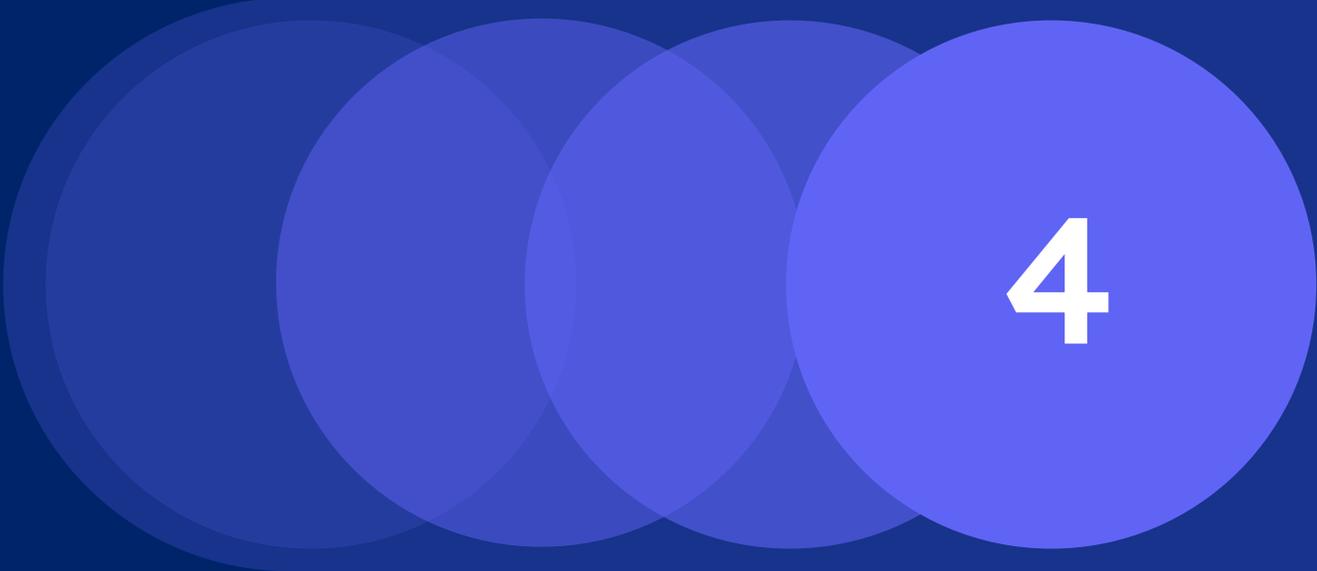


3

**Let Cloud  
take the strain**

We handle the setup, integration, and onboarding for a smooth transition.

# Transform your FM in 4 simple steps



4

**Optimise with  
real-time data**

Gain full transparency, track costs and optimise efficiency.

A man with glasses is smiling while looking at a laptop in a server room. The background shows server racks and blue lighting. The text is overlaid on a semi-transparent white rounded rectangle.

**CloudFlex has changed the game for procurement. We can show our business and shareholders that they are getting the best value and service, without heavy negotiation and lengthy contract periods.**

Steve Radnor, Head of Procurement

# Drive efficiency

CloudFlex achieves 100%  
workforce utilisation  
and real-time reporting

# Choose your package

## Platinum

- ✓ Freedom workflow management tool
- ✓ Fully flexible contract
- ✓ All Smart People modules
- ✓ Mindsett IoT solution

From **£95\***  
per building per month

## Gold

- ✓ Freedom workflow management tool
- ✓ Fully flexible contract
- ✓ All Smart People modules

From **£75\***  
per building per month

## Silver

- ✓ Freedom workflow management tool
- ✓ Fully flexible contract
- ✓ Up to 9 Smart People modules

From **£60\***  
per building per month

## Bronze

- ✓ Freedom workflow management tool
- ✓ Fully flexible contract

From **£40\***  
per building per month

**We will guarantee your outcomes**

\*prices from, subject to estate size, number of assets and volume of tasks

# Choose your Smart People modules

Once you have the Freedom Technology, you can switch on your chosen Smart People Modules, fully flexible, with only 30 days commitment.

PPM and Compliance



Quote Management



Operations



Commercial



Billing



Help Desk



Account Management



Key Account Supervision



Supply Chain



Finance Reporting



# Smart People modules **what you'll get**

## PPM and Compliance

Scheduling & management of planned activity, control & validation of all compliance certificates.



## Quote Management

Reviewing instructions, benchmarking value, ensuring resolution.



## Operations

Technical consulting & management of complex tasks & trade impacting events.



## Commercial



## Billing



## Help Desk

Task logging & process management through to completion.



## Account Management

Strategic, technical experts championing you as our client, driving agreed outcomes.



## Key Account Supervision

First level of escalation, overseeing the Help Desk.



## Supply Chain



## Finance Reporting



# Smart People modules **what you'll get**

PPM and Compliance



Quote Management



Operations



**Commercial**



Budgeting, data analytics, pricing, reporting, financial control, capex management.

**Billing**



Task audit & governance to ensure you only pay for what has been evidenced.

Help Desk



Account Management



Key Account Supervision



**Supply Chain**

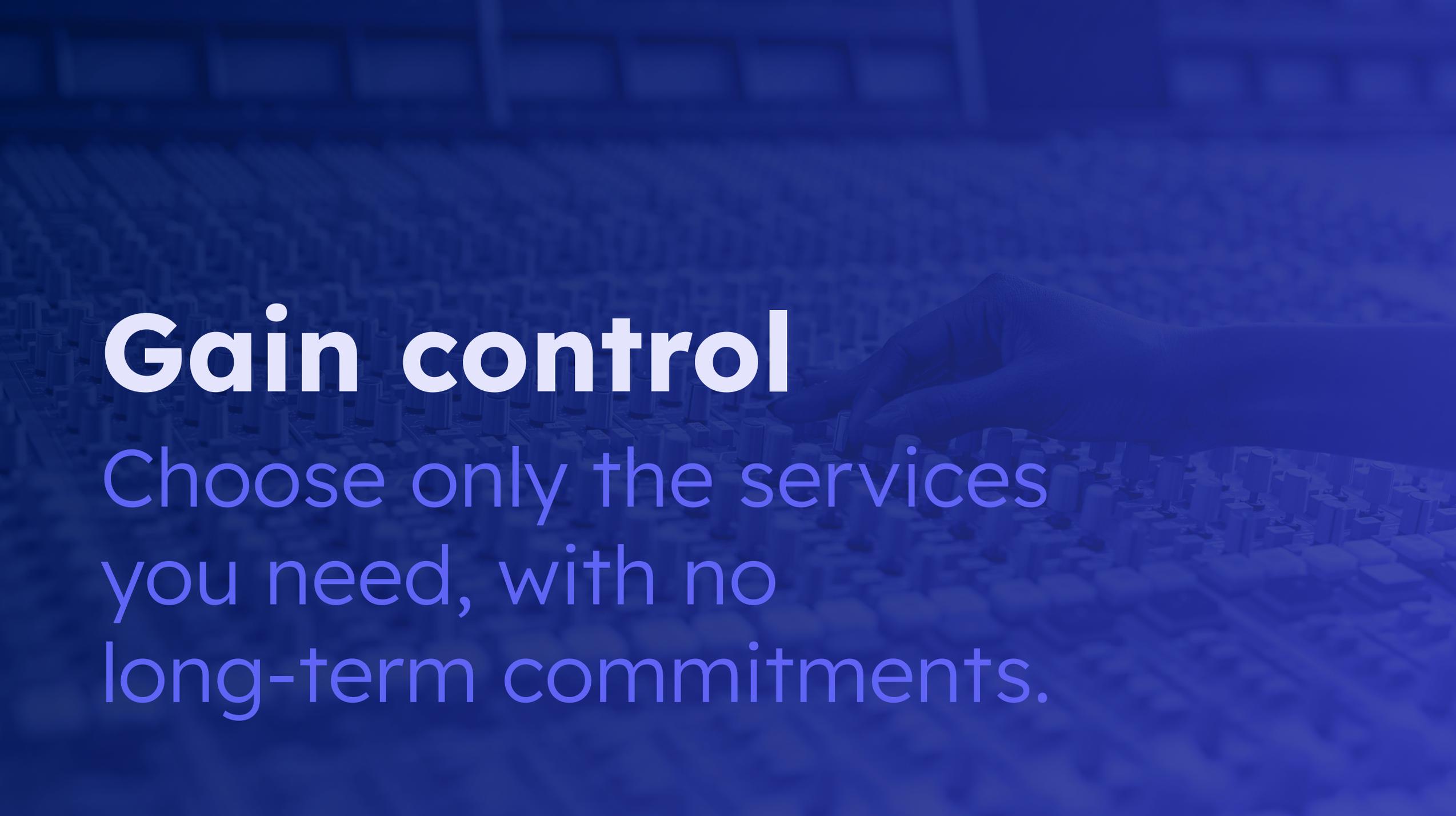


Managing relationships, governance, performance & cost of supply chain.

**Finance Reporting**



Consolidated billing & full accrual management.

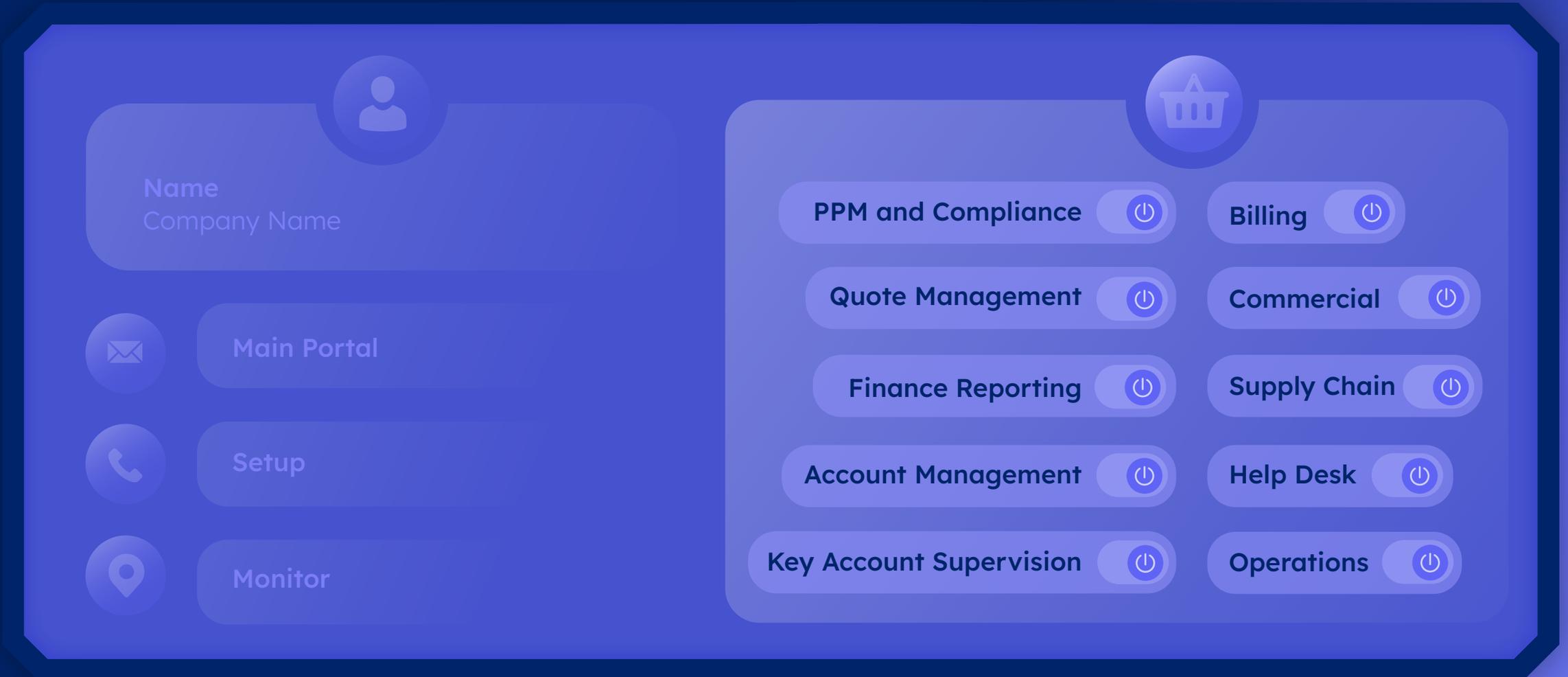
A hand is shown adjusting a slider on a control panel. The panel is filled with numerous knobs and sliders, suggesting a complex system or interface. The background is a solid blue color.

# Gain control

Choose only the services  
you need, with no  
long-term commitments.

# Your dashboard puts you fully in control

Through your real-time dashboard you can see what's really going on and control which modules are switched on.





**Cloud's outstanding  
PropTech and workflow  
management tools combine,  
putting us at the forefront  
of asset and property  
management technology.**

Bill Manton, Chief Technology Officer

# Why go Platinum?

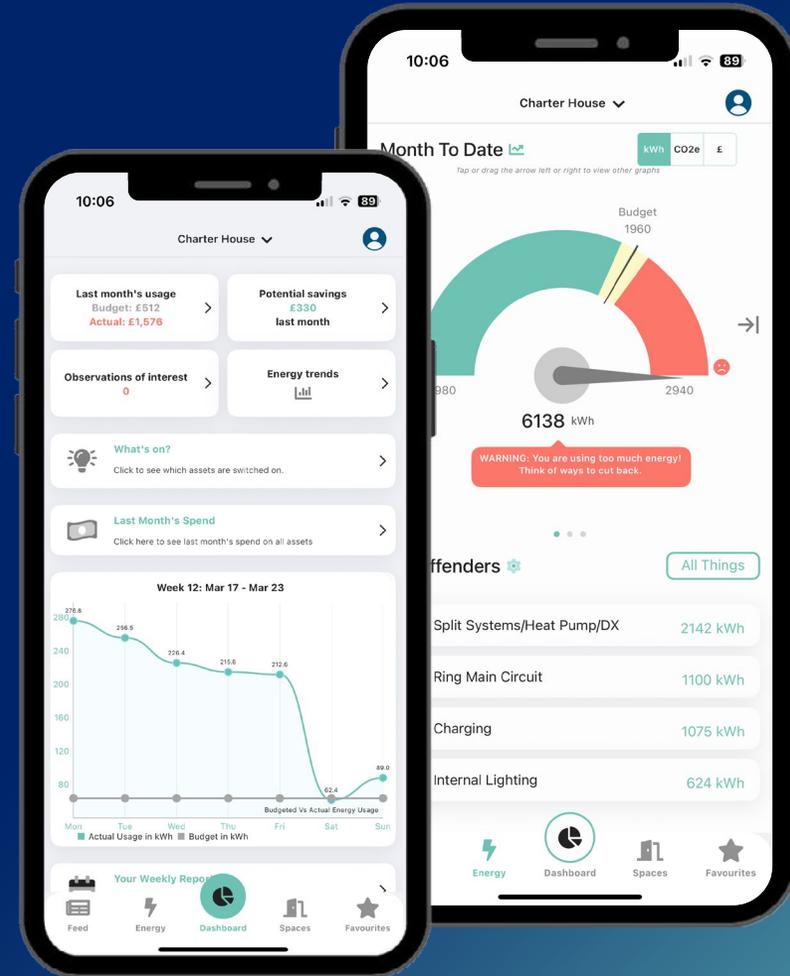


# MINDSETT

Be First to the Future

Mindsett PRISM® our IoT solution is taking the market by storm, and recognised as a leader in Asset Management Solutions.

By enabling both Mindsett PRISM® and Freedom technologies, Cloud can Guarantee Your Outcomes, providing you with unrivalled certainty over how your estate and assets are performing.



Named in the 2024 PropTech Top 50



What is CloudFlex?

Why switch to CloudFlex?

Choose your package

Choose your modules

Why go Platinum?

Contact us

# Mindsett PRISM® in more detail

Mindsett PRISM® fits to your building's distribution board and is the first IoT platform that does not rely on sensors.

Using sensors means that your system has multiple points of failure. By channelling all of your electrical assets through the Mindsett PRISM® box, you have just one source of truth.

We tell you how your assets can **save energy**

We tell you when your assets **need replacing**

We tell you when your assets are **going to breakdown**



**Gartner®**

Recognised by Gartner as a leader in asset management on 5 separate occasions over the past 24 months.

# Hear from our early adopters

When you use Freedom, you are accessing 10 years of research and development with some of the world's biggest brands, and the brightest engineering talent. It is tried, tested and trusted by the best.



## Powering the evolution of the TUI retail experience

When partnering with a business over a long period, you might get to witness a transformation; across their physical spaces, their technology, and their people. We were lucky to be a part of TUI's.



## Transforming Facilities Management for BPP

Cloud partnered with BPP, a global leader in private education, to manage and deliver all hard services across its 19-building estate, stretching from the south coast to North West England.



## Motivated & independent engineers

Freedom provides our supply chain engineers with data at their fingertips, empowering them to deliver excellence for clients like Rank Group. Our real-time feedback functionality is loved by suppliers who feel motivated and happy.

# Powering the evolution of TUI's retail experience

Cloud have been working with TUI UK&I for almost a decade, and during that time we have always remained aligned on our desire for innovation and transparency.

With the retail experience of such importance, high-quality services for their facilities are critical. Travel is a heavily regulated industry, so transparent reporting, assurance on compliance and real-time financial controls were also key requirements. This is when TUI UK&I met our Freedom technology.

## What Freedom meant for TUI

For the first time ever, it became possible for TUI UK&I to have complete visibility of all maintenance activity and costs in real time, simultaneously improving quality, compliance and value for money, because they were using the Freedom workflow management system.

“ With their innovative systems, transparent reporting and real time data, it was clear that they would be the best fit for our business. At any point in the day I can look on the Cloud portal and obtain real-time data about a task – when it will be completed, who will be doing it, and how much it is going to cost. The commercial finance reporting is second to none.”

Simon Walker, Head of Property, TUI Group

**£200k** Saved within one year on maintenance costs

# Transforming facilities management for BPP

In 2016, Cloud partnered with BPP, a global leader in private education, to manage and deliver all hard services across its estate, stretching from the south coast to North West England.

Freedom has provided an automated, transparent, end-to-end management system. From the moment an issue is logged to its resolution and invoicing, every step is tracked and locked, eliminating human error. Engineer time is measured to the minute, ensuring BPP pays only for the value delivered.

Cloud adopts a forensic approach to compliance audits, verifying every certificate instead of sampling a percentage. This rigorous methodology ensures total data accuracy, enabling informed decision-making and guaranteeing compliance. For BPP, this has meant reduced risk, enhanced student safety and comfort, and a noticeable improvement in estate quality.

“ We’re delighted with the efficiencies that we’ve already achieved with Freedom. Not only have we experienced major improvements in quality and service delivery, but we have considerably reduced FM expenditure across our estate.”

Mark Griffiths, Director of Group Operations, BPP

**£176k**

Saved over three years

**£200k**

Drop in reactive job volume

# How an engineer is using Freedom at Rank Group

## Jimmy is a lead engineer from one of our vendors who uses Freedom to deliver excellence for Rank Group

“Freedom technology is bliss. The proactive monthly visits that are part of the workflow allow for much more forward planning, and the data available gives me everything I need to answer client questions. Before a scheduled visit, I can pull up records in the portal and see if clients have logged any odd jobs. That gives me time to get the parts or materials I need, as opposed to attending the site, assessing and then ordering. Once I arrive at a job, I scan a QR code and get access to a full history of the work done before. The data and documentation at everyone’s fingertips is bringing accountability, transparency and accuracy to our workplace. Although that sounds like extra responsibility, it’s actually really empowering.”

“ Our relationship with Cloud is more than just facilities management. We work in partnership on our environmental strategy. By introducing Mindsett PRISM® to a significant amount of our building’s assets, we have not only achieved a healthy reduction in our energy costs, but improved our business culture around sustainability and behaviours that contribute to our success as an energy and environmentally conscious business.”

Sarah Powell, Director of ESG and Treasury,  
Rank Group

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Choose your modules ○

Why go Platinum? ○

Contact us ●

# Take the first step towards Smarter FM

I am interested in finding out more about CloudFlex:

Register your interest



0844 357 3560

cloudflex@cloudfmgroup.com

**cloudfmgroup.com**

\*\*Pricing within this document is for illustration purposes and may be subject to some variances based on building or asset type