

From Reactive Management to Operational Precision at The Hickman

Twinview has helped Great Portland Estates (GPE) transform The Hickman into the first-ever building globally to earn a SmartScore Platinum rating, a testament to cutting-edge technology, sustainability and tenant experience.

The Hickman is a sophisticated Grade A office building located in Whitechapel, London. It features over 78,000 sq ft of workspace, an on-site café, agile working environments, and 10,000+ sq ft of outdoor areas, including terraces and a courtyard. Originally a workshop for Buck & Hickman, a historic toolmaker near Whitechapel Bell Foundry, it has been reimagined as a modern hub for creatives and professionals.



“For us, the exciting thing about the [Twinview] digital twin is to really understand how a building is used and how to predict energy... The more we learn, the more we measure, the more we can improve...”



James Pellatt, Director of Workplace and Innovation, GPE

Ambitions: Smarter, Greener, Experience-Driven

Managing Dolphin Square is no small task. With multiple buildings, systems and stakeholders, fragmented data and legacy processes make efficient management difficult.

Twinview provides a unified operational view:

- ✓ We integrate all systems into one platform
- ✓ We enable real-time asset and issue tracking
- ✓ We streamline compliance, reporting and planning

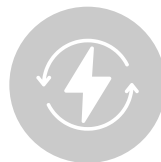
How Twinview Made it Possible

With Twinview, building management at The Hickman shifts from reactive fixes to proactive optimisation. Live data from integrated sensors highlights anomalies early, empowering the team to address issues before they impact occupants or operations.

- ✓ Integrated Sensor Network & Real-Time Data
- ✓ A Unified Dashboard & ‘Digital Golden Thread’
- ✓ Effortless Asset Management

Data That Drives Smart Decisions

Twinview delivers real-time performance dashboards, historical trend analysis and intelligent reporting, all from one platform. With these insights, the GPE team can:



Optimise space and energy



Improve building performance



Enhance tenant comfort

Smart Tools for Smarter Operations

At The Hickman, Twinview gives the facilities team powerful digital tools designed for efficiency, flexibility and precision, whether they're at their desk or on the move.

- ✓ Instantly view building insights from any device
- ✓ track and complete maintenance tasks with ease
- ✓ Streamline compliance and automate recurring checks

This smarter, more connected approach helps the team keep the building running smoothly, enhancing comfort, performance and tenant satisfaction.