

Running a Complex Estate with Confidence: How Twinview Helps Dolphin Square Operate Smarter Every Day

Supporting one of London's most historic residential estates with clearer operational oversight, proactive maintenance and confident, data-led decision-making.

Dolphin Square is one of London's most iconic residential developments. It's a historic, mixed-use estate with over 1,200 apartments and a rich legacy dating back to the 1930s. As part of a major regeneration initiative, the focus has shifted from preservation alone to performance, ensuring the estate can operate efficiently, sustainably and intelligently for decades to come.

“

Partnering with Twinview has been a transformative experience for Dolphin Square. Twinview's operational capabilities have provided us with an innovative platform that enhances how we engage with our residents and manage our property simultaneously.

”

**Dolphin Square
Management Team**

Centralised Control for a Complex Estate

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 connected operational view across the estate:

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

Pre-Emptive Maintenance That Prevents Downtime

With Twinview, facilities teams move from reactive to proactive. Real-time monitoring identifies anomalies early, allowing repairs before failures occur.

- ✓ Early fault detection
- ✓ Reduced disruption for residents
- ✓ Extended asset life cycles

Data That Drives Results

Twinview provides live performance dashboards, historic data trends and intelligent reporting. With this insight, the team can:



**Optimise
energy use**



**Reduce
operational costs**



**Enable smarter
decisions**

Empowering the Facilities Team

Twinview equips the on-site team with intuitive digital tools, on desktop and mobile.

- ✓ Access building data on the go
- ✓ Manage tasks and inspections easily
- ✓ Collaborate in real time
- ✓ Automate routine checks

The result? A more efficient team and a smoother living experience for residents.

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Preserving the Past with Connected Operational Oversight at Archives New Zealand

Discover how Twinview is helping protect the nation's historical records through intelligent building performance, sustainability and resilience.



At the heart of Wellington, Archives New Zealand's new purpose-built facility represents more than a physical space, it's a long-term commitment to protecting the nation's most valuable historical records. But safeguarding heritage isn't just about secure storage; it requires a smart, resilient and efficient environment supported by cutting-edge facilities management.

“The Twinview system will provide a number of new ways for managing Archives New Zealand's holdings in the new building, as well as the efficiency of the building and asset management. I am looking forward to having this system as a tool for our preservation staff to have "eyes on" at all times on our new building very soon.

”

David Adams, Archives Preservation and Digitisation Lead at Archives New Zealand

Real-Time Oversight in a Seismic Environment

Built in a seismic zone, the facility requires robust monitoring to ensure structural integrity over time.

Facilities teams now have real-time visibility into:

- ✓ Live seismic tracking and post-event analytics.
- ✓ Data to inform proactive inspections and interventions.
- ✓ Peace of mind for preservation and operational teams.

Turning Complexity into Clarity

With collections sensitive to environmental changes, the building's systems must perform with precision. **Twinview brings control, clarity and consistency:**

- ✓ We monitor key-building systems in real time.
- ✓ We centralise facility oversight in one platform
- ✓ We deliver alerts and insights to support fast, effective action
- ✓ We simplify maintenance scheduling and asset tracking

Empowering Facilities Teams with Data

With Twinview in place, facilities managers have a trusted operational view of performance data in real time, enabling faster, more confident decisions.

- ✓ Enable smarter decisions
- ✓ Streamlined workflows
- ✓ Optimised lifecycle planning

Built for Safety, Designed for the Future

From environmental performance to seismic stability, Twinview ensures the facility operates at peak condition while protecting what matters most.

- ✓ Protects assets
- ✓ Enhances efficiency
- ✓ Reduces downtime
- ✓ Future-proofs operations

Giving Estates Teams Clear Operational Control Across Campus

Wrexham University is leading the way in shaping the next generation of smart, sustainable campuses. With a firm commitment to reducing carbon emissions, advancing energy intelligence and driving operational efficiency, the university is implementing Twinview as a foundational platform in its digital transformation strategy.



More than just a system upgrade, this initiative establishes a connected operational layer across the estate, improving building performance while supporting long-term academic and sustainability goals.

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Twinview is more than a facilities tool —it’s a strategic platform that helps us reduce carbon, run our estate more efficiently and provide real-world learning opportunities for our doctoral students. It’s a win for operations and a win for innovation.

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Estates and Facilities Team, Wrexham University

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Centralised Control for a Progressive Campus

Managing a diverse academic estate poses unique challenges. From lecture halls and research labs to accommodation blocks and renewable energy assets, maintaining efficient operations requires real-time insight and intelligent coordination.

Twinview changes everything

- ✓ Creating a unified platform combining facilities management, building performance data and live energy analytics.
- ✓ Accessible on both desktop and mobile for flexible, on-the-go management.
- ✓ Keeping Estates and Facilities teams connected, informed and in control across the entire campus.

Smart Monitoring That Powers Sustainability

Wrexham University’s commitment to environmental responsibility is a core driver of its estate-wide operational strategy.

- ✓ Twinview enables accurate monitoring of energy usage and carbon emissions across the estate.
- ✓ Provides transparency, identifies inefficiencies and supports carbon reduction targets.
- ✓ Seamlessly integrates data from photovoltaic (PV) systems to optimise solar energy generation in real time.

Empowering Facilities Teams with Data

Facilities management is no longer reactive. With Twinview, the University managers have live insights and performance data at their fingertips. From mobile inspections to task scheduling and issue tracking, Twinview is simplifying their day-to-day operations.

- ✓ Enabling smarter decisions by turning real-time data into actionable insights across the estate.
- ✓ Streamlining workflows that reduce manual effort and improve operational efficiency
- ✓ Optimising lifecycle planning through better visibility of asset performance and maintenance needs.

Connecting Legacy Systems to Run the Campus More Effectively at Zayed University

Twinview is helping Zayed University optimise building performance and streamline facilities management across its expansive, modern campus.



The proof-of-concept (POC) deployment at SV2 and DCP2 demonstrates how bringing legacy systems into a connected operational view can modernise estate management. Through this initiative, Zayed University now benefit from a flexible, future-ready platform that centralises data, streamlines operations and supports long-term planning.

Transforming Legacy Assets into Smart Systems

Managing Zayed University's legacy infrastructure across multiple sites required a flexible solution that could adapt to both current demands and future expansion.

Twinview changes everything:

- ✓ We connect legacy systems into a single digital platform
- ✓ We enable integrated planning, monitoring and issue tracking
- ✓ We improve reporting and decision making across stakeholders

Laying the Foundation for Scalable Smart Infrastructure

This initiative proves that digital transformation is no longer a future aspiration, it's a present-day, strategic advantage. The foundation laid by the POC deployment establishes a scalable path for smart infrastructure management across the full Zayed University estate.

- ✓ Establishes a scalable model for campus-wide rollout
- ✓ Enhances lifecycle planning and asset longevity
- ✓ Supports long-term operational efficiency and adaptability

Aligning Operations with ESG Goals

With Twinview, Zayed University gain access to live performance dashboards, actionable data and historic trend analysis, all aligned with ESG priorities. With this insight, the team can:



Improve sustainability metrics



Support transparent ESG reporting



Make smarter decisions faster

Empowering the Facilities Team

Twinview gives facilities and operations teams the tools to stay connected, informed and proactive, all via desktop and mobile

- ✓ Access building data anytime, anywhere
- ✓ Collaborate and manage tasks in real time
- ✓ Automate routine checks and inspections
- ✓ Stay ahead of issues with intelligent alerts

The result? A more efficient team and a smoother living experience for residents.

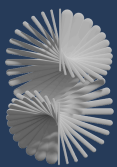


Turning Carbon Insight into Daily Operational Action at Spaceworks

By leveraging real-time operational data, Spaceworks is reducing energy waste, tracking carbon emissions and optimising operations as part of their journey to net zero



Located in Gosforth, Newcastle-upon-Tyne, Spaceworks is the headquarters of Space Group, an industry leader and certified B Corporation with a bold commitment to achieving net zero carbon emissions by 2030. To support this mission, Space Group implemented Twinview to benchmark carbon performance, monitor real-time energy use and uncover opportunities for smarter, more sustainable operations.



Space Group

Data-Driven Sustainability in Action

Twinview gives Spaceworks the ability to move from assumptions to action. With centralised data and powerful analytics, the team can now monitor energy performance in real time, spot inefficiencies and make informed decisions that align with their net zero roadmap.

Twinview delivers:

- ✓ Real-time carbon benchmarking
- ✓ Visualisation of energy and resource consumption

Optimising for Efficiency, Every Day

The platform enables the team to track performance trends and uncover operational inefficiencies, helping to reduce waste, lower emissions and improve day-to-day building management.

- ✓ Reduced energy wastage
- ✓ More efficient use of space and systems
- ✓ Data-led continuous improvement

Built-In Accountability Through the Golden Thread

Twinview's "Golden Thread" capability provides a connected, transparent view of key building information, ensuring decisions are traceable and aligned with sustainability and compliance goals.



Clear audit trails



Better planning and reporting



Support for compliance and certification

Empowering the Spaceworks Team

Twinview gives the Spaceworks team a suite of tools to work smarter, on desktop and mobile.

- ✓ Monitor emissions and energy use
- ✓ Collaborate across teams
- ✓ Plan and track improvements in real time
- ✓ Automate tasks and reporting

The result? A more sustainable workspace and a smarter, data-driven approach to achieving net zero.

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Advancing Innovation Through Smart Infrastructure: How Twinview is Supporting Digital Transformation at Menai Science Park

M-SParc, a leading science and technology park in Anglesey, is home to cutting-edge startups and forward-thinking businesses. As part of their mission, the team is implementing a campus-wide operational platform powered by Twinview, creating a virtual replica of the facility to enable real-time monitoring, smarter decision-making and more efficient building operations.



Centralised Control for a Complex Estate

Twinview provides M-SParc with a unified platform that brings together key building systems and performance data in one place, helping them visualise, manage and optimise their campus like never before.

With Twinview, M-SParc gains:

- ✓ Real-time performance insights
- ✓ Full visibility of energy use and system health
- ✓ Integrated oversight across the entire campus

Real-Time Performance Insight Across the Campus

Through advanced IoT and sensing technologies, M-SParc is able to automate monitoring and react instantly to issues, enhancing occupant comfort, reducing downtime and improving building efficiency.

- ✓ Sensor driven energy management
- ✓ Proactive maintenance strategies
- ✓ Reduced operational disruption

Sustainability at the Core

Twinview supports M-SParc's environmental goals by helping them actively monitor energy consumption, track progress against sustainability targets and reduce their overall carbon footprint.



Targeted energy savings



Transparent environmental reporting



Long-term emissions reduction planning

Connected Teams, Smarter Decisions

Facilities teams now have real-time access to data and documents through Twinview's Golden Thread and File Share tools, enabling more collaborative, informed and efficient workflows.

- ✓ Access critical information instantly
- ✓ Collaborate across systems and teams
- ✓ Reduce risk through traceability and oversight

The result? Scalable smart infrastructure and improved operational control across the campus.



Setting a New Standard for Sustainable Offices: How Twinview is Powering Smart Performance at 135 Park Street



135 Park Street is being constructed to the highest environmental standards, targeting a BREEAM 'Excellent' rating and a NABERS 5-star rating for operational performance. Located in London's vibrant Bankside district, the building will deliver on ambitious net zero carbon goals through the integration of Twinview's connected operational platform.

Operational Visibility from Day One

Facilities teams will have full mobile and desktop access to Twinview, making it easier to manage tasks, monitor trends and collaborate across departments.

- ✓ Mobile access to critical data
- ✓ Real-time alerts and task tracking
- ✓ Better resource planning

Real-Time Insights for Smarter Operations

Twinview creates a centralised, always-on platform for managing performance data across the entire building, giving teams real-time visibility into energy, air quality, system efficiency and more.

With Twinview, there will be:

- ✓ Constant building performance monitoring
- ✓ Informed decision-making using live data
- ✓ Greater operational control from day one

Streamlined Handover with Built-In O&M Tools

The use of Twinview's O&M Builder means building data is collected and structured from construction through to operation, ensuring a seamless handover and complete asset documentation.

- ✓ Connected Golden Thread of building data
- ✓ Simplified compliance and audit trails
- ✓ Instant access to O&M information for FM teams

Optimising for Sustainability and Well-being

Through live environmental monitoring and system performance analytics, Twinview supports key outcomes like energy reduction, air quality improvements and enhanced occupant comfort.



Targeted energy savings



Improved indoor environmental quality



Measurable impact on ESG goals

The Result? A future-ready workplace with built-in sustainability, streamlined operations and smarter facilities management from day one.

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.

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“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...”

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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

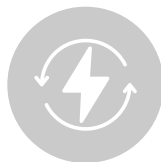
How Twinview Made it Possible

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.

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Twinview is Supporting Smarter Building Management at SANSA, South Africa

Twinview is helping the South African National Space Agency (SANSA) optimise operational performance and streamline facilities management at its Hermanus campus.



The South African National Space Agency (SANSA) is a key public sector institution responsible for supporting space science and technology initiatives across the nation. Located in Hermanus, South Africa, SANSA's facilities play a crucial role in supporting the country's space missions. To ensure these critical infrastructures operate securely and efficiently, SANSA has partnered with Twinview to implement a unified operational view across its estate. This initiative consolidates building and infrastructure data into one real-time, digital platform.

Centralised Control for a High-Security, High-Stakes Estate

With secure infrastructure, specialised equipment and mission-critical operations, fragmented data and legacy processes previously made facilities management difficult.

Twinview enables:

- ✔ File sharing, data capture and O&M documentation into a single platform
- ✔ Real time tracking and facilities management

Proactive Facilities Management That Minimises Risk

With Twinview, SANSA's facilities team can shift from reactive fixes to proactive planning. Real-time anomaly detection ensures potential issues are addressed before they impact operations.

- ✔ Early fault detection
- ✔ Reduced operational disruption
- ✔ Improved asset reliability and longevity

A Platform That Turns Data into Action

Twinview's powerful dashboards, reporting tools and historical data insights empower SANSA to make informed decisions with confidence.



Optimise energy usage



Reduce operational costs



Enable smarter, faster decisions

Supporting Mission-Critical Operations with Real-Time Oversight

The result? A more secure, efficient environment, supporting SANSA's critical mission to advance space research and innovation in South Africa.

- ✔ Secures mission critical assets
- ✔ Accelerates operational performance
- ✔ Prevents system downtime
- ✔ Prepares infrastructure for future demands

Twinview is Supporting Smarter School Management at CAST MAT

Twinview is helping St Mary's Catholic Primary School and Notre Dame RC School optimise building performance and streamline facilities management across their existing school estates.



Centralised Control for Distributed School Estate

Managing existing school buildings across different sites presents unique challenges such as, fragmented systems, inconsistent data and limited visibility.

Twinview brings clarity and connected oversight across the estate:

- ✓ We integrate all building systems into one platform
- ✓ We enable real-time energy, comfort and asset monitoring

From Reactive to Proactive Maintenance

With Twinview, facilities teams gain real-time insights that move them from reactive firefighting to proactive management. Early detection of inefficiencies and anomalies allows for smarter intervention, before issues escalate.

- ✓ Identify plant inefficiencies early
- ✓ Improve learning comfort and reduce disruption
- ✓ Extend equipment life while reducing costs

Data That Delivers Impact

Twinview's dashboards, data trends and reporting tools provide school leaders and facilities teams with the clarity they need to make informed, strategic decisions:



Optimise energy performance



Reduce operational costs



Enable evidence based decisions

Empowering Facilities Teams with Smarter Tools

On-site teams benefit from powerful yet easy-to-use tools, on both desktop and mobile:

- ✓ Access real-time building data anytime, anywhere
- ✓ Manage maintenance tasks and inspections with ease
- ✓ Collaborate digitally across multiple school sites
- ✓ Automate reporting and compliance checks

Intelligent Space Management at Eastbourne District General Hospital

Twinview is supporting Eastbourne District General Hospital to improve space utilisation and enable smarter, data-led estate management across the NHS site.



Eastbourne DGH manages a complex mix of clinical wards, consulting rooms, treatment spaces and administrative offices. Traditional room scheduling and utilisation information was limited, relying on manual reporting and assumptions rather than real-time data.

To better respond to fluctuating demand and ensure spaces support both patient care and staff workflows, the Trust opted to trial a connected operational platform that provides a live view of how areas of the site are used.



Benefits & Outcomes

Twinview delivered clear, actionable insight that enabled more efficient and responsive day-to-day space management:

- ✓ More responsive environment to support patient pathways
- ✓ Smoother workflows for clinical and administrative teams
- ✓ Less time wasted finding suitable space

Clear Oversight Across a Complex Hospital Estate

Running a busy NHS hospital involves managing a wide range of clinical and non-clinical spaces, often with limited visibility into how rooms are actually used. Decisions are frequently based on static schedules or assumptions rather than live operational insight.

Twinview transforms this approach:

- ✓ We bring space usage and occupancy data into a single, unified digital view
- ✓ We provide real-time insight into how rooms and areas are used throughout the day

The Challenge

Eastbourne District General Hospital lacked real-time visibility of space usage, making it difficult to understand how rooms were actually being used. This limited the Trust's ability to plan effectively and respond quickly to changing demands.

- ✓ Lack of real-time visibility on how rooms were actually occupied throughout the day
- ✓ Planning decisions made from instinct or static records rather than evidence

The Solution

The hospital introduced Twinview, which collects and visualises occupancy and usage patterns in real time, giving estates and operational teams clarity on how each area performs across daily schedules.



Live occupancy tracking



Usage pattern analytics



Evidence-led decisions