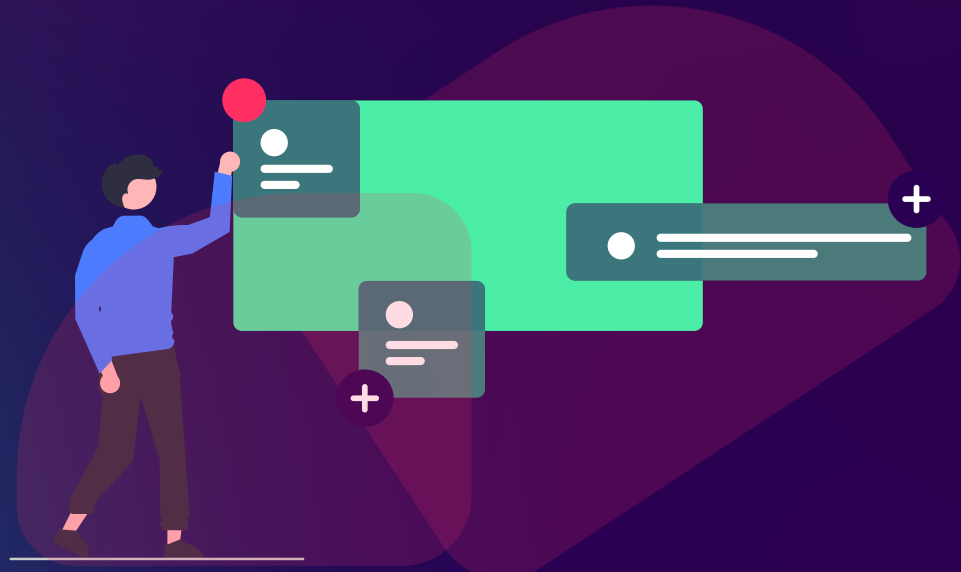
Constructing your SmartScore with Twinview



Twinview®

“As the **demand for smart buildings** continues to rise, the need for a standardised measurement to evaluate and accredit the status of a smart building becomes more apparent.

SmartScore, an evaluating framework created in collaboration with the owners and users of the world’s most advanced properties, was designed to address this need.”

But what exactly constitutes a smart building?

In essence, **a smart building utilises the best technology, processes, and procedures available to deliver outstanding outcomes for all users.** To achieve this status, developers must prioritise user functionality and technological foundations while also considering the specific wants and needs of building users.

To **measure a building's smart capabilities**, the WiredScore ScoreCard was created. This tool assesses a building's implemented processes, procedures, and integrated technologies, ensuring that it can meet the expectations of today's occupiers while also being future-ready for the user stories of tomorrow.

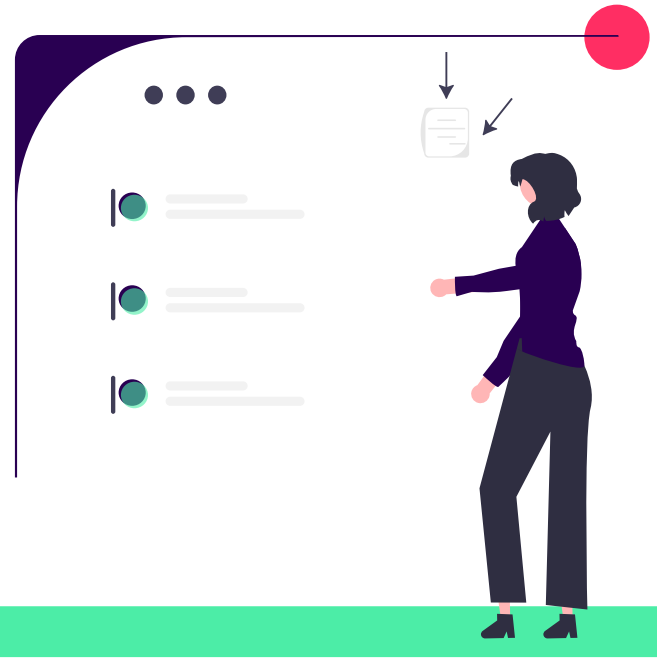
SmartScore champions the latest technologies in real estate and establishes a worldwide benchmark for identifying top-tier smart buildings that prioritise user experience, cost efficiency, sustainability, and future readiness.

It's important to note that the **definition of a smart building** is user-centric and outcomes-driven, which means that property developers and operators must prioritise and balance design alongside the comfort of the building's occupants.

But what exactly constitutes a smart building?

The **measure of user functionality** is the extent to which a building meets the expectations and experiences of its users, while the assessment of technological foundations evaluates the futureproofing of the building's technology, processes, and procedures. The features mentioned are evaluated case-by-case and subsequently assigned credits contributing to a building's SmartScore.

Adapting to personal processes and the unique requirements of modern-day occupants is essential to creating a smart building that delivers. Therefore, from the outset, stakeholders must define and prioritise the experiences of who will be in the room to understand a building's performance against their needs.



How to measure a building's user functionality

These smart buildings must offer a range of features that contribute to **individual and collaborative productivity, health and wellbeing, sustainability, communities and services, maintenance, and operations**, as well as **safety and security.** Each of these plays a crucial role in enhancing user functionality.

An important aspect of **user functionality** is **building utilisation**. By integrating a system that reports and archives how the building is being utilised, facilities managers can better understand who is in the building and how it is performing.

Furthermore, by bringing together real-time and historic utilisation information, management can also effectively measure, make improvements, and mitigate common user functionality pain points.

Twinview provides selected users with a single platform that reports how tenants consume their space. This intelligent software maps out how companies can optimise their real estate by combining building information with space metrics. Management can make more informed decisions by capturing real-time utilisation information alongside floor plans and maintenance logs.

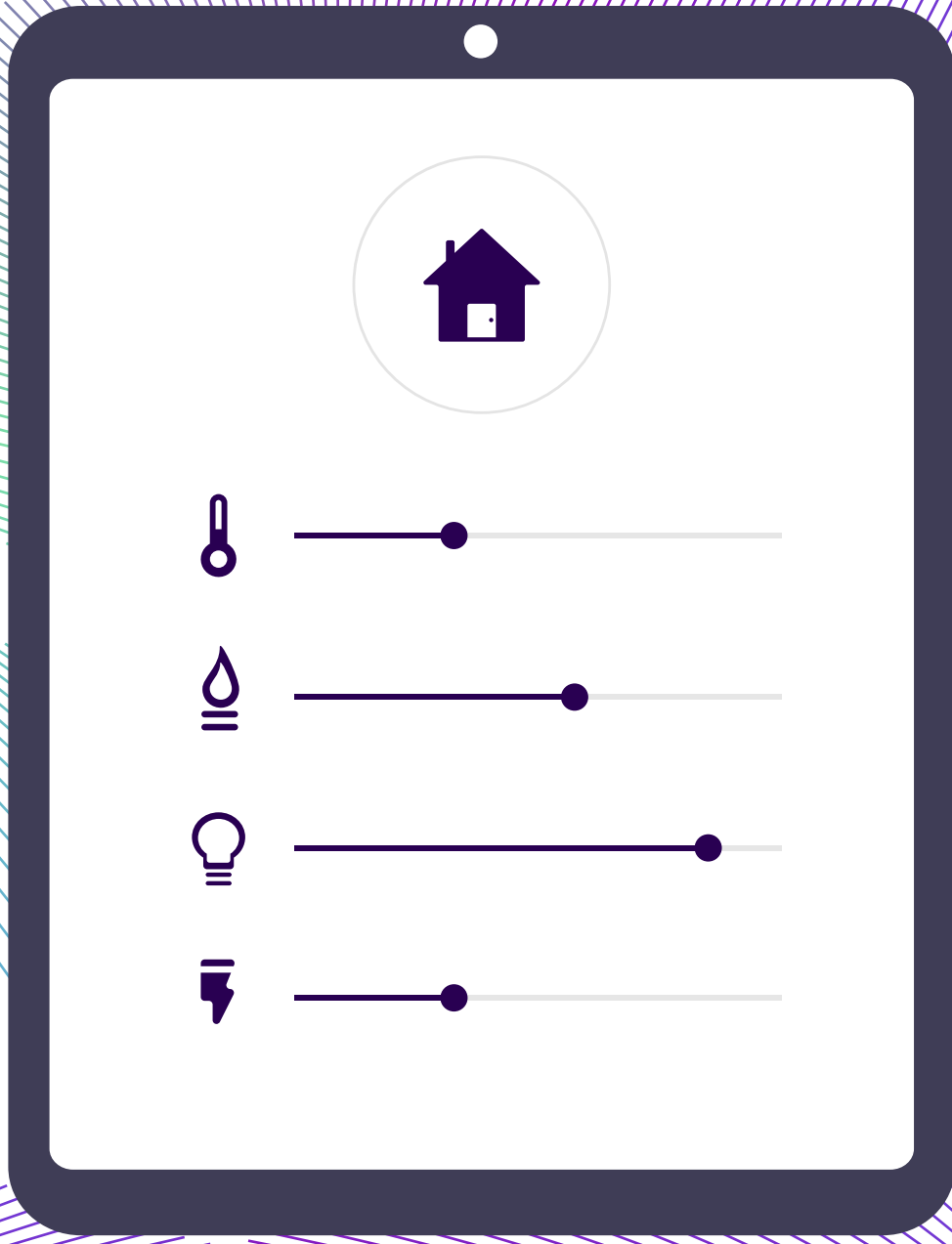
Twinview-compatible **IoT (Internet of Things)** devices also facilitate built-in people detection and motion detection systems that allow managers to obtain information on numbers per room, numbers per floor, average duration in the space, and movement around the building. Twinview heat mapping feature visualises the differences in individual spaces, footfall, and desk allocation, to ensure owners get the most out of their building information.

How to measure a building's user functionality

Another example, this time falling under the **sustainability** category, is **energy optimisation**.

Landlords can achieve this by allowing tenants to participate in an energy optimisation program that monitors their success in real-time and notifies the building operations team of unusual energy consumption in areas such as heating, cooling, lighting, and lifts.

This program provides recommendations for optimising the building's energy performance in these categories. More advanced systems can utilise external data sources and building sensors like occupancy sensing, local weather, air quality sensing, power grid, and e-mobility charging.



Did you know that **an estimated 70% of existing offices in London have an EPC rating below B,** and **it's illegal in the UK for a property with an EPC rating below E to be rented** unless it's registered as a valid exemption?

Helping buildings reach their full potential and meet their sustainability targets, Twinview offers a unique opportunity to reduce a building's carbon footprint and energy consumption byoptimising operations and processes.

This is achieved through the provision of energy usage data in bespoke dashboards and heat mapping. Both increase user understanding and help guide teams towards reducingenergy consumption in quieter spaces, such as reducing the heating.

In addition, Twinview goes beyond presenting a complete breakdown of energy consumption in the building; it also **utilises machine learning** to predict future energy consumption and identifies the most competitive energy prices based on real-time market data.

Another of the platform's capabilities is its **remote accessibility**, allowing asset owners and managers to monitor and track their entire portfolio from anywhere in the world with an internet connection.

This feature provides ultimate flexibility and convenience for those seeking to optimise their building's energy consumption and reduce their carbon footprint.

While there may be differences in user functionality geographically due to distinctions in culture, the challenge of getting the technological foundations right is universal.

How to measure a building's technological foundation

A smart building's ultimate goal is to integrate all data into one cohesive system, which can only be achieved with a solid foundation. This foundation includes **developed building systems, landlord integration networks, cyber security,** and more.

These subcategories are crucial in ensuring an effective building lifecycle. From basic integrations like user **WiFi in communal areas** to automated **cyber security assessments** and advanced **data ontology,** each aspect plays a vital role in safeguarding the building's functionality.

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Two contributing examples of building system solutions are operation software platforms and asset information models:

To obtain SmartScore certification, it is important to tackle the issue of control silos, which can be accomplished by integrating maintenance and operation systems into a **single control centre**.

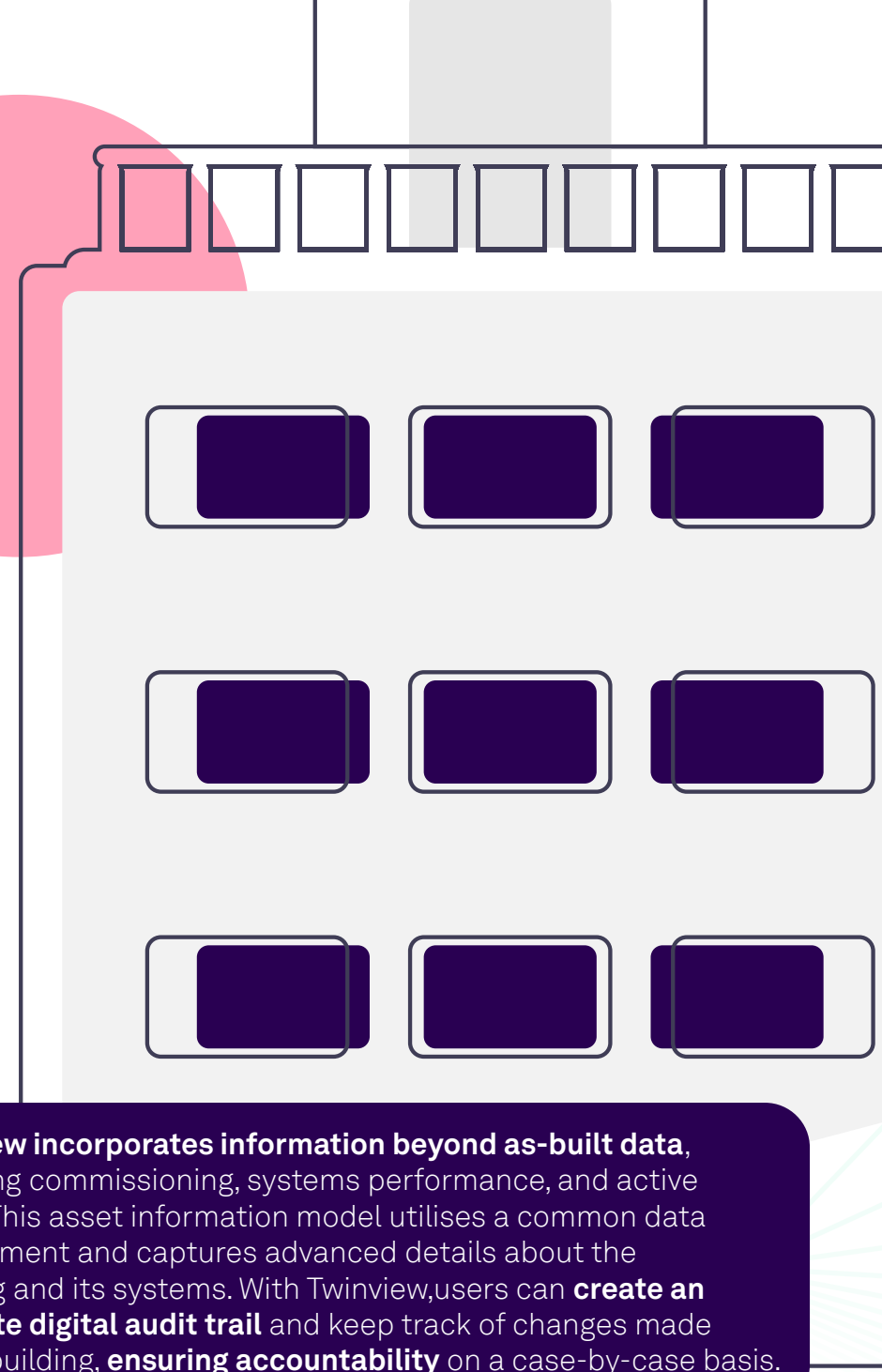
This integration is a crucial factor that WiredScore considers. By utilising an operation software platform, data transparency is enhanced, providing new opportunities to enhance operational efficiencies.

Instead of having scattered property data, Twinview consolidates **all information in one place** for users to access easily. Its innovative document vault ensures that all building information is securely stored in the cloud. Moreover, its navigational tools facilitate the speedy retrieval of detailed information. Twinview's innovative dashboards promote operational transparency and turn data siloes into actionable insights.

Besides document control, Twinview also offers work order management that enhances workflows and boosts operational team efficiency.

In preparation for the upcoming **Building Safety Act and Digital Golden Thread regulations**, building owners must ensure that their properties have an accurate single source of truth. To achieve a higher SmartScore, a centralised asset information model is crucial as it supports various smart building features. By consolidating **digital design, construction, commissioning, operation, and retrofitting information,** a more transparent and accountable building modelcan be created.

Twinview is an effective **solution for asset management**, as it provides building owners with a complete guide to their properties through its innovative navigation solutions and information archive.



Twinview incorporates information beyond as-built data, including commissioning, systems performance, and active users. This asset information model utilises a common data environment and captures advanced details about the building and its systems. With Twinview,users can **create an accurate digital audit trail** and keep track of changes made to the building, **ensuring accountability** on a case-by-case basis.

Innovation credits for going the extra mile

In recognition of contemporary provisions that may still need to fall under the SmartScore benchmarks, WiredScore designed innovation credits to reward landlords for going the extra mile. The credits are for features that positively impact the building's ability to deliver optimal user outcomes beyond the current, perceived, best-in-class levels.

There are many levels and layers further to those already mentioned, from digital signage, kiosks, and operational portals to operational technology systems for building automation and controls such as HVAC, as well as the use of internet-of-things (IoT) devices.

While the certification and its process are extensive, making your building smart and **obtaining SmartScore certification can yield significant financial, environmental, and social benefits.**

From lowering energy consumption, receiving higher tenant retention rates and increasing property value, obtaining SmartScore certification also provides a competitive advantage in the market, showing that your building meets the highest sustainability and efficiency standards.

Constructing Your SmartScore Roadmap

When embarking on the SmartScore journey, it is important to take steps in the right direction to avoid being caught out later down the road. Taking a comprehensive approach is essential to meeting the WiredScore criteria.

Early integration with leading providers of services can support decisions and help you navigate the complexities of acquiring the certification.

Accredited Solutions is a group of technology providers who have had their systems and solutions benchmarked against WiredScore's standards.

Twinview is one of those who have aligned their technology solutions with SmartScore certification standards globally. Enlisting the help of a trusted WiredScore Accredited Solution, such as Twinview, can make the difference between receiving a Platinum rating in place of Gold.

Thanks to its integration with Twinview and other building technology, **Great Portland Estates' The Hickman is the world's first building to achieve SmartScore's Platinum rating**.

With IoT and sensors throughout the building, Twinview provides continuous feedback on occupancy and environmental factors, allowing GPE (Great Portland Estates) to optimise space, reduce costs and carbon emissions, and steer the company to achieving net zero by 2030.

Start building your smart journey, today

Twinview's Digital Twin platform can help businesses progress towards achieving SmartScore accreditation by optimising building performance, facilitating data-driven decision-making, and ensuring compliance with regulatory standards. As digital innovators ourselves and experts in the WiredScore ScoreCard, our team at Twinview will help guide, implement, and futureproof your building.

Book a demo

Twinview®

Helping turn building data into building intelligence