



# Meet Concerto

Replacing all other property technology across Local Authorities and Councils.

# Why Concerto

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**“It’s got so much more functionality than the last system.”**

SW Bruce – LB Enfield Council



**“GAME CHANGER compared to our current solution.”**

Steve - Bradford Metropolitan District Council



Concerto, part of Bellrock Technologies, is driven by a mission to empower clients with a seamless, scalable, and innovative IWMS platform that enhances operational efficiency, cost savings, and data-driven decision-making. We believe that true integration, flexibility, and continuous evolution in asset and workplace management are essential to supporting local authorities in creating safe, compliant and cost-effective estates.

Concerto leverages decades of experience and continuous innovation to provide an IWMS solution tailored to complex portfolios of the UK’s Local authorities.

As a UK-based IWMS with over 450+ clients, Concerto is trusted by over 35% of local authorities, and this number just keeps growing.

Why? Because we are dedicated to creating a platform local authorities can grow into, not out of, and one that drives real RoI from the outset.

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“Concerto is a fair price, and has no down time, so very reliable. The team at Bellrock are patient and flexible when our priorities change, and I like being able to tap into best practice from their large customer base within local authorities.”

Andrew Mathers Ford  
Royal Borough of Greenwich





# Manchester City Council's

## Successful transition from old tech to Concerto

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Manchester City Council is made up of 400 operational buildings and 2,000 commercial interests which are all managed by the central Manchester team. Their properties average 12,000 reactive maintenance jobs a year with SLAs for quality, compliance and price.

### Challenge

Data need to be transferred from the incumbent system, as well as pockets of other data sources, including Excel spreadsheet for PPMs. The system we were replacing wasn't web-based, wasn't intuitive for the team to use, not set up in a way that truly reflected the way the team worked.

On top of this, Manchester City Council wanted to make sure it was on top of its compliance regime, particularly its corporate landlord model, and that through dashboards and reporting, it was easy to manage priorities.



“Really easy to get hold of the Concerto team when needed. And really helpful when we want to enhance the system to improve way of working further. Really enjoy working together on projects”.

Andrew Stirling, Head of Corporate Estates

## Solution

Our Onboarding Team created a detailed transition plan to ensure a successful move from the incumbent.

All property records were built in Concerto, increasing data visibility, as well as ensuring an audit trail on access.

The main modules underpinning work is our Estates and CAFM modules, but with integration into finance systems. All invoices for their managed estates are raised through Concerto.

Concerto is also accessed (with strict permissions) to many third-party stakeholders to improve workflows. This includes the Council’s FM provider, Property Manager Supplier and the NHS.





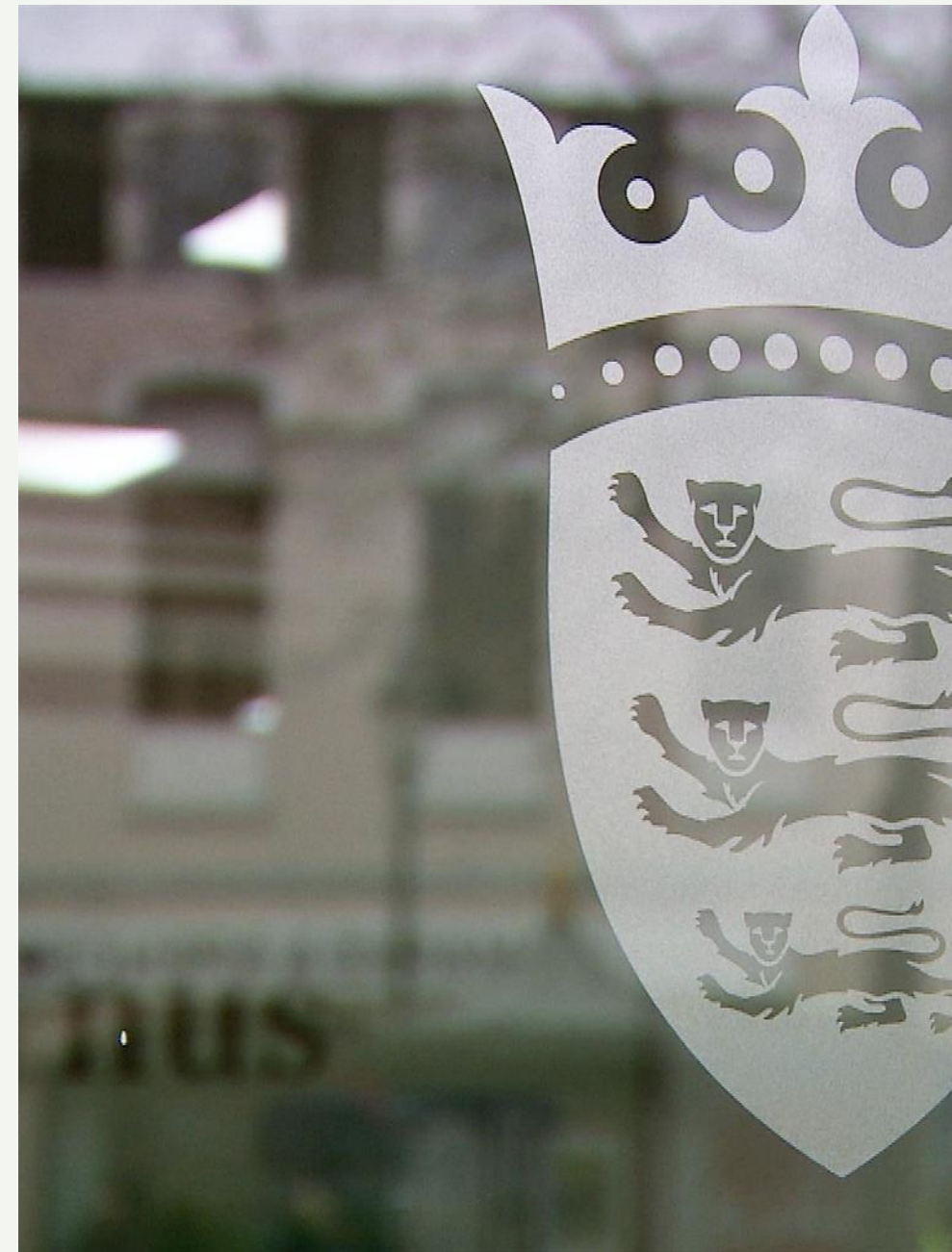
# The Government of Jersey's Transforming public asset management

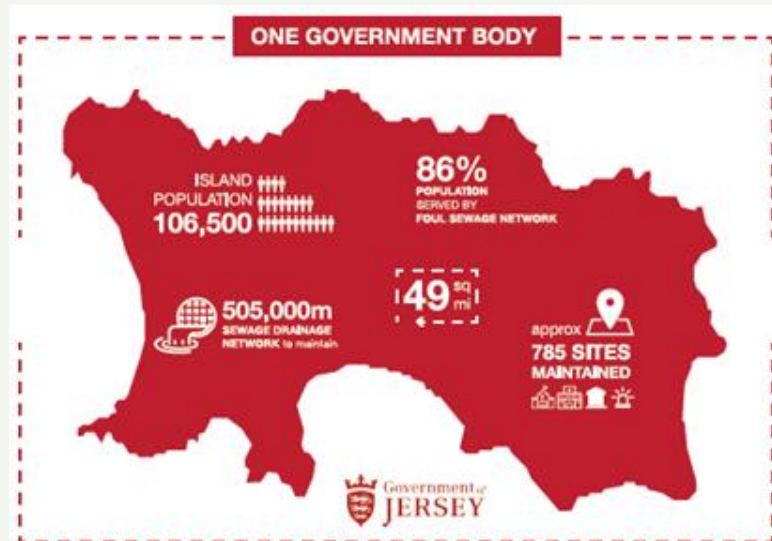


The Government of Jersey (GoJ) managed a diverse portfolio of over 800 sites, including schools, healthcare facilities, critical infrastructure, and Grade A office spaces with high-profile occupiers like the Bank of Canada. Despite the scale and variety of assets, GoJ faced challenges with siloed data, inconsistent maintenance processes, and limited-service visibility. To enhance efficiency and transparency, GoJ sought a centralised platform for seamless data management across departments.

## Scope

- Manage maintenance work for critical infrastructures
- Sewage treatment works
- Energy recovery facility
- 100 employees across five teams
- Job logging functionality
- Analyse completed works
- 110 + pumping stations





## Solution

Concerto was selected to centralise GoJ's facilities data and streamline FM processes. Through the platform's helpdesk, asset management, and real-time tracking, GoJ achieved a unified data environment integrated with JD Edwards. Teams across five departments, managing over 110 pumping stations and critical sites, now use Concerto's mobile tools to log jobs, monitor maintenance, and access data in real-time.

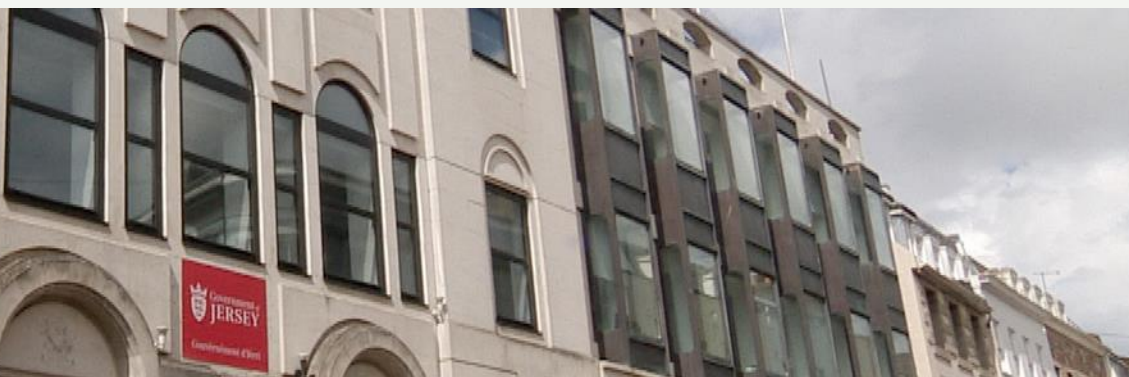
Concerto's capabilities support asset tracking, risk assessment, and compliance, allowing proactive maintenance management. Reverse mentoring also helped GoJ integrate modern practices, fostering autonomous, data-driven decision-making.

## Solution

- ✓ Carbon footprint reduction
- ✓ Increase in first time fixes
- ✓ Total transparency of performance
- ✓ Analytical and dynamic risk assessments
- ✓ Better safeguarding for employees
- ✓ Best working practices
- ✓ Bespoke dashboards
- ✓ Employee accountability
- ✓ Efficiency savings of £80,000 by end of year one
- ✓ Faster response times
- ✓ Improved employee performance
- ✓ Reduced downtime of critical assets
- ✓ Streamlined communication channels
- ✓ Real-time two-way conversations

## Impact

With Concerto, GoJ achieved faster response times, increased first-time fixes, and savings of over £150,000+ in the first year. Real-time communication and risk assessments further minimised downtime. Concerto's transparency and accountability have transformed GoJ's infrastructure management, improving protection for over 7,500 employees and service for the 100,000+ members of the public.



# Join the club





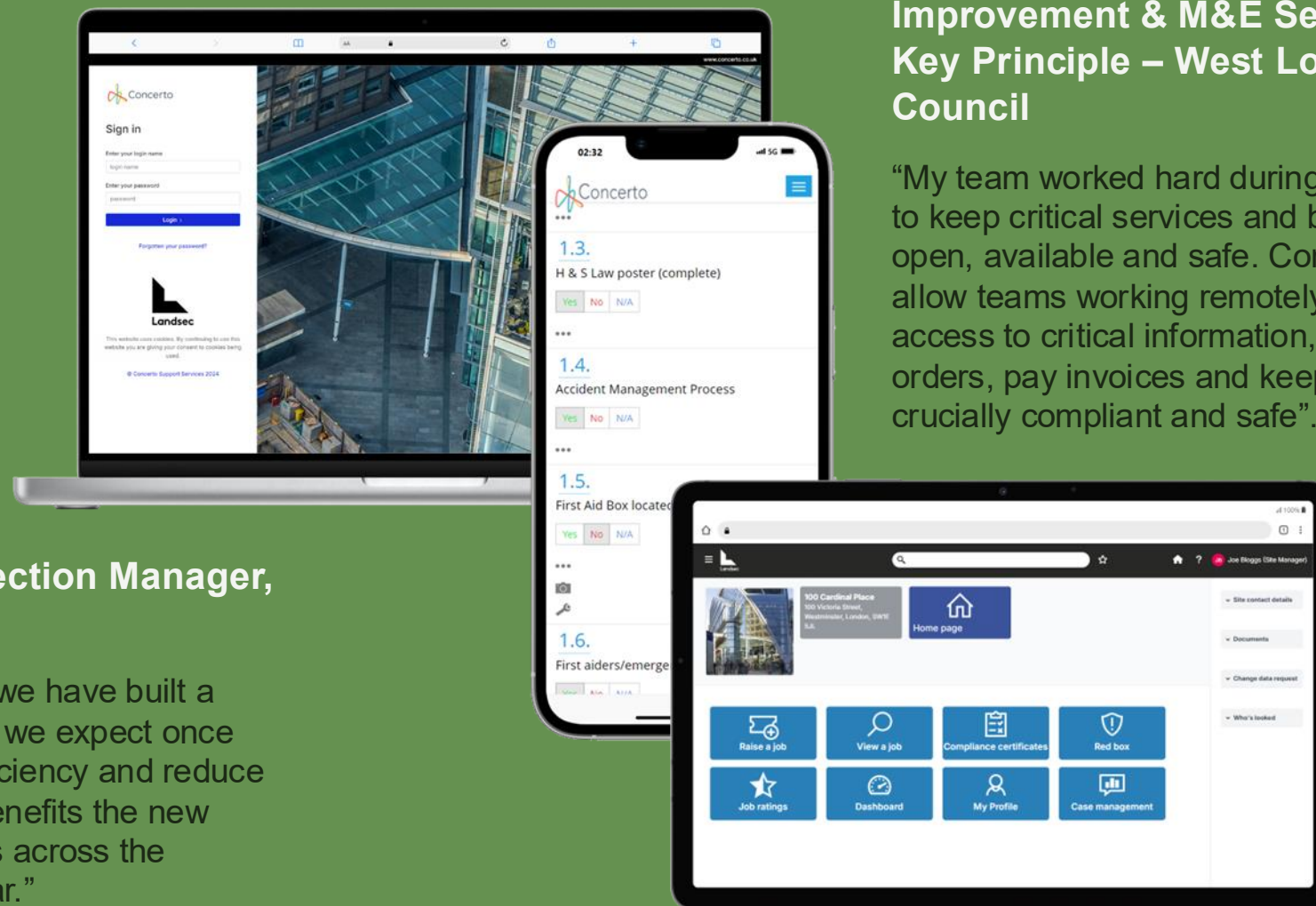
# What do people say about us?

## Andrew Mathers-Ford, Systems Manager, Royal Borough of Greenwich Council

“Prior to Concerto we used a system that required a lot of IT maintenance, and there was problems with standardisation and gaps with data. Concerto’s position in the market and experience with local authorities is second to none”.

## Keith Foubister - Works and Inspection Manager, Orkney Islands Council

“Working closely with the Concerto team we have built a digitised key management solution which we expect once operational will increase our business efficiency and reduce our property/insurance risk, among the benefits the new system will provide, we anticipate savings across the organisation in excess of £12,000 per year.”



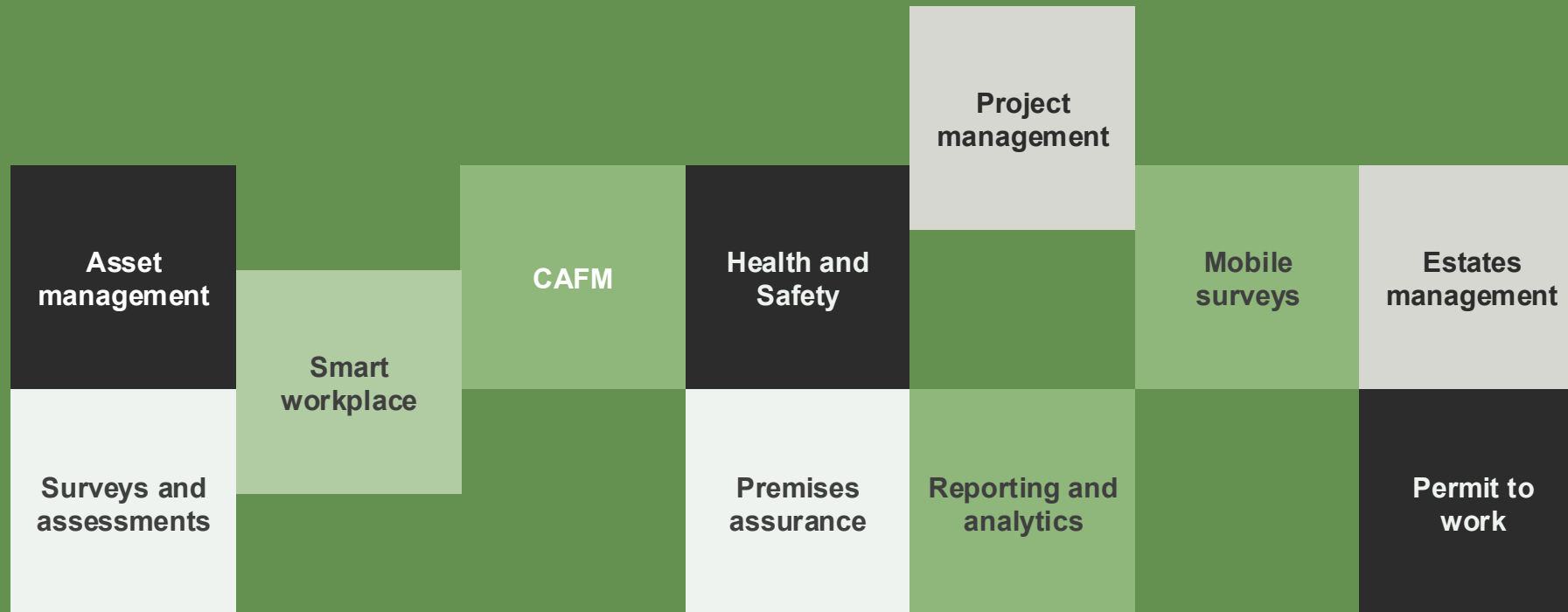
## Ross MacDonald – Planned Improvement & M&E Services Key Principle – West Lothian Council

“My team worked hard during COVID to keep critical services and buildings open, available and safe. Concerto allow teams working remotely to have access to critical information, raise orders, pay invoices and keep us crucially compliant and safe”.

# A modular solution you can grow into, not out of.

The building blocks of success.

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# It pays to move.

## 2025 special offer

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We know many Councils and Local Authorities are stuck using frustrating, legacy software. We appreciate much of this frustration comes from the software, but also the lack of support from the company behind the software in ensuring successful implementation.

Bellrock Technologies appreciate that the main reason Local Authorities haven't moved from this software is the cost. Not of the annual licence, but the upfront onboarding cost.

The number of local authorities choosing Concerto is only growing. Speak to us today as we are doing a special offer for 2025 where we massively reduce the onboarding costs for local authorities who feel trapped with outdated systems and poor customer service.



# Project management

The Concerto implementation process follows a structured five-stage approach to ensure a seamless and timely deployment.

Key stages are:

## Determine and define

Establishes project goals, success criteria, and data import requirements. This phase includes system setup, initial data familiarisation, and user agreement on a glossary of terms, setting the foundation for the project.

## Configure and deliver

This stage focuses on configuring the platform, importing core data, and performing scenario testing. User Acceptance Testing (UAT) is completed, with users signing off on configurations and any required software development.

## Instruct and inform

This phase delivers comprehensive user training for internal stakeholders and the supply chain, along with the creation of any required user guides or training videos.

## Go live and govern

The system goes live, with deployment supported by three months of early-life support from Concerto's team. Governance and annual support meetings ensure a successful transition to live use.

## Building the future

Post-go-live, ongoing improvement is facilitated through "Imagination & Innovation Days" where clients engage in collaborative sessions with industry thought leaders to explore new technologies and discuss industry challenges



# Book a demo

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