Pego

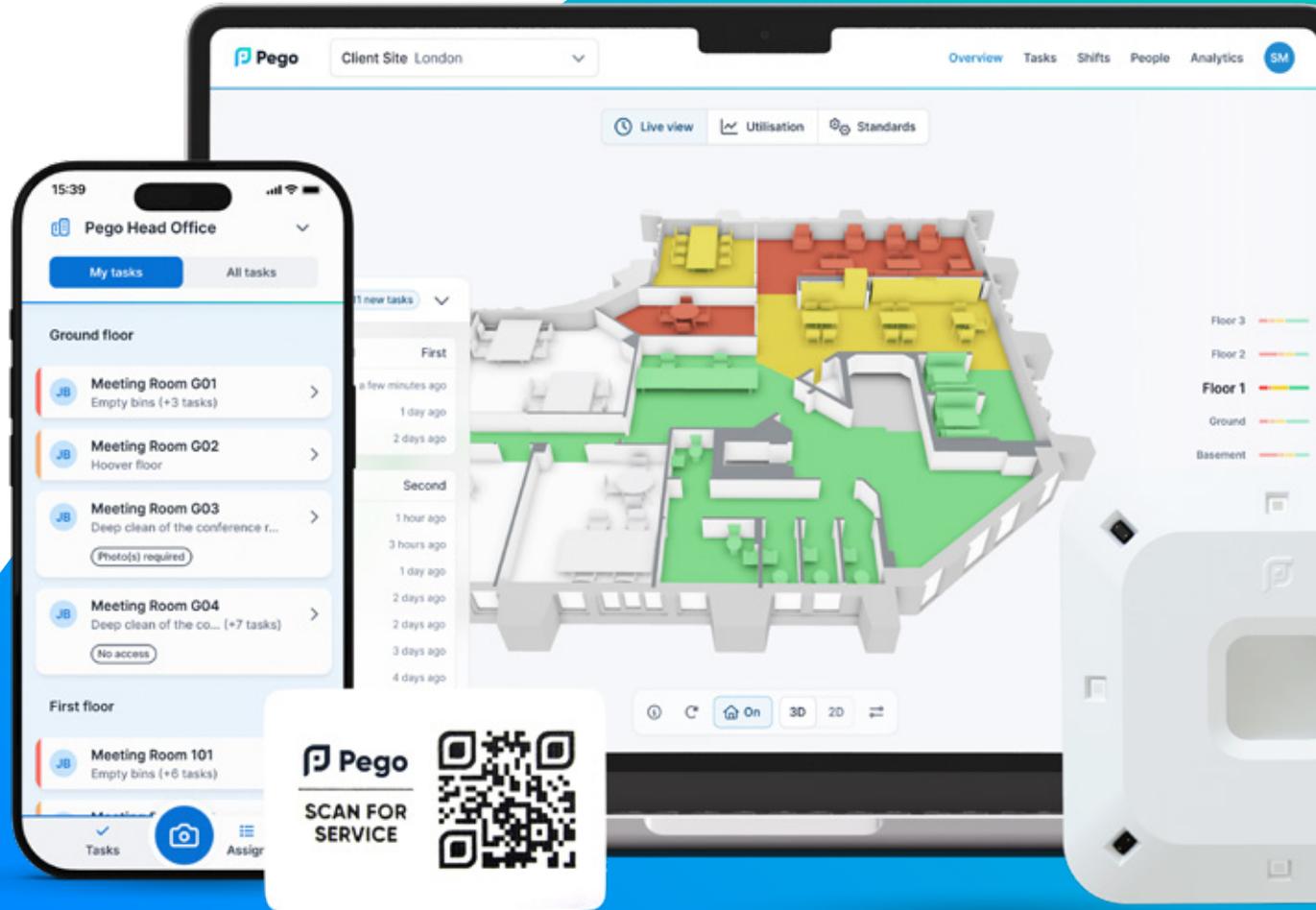# The Platform for High-Performance FM Delivery

Drive productivity, accountability, and measurable service outcomes across every site.

www.pego.io

We generate operational efficiency gains by deploying technology designed to make building services more efficient and easier to manage.

Pego enables property managers to plan, source and manage soft FM services for their portfolios, simply and cost effectively.

The system provides an unprecedented level of transparency into every aspect of operations at every client site.

This level of detail helps us introduce productivity based rewards for workers, supporting a culture of merit and advancing social mobility in the essential roles that keep commercial properties running.

> 20%

Rise in operative productivity

> 90%

Reduction in complaints by occupants

Pego

Harnessing technology to deliver exceptional value in building services.

Pego is an AI driven Facilities Management platform consisting of 3 incremental tiers.

All areas are covered with Core, whilst Pulse and Sense provide on demand and sensor driven operations in critical areas of the building.

Merit will introduce productivity based bonuses for low income operatives.

— Core
Digitise Management

≡ Pulse
On Demand Services

≡ Sense
Sensor Driven Operations

⠿ Merit
Productivity Incentives

Core

Digitise Management

Pego Core is the foundation of our platform. It digitises your operations and baselines service delivery.

Managers work from a live dashboard that shows what is planned, what is happening, and what has been completed across sites and portfolios.

Operatives use a simple mobile app that guides their day, records delivery, and captures proof of service as work happens.

Together, this turns schedules into managed operations, creates independent evidence of delivery, and allows services to be improved incrementally over time.

Its value comes from assurance and transparency, making standards visible, provable, and defensible.

Assurance

Transparency

— **Core**

Digitise contracts and operations.

How it Works

1. Pego creates a digital model of your buildings, without charge.

2. Managers set the specifications.

3. Tasks are automatically scheduled and pushed to each operative's mobile app.

4. Operatives complete tasks.

5. Managers get full log of task completion.

6. End clients get aggregated contract performance metrics.

7. Pego monitors the contract delivery and proposes adjustments to the specifications, creating a cycle of continuous improvement.
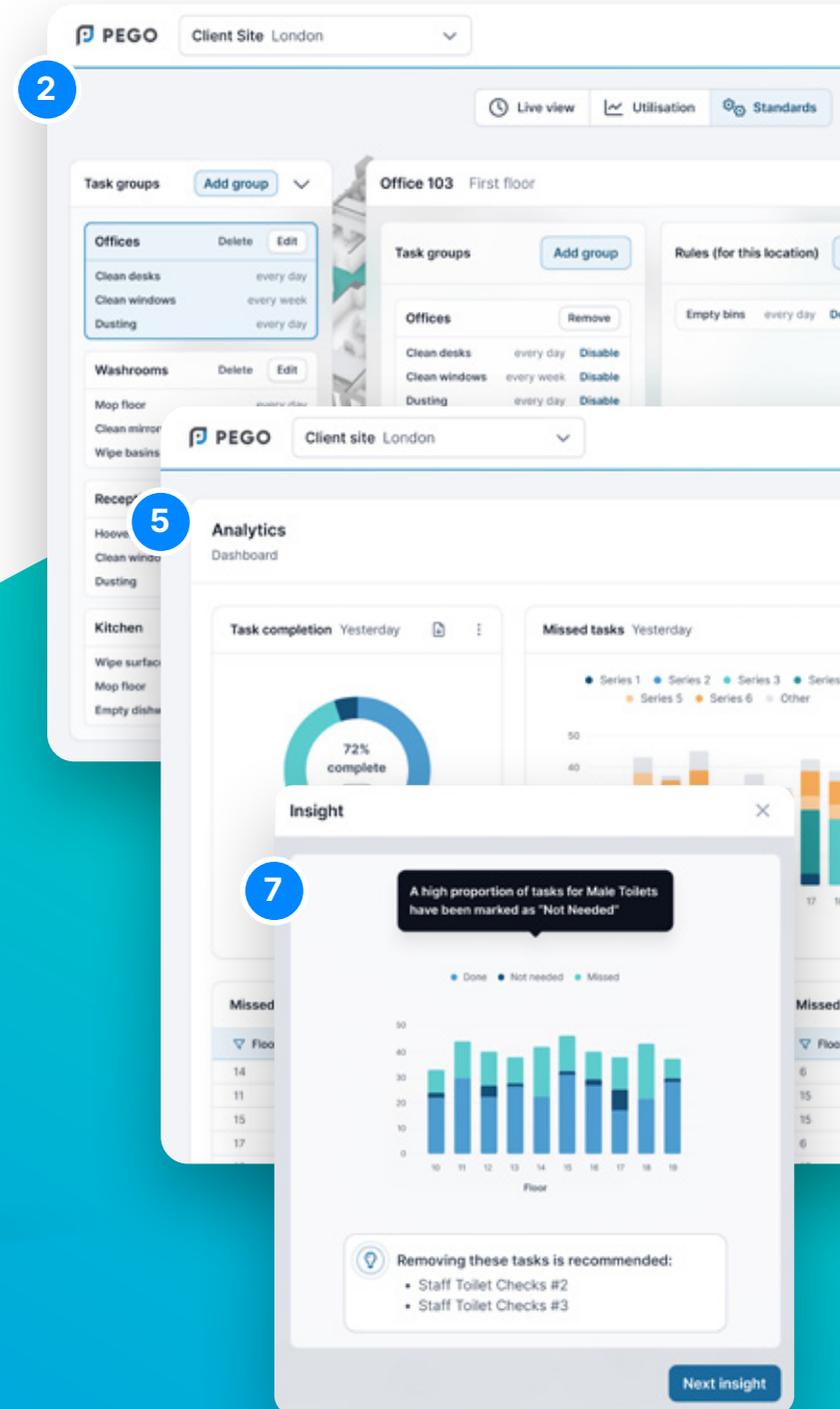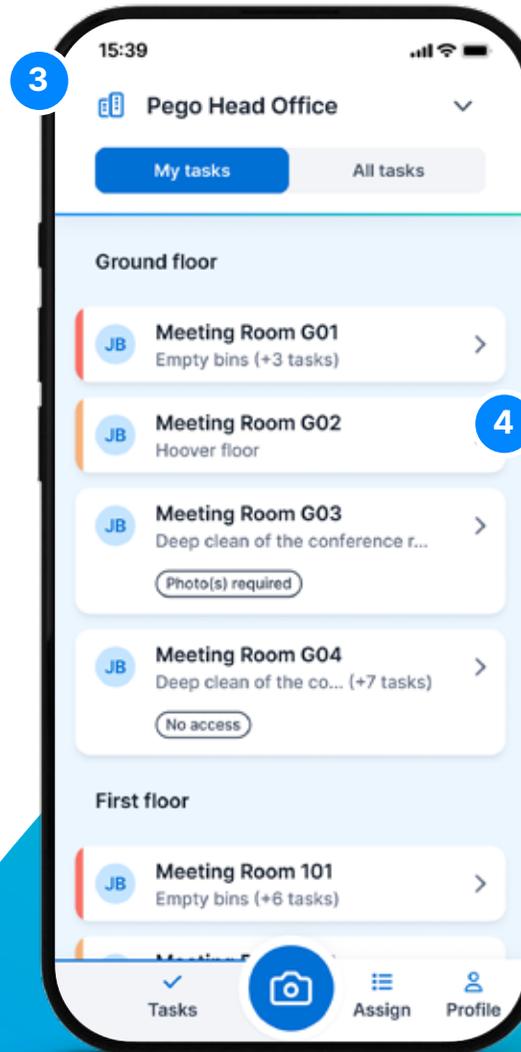
Pego

Pulse

On Demand Services

Pego Core + Pulse moves operations from static delivery to live performance.

Building on the structure and proof provided by Core, Pulse introduces dynamic, on-demand workflows driven by real needs.

Requests can come from anywhere: occupants via simple QR codes, managers through the dashboard, operatives on the mobile app, or existing third-party platforms and ticketing systems such as IWMS and messaging tools.

All inputs are automatically prioritised and merged into a single live task list, directing teams to the issues that matter most.

Supported by dedicated account management and Pego's optimisation consultancy, Pulse focuses effort on outcomes that matter rather than fixed routines, to drive efficiencies.

Performance

Optimisation

Pulse

Respond to feedback from everyone involved.

Issue Reporting

Anyone in the building can scan the QR code to report a problem instantly.
Users can take a photo and flag issues such as cleanliness concerns or maintenance faults. The report becomes a live task in Pego and is sent directly to the responsible team.

Attendance Verification

Operatives scan the QR code using the Pego app when they arrive at a location. This records proof of attendance with a precise timestamp, creating a clear and auditable record of service delivery.

Location-Based Task Access

Scanning the QR code gives operatives immediate access to the tasks assigned to that specific space. They can start work, follow instructions, and confirm completion through the app, ensuring every task is logged and visible.

Pego

Sense

Sensor Driven Operations

Sensor driven operations using IoT sensors and Reasoning AI.

Sense takes on demand operations to the next level, utilising Smart Building data to identify, locate them on the digital model, and dispatching service providers, to keep facilities running optimally.

The Pego platform is hardware agnostic. We can integrate with most workplace sensors, connect to existing platforms where you already collect Smart Building data, or bespoke an installation for your building using the most suitable devices for your specific goals.

Pego's unique sensor Pods utilise computer vision coupled with Artificial Intelligence to identify tasks in real-time and push them to the dashboard and mobile app. In addition, the Pods accurately track footfall and flag high utilisation areas for more frequent servicing.
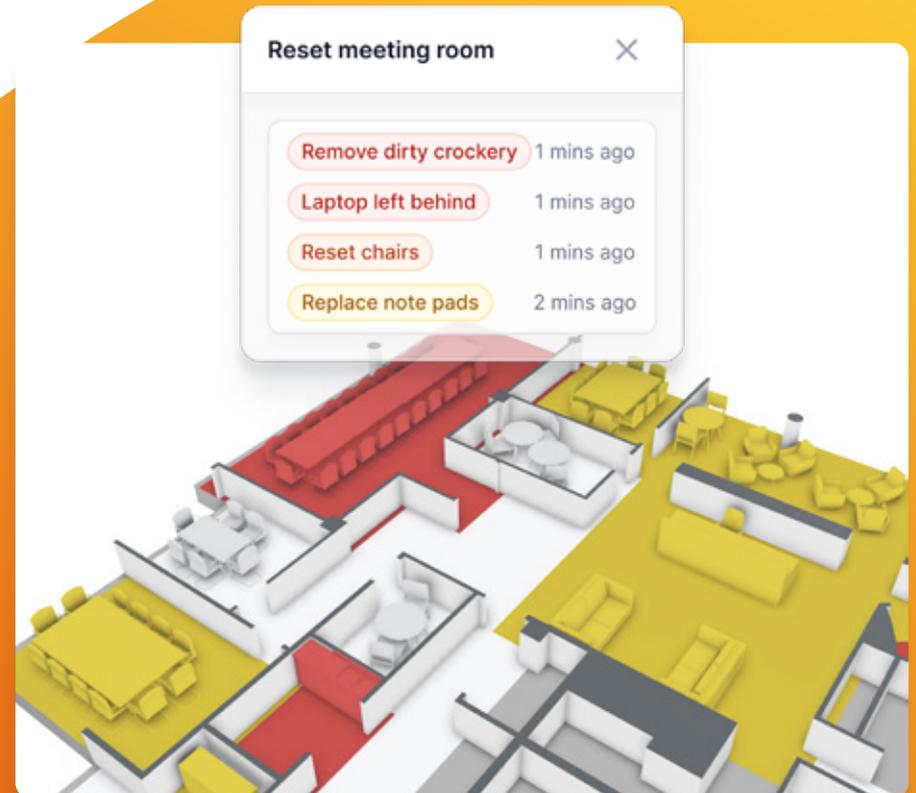
In addition to identifying visible issues using AI, the Pego Pods generate spatial intelligence data for occupancy, temperatures and space utilisation with unprecedented detail.
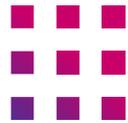
Sense

Targeted services driven by Smart Buildings.

How it Works

1. Pego prepares a tailored IT installation for your buildings, with a mix of sensors that best match your specific business cases.

2. The Pego team manages the installation, setup and integration of all hardware (Pego and third-party).

3. The system can also be integrated with APIs of pre-existing technologies on site.

4. Pego analyses all data sources using AI to create tasks driven by Smart Buildings.

5. The Pego Pods utilise Computer Vision and reasoning AI to provide an unprecedented level of intelligence on the status of facilities.

Reset meeting room ✕

Remove dirty crockery — 1 mins ago

Laptop left behind — 1 mins ago

Reset chairs — 1 mins ago

Replace note pads — 2 mins ago

Merit

Productivity Incentives

Empower operatives by offering financial rewards based on clear productivity metrics

Merit creates simple user-friendly incentives to boost the productivity of operatives, based on individual performance metrics.

When part of a worker's pay is tied to clear performance goals, they tend to produce substantially more, making Merit a win-win: Higher service standards at lower costs, whilst creating game changing social impact by lifting the real wages of hard working operatives.

Merit

Task based rewards for operatives.

How it Works

1. The Pego app automatically tracks operative task completion rates.

2. Reward levels and criteria for allocation can be configured by the service provider.

3. Operatives can track the rewards earned on their Pego app, at any time.

4. Pego can integrate with the service provider's payroll and HR platforms, enabling the seamless delivery of rewards to operatives.
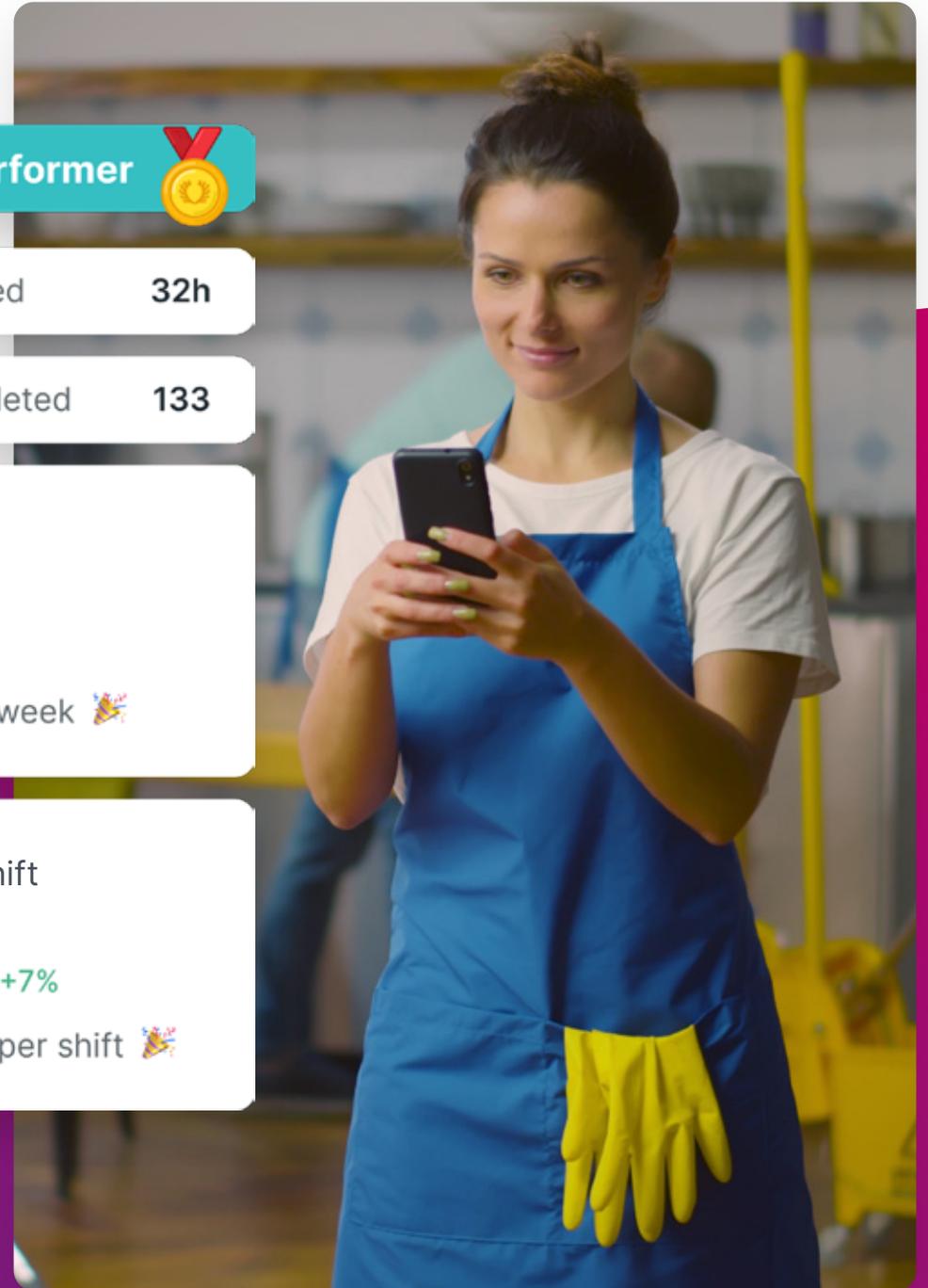
Comprehensive Building Data

Included

The Pego Pods generate additional datasets that that are invaluable for the wider building services.
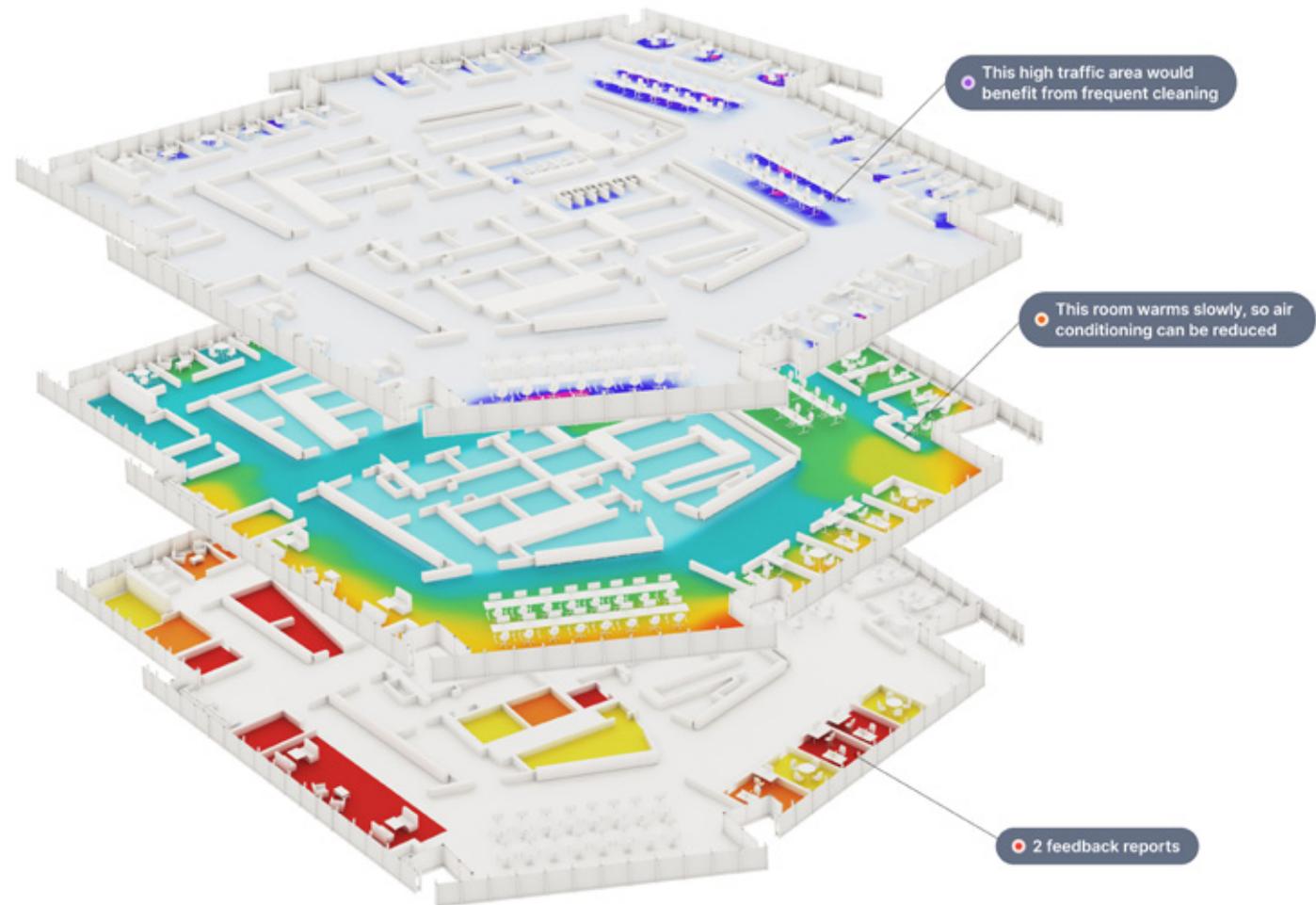
Space Utilisation
The cumulative utilisation of the areas of a buildin over a given time period, with unrivalled detail.

Temperature
The temperatures of all areas monitored by Pego Pods and other sensors can be plotted as a heatmap, providing valuable independent insights on HVAC efficiency, energy savings, and comfort of occupants.

Computer Vision with Reasoning AI
Reasoning AI analyses images of vacant spaces to determine their status, and any tasks that may be required to keep them clean, safe, and comfortable. Tasks are automatically assigned to the relevant teams.

This high traffic area would benefit from frequent cleaning

This room warms slowly, so air conditioning can be reduced

2 feedback reports

Pego

London site

63% Utilisation

↑ 18% vs last year

〰 Exterior cleaning	〰
🧴 Cleaning cost	〰
🌡 HVAC cost	〰
🔒 Security cost	〰
🔧 Maintenance cost	〰
💬 Feedback received	〰

‹ › **View location**

Dublin site
46% Utilisation
↗ 4% vs last year

Birmingham site
54% Utilisation
↗ 8% vs last year

Newcastle site
34% Utilisation
↘ 3% vs last year

Pego

Ready for the future of Facilities Management?

If you would like to learn more about **Pego** or discuss a specific site, please contact us at **contact@pego.co.uk**.

We'll be happy to help you achieve higher quality building services at lower costs.

Pego

Empowering people with the tools to do better, with less.

contact@pego.co.uk

+44 (0)20 8078 2112

Tunbridge Wells, England

www.pego.io