



P3rform: PPP Service Delivery & Performance Management Solution

With 250+ PPP (public private partnership) contracts across the globe, Service Works Global (SWG) is the world's leading provider of service delivery and payment mechanism software for the PPP market.

The company delivers an end-to-end PPP solution, promoting a collaborative approach through technology, expert consultancy and guidance using a structured delivery model.

“P3rform supports our delivery of world-class service by providing valuable real-time workflow data and performance reporting”

Plenary Conventions

Service Works Global's marketing-leading software, P3rform, is relied upon by many of the world's major PPP stakeholders to manage the service delivery and operational performance for the lifetime of the PPP contract.

With a comprehensive FM software solution, QFM, at its core, which fully integrates into P3rform's payment mechanism system, the solution ensures complete data integrity, transparency, and auditability in PPP contracts.

P3rform Benefits

- Fully automates penalty calculations to save time and deliver full audit compliance
- Identifies potentially costly service failures before they occur, thereby mitigating penalty deductions
- Optimises service delivery across multiple contracts to manage operational risk and deliver value
- A fully auditable system which delivers complete transparency of performance to strengthen stake-holder relationships
- Integration with BIM data is available to streamline maintenance and provide accurate as-built asset and component data to facilitate effective maintenance regimes

P3rform Provides:

- Comprehensive help desk call capture with the ability to upload photos to provide an audit trail of job history. Automatic date and time certification which ensures accuracy of data for service level performance management
- Contract management and performance measurement, with a real-time dashboard for monitoring and forewarning of service failures
- A fully integrated payment mechanism system delivering automated calculation of monthly deductions including pain share / gainshare payment rebate functionality; with tools to secure good levels of service for the stakeholder, demonstrating value for money
- Planned maintenance scheduling to reduce equipment downtime and increase asset performance
- Resource and asset management
- Time sensitive production of 250+ performance reports
- Complete data integrity with historic data being retained in the system, ensuring full audit trail compliance and transparency

PPP Consultancy

With significant complexity involved in the management of PPP contracts, SWG offers a comprehensive range of consultancy services to deliver the quality and effectiveness of services critical to the success of the project. SWG's staff are highly skilled, with a wealth of technical and practical experience gained from working on in excess of 200+ PPP contracts across the globe at every stage of the bid, procurement and delivery cycle.

Specialist consultancy can be provided in the following areas:

- Contract due diligence and mediation
- Project management, project scoping and requirements analysis
- System configuration and installation services
- Retro-fitting payment mechanisms
- Customised development
- Report building
- Post implementation services and account management
- Business process review

P3rform promotes a hands-on approach to PPP contract management, ensuring effective information flow and fostering the collaborative approach for which the PPP model is intended. The inherently flexible structure of P3rform software mitigates against the risks associated with long-term PPP contracts, enhances productivity, and delivers significant and measurable cost savings, resulting in an improved customer experience, influencing best practice and strengthening client relationships.

Contact SWG to learn more at info@swg.com or email info@swg.com.



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