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LIFE-2021-CET-SMARTREADY

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Smart Tools for Smart Buildings: Enhancing the intelligence of buildings in Europe

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SMART SQUARE TOOL RELEASE V1

SMART READY GO!

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D3.4 SMART SQUARE TOOL RELEASE V1

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Abstract	This deliverable summarizes the process that has been utilized to launch/release the Smart Square Tool – Now called "Smart Ready Go!" making it accessible, findable and usable for building professionals in Europe.
Keywords	Smart Readiness Indicator, Software Tool, SRI Assessment, Smart Buildings

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Dissemination Level		
PU	Public, fully open, e.g. web	☑
CO	Confidential, only for members of the consortium (including the Commission Services)	☐
CL	Classified, information as referred to in Commission Decision 2015/444/EC	☐

EXECUTIVE SUMMARY

Smart Ready Go! is ready for use by building professionals across Europe.

https://www.smart-ready-go.eu/

Potentially the main Key Exploitable Result of the project, the Smart Square Tool, now rebranded as the software product Smart Ready Go! is fully "launched" for use in Europe. To reach this point, it has been developed, validated and supported by a series of activities in the project to make the tool / product findable, accessible and usable.

This short document provides a summary of the activities and logic utilized to date to arrive to what we can consider the tool/product being "released" or "launched." Appendices include supporting material in the form of a product brochure and the user guidelines which detail what the tool is and how to use it.

Figure 1. Smart-Ready-Go! logo

TABLE OF CONTENTS

Contents

LIST OF FIGURES

LIST OF ACRONYMS AND ABBREVIATIONS

Term	Description
BACS	Building Automation and Control Systems
BIM	Building Information Modeling
CET	Clean Energy Transition
CINEA	European Climate, Infrastructure and Environment Executive Agency
CSS	Cascading Style Sheets
SEO	Search Engine Optimization
SRI	Smart Readiness Indicator
TRL	Technology Readiness Indicator
URL	Uniform Resource Locator
WP	Work Package

1. Introduction

1.1 Scope and objectives of the deliverable

This report is the output of Task 3.4 (Smart^2 Release) led by partner R2M. It is part of WP3 (Design and development of the Smart^2 platform) and compliments other WP tasks which include development of the architecture (Task 3.1), backend and frontend development (Task 3.2) and Alpha and Beta testing (Task 3.3). The task description states "This Task will have perhaps the greatest effect on the ultimate success and acceptance of the Smart^2 platform" and details some of the expected activities which include keyword research for Search Engine Optimization (SEO) activities, the development of a user guideline with screenshots, and a channel for feedback to be responsive to comments from users. What the task does not describe is the set of activities appropriate for a "launch" of the tool and this has been defined during the course of project and task activities.

The scope of this report is to put a wrapper around the deliverable which is coded as type "demonstrator" and which is in reality the actual tool www.smart-ready-go.eu.

The objective of the deliverable is to make clear to the reader the activities done to date, the current status and direction forward for Smart Ready Go! as it transitions from a tool under development to a software product that has been released and which will be improved over time.

1.2 Structure of the deliverable

This report uses one chapter as a main body (Chapter 2) to document task activities in full supported by this introduction, a conclusion and two appendices, a brochure as a short mini-guide and full user manual also available on the Smart Ready Go! website.

1.3 Relation to other tasks and deliverables

This Smart^2 Release v1 is the culmination of development, validation and beta testing over the first two years of project activities supported by "launch" activities. The relation to the other tasks and deliverables of WP3 is as is described in Section 1.1. As normal for any software, Smart Ready Go! will continue to evolve and improve through and beyond the project. At M36, an updated set of deliverables related to the architecture, front-end, back-end and release activities will be provided (D3.5-D3.8).

As the core of the project, the Smart-Ready-Go! platform relates to nearly all project activities. In particular however, there is an important relationship with WP6 (Sustainability, Replication and Exploitation of project results) in Task 6.3 (Exploitation Activities) by which decisions related to the business model (method of sales and distribution, pricing models, means for marketing and support, and other business processes) of the Smart Ready Go! platform are developed, discussed and matured.

2. Release & Launch of Smart-Ready-Go!

This chapter provides a short description of the logic, state of the art and activities surrounding the release and launch of the Smart[2] tool and its transition into the Smart-Ready-Go! software and eventual product.

2.1 Rebranding, from tool to software and toward product

The project Smart Square began with development activities surrounding the concept of a Smart[2] tool. As a consortium, decisions were taken to instead rebrand toward an identity that did not mirror the name of the project and to one that instead was synergistic with terminology within the SRI community. The Smart Readiness Indicator (SRI) is built on "Smart Ready Services" and "Smart Ready Go!" aligns nicely with this terminology directly utilized in the evaluation methodology.

It was also considered not efficient to build brand awareness for the same environment in two different ways. First, as the "Smart[2] tool" during the EU project and then under a different name after the EU project. For these reasons, during the development activities and across beta testing activities, the URL (Uniform Resource Locator) and branding of the software platform became "Smart-Ready-Go!"

As the Technology Readiness Leve (TRL) of the platform development work has increased, it is also consistent and this task has fostered a change in thinking and positioning from tool to software and toward being a product. In simple terms, a tool is something that people can use, potentially not fully validated, a software is validated and has supporting elements (user guidelines, user experience, support), and a product has business processes (means of sales and a business model). Using these simple definitions and at the time of this report, Smart Ready Go! is a software that is transitioning toward being a product.

2.2 Release and Launch

Release. Smart-Ready-Go! was released at the SRI Joint Event on 7 March 2024[1] in Brussels as published in this CINEA news article[2] and hosted by the Smart Square project. At this event, over 100 stakeholders from the Smart Buildings community interacted with the four LIFE-CET Smart Ready projects and the LIFE-CET Build Perform projects. Smart-Ready-Go! was released, discussed, demonstrated and provided an assessment for the host building.

Since that time, Smart-Ready-Go has been featured, demonstrated and used across a series of events, expositions and SRI Days which include amongst others:

- MIPIM – Real Estate Market Event, Cannes, France, March 2024
- SPLITECH – Scientific Conference, Split, Bol, Croatia, June 2024
- Skills & Knowledge for High Performance Buildings, Sofia, Bulgaria, August 2024
- Sustainable Places, Scientific Conference, Luxembourg, September, 2024

At each of these events, the tool has been demonstrated, users have been registered, assessments have been conducted, and a feedback loop has been created between users and the tool facilitating development. At the time of this report, over 700 assessments are uploaded into the platform.

[1] SRI Newsletter Feb 24
[2] CINEA Event Summary

Launch. Smart Ready Go! has been launched on the Italian market on 26 November in Milan, Italy by partners R2M and Arcadis at GBC Italia event "Smart Building: Digitalisation for Net Zero" at which GBC Italia presents its latest position paper to the Italian ministry on Smart Buildings covering Building Automation and Control Systems (BACS), Building Information Modeling (BIM), Digital Twins and innovative smart building technologies to achieve Net Zero Goals in support of the energy and digital transition of the building sector. R2M and Arcadis were contributors to this position paper and the SRI is detailed in the paper along with the supporting projects at the EU level. Smart-Ready-Go! is also documented in the report and was part of the event panel discussion, was featured onsite at a table where demos, assessments (call-center) and interest have been conducted and collected. The event was appropriate for a launch activity as the Green Building Council is the largest network of sustainability professionals worldwide (90 countries, 46000 members). These professionals are largely building assessors for sustainability protocols for real estate assets where Method B assessments would be appropriate making the GBC network a natural targeted stakeholder group of Smart-Ready-GO!

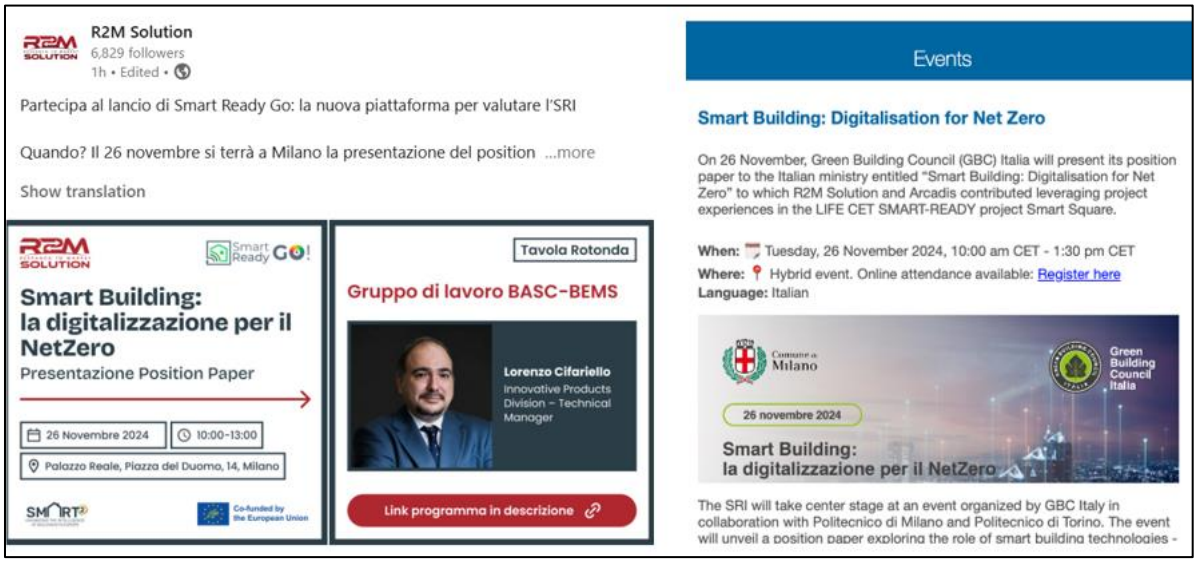

Figure 2. Launch Event Promotion (Linkedin and CINEA SRI Newsletter)

In shaping the concept of "launch," elements that mark the transition from a "release" and toward a "launch" in the way this task has organized the work have included:

- The use of an event making possible press releases and marketing activities to draw attention to new moment concerning the software
- The presence and use of supporting materials (product brochure, rollup, booth or table)
- The presence of a structured process to offer and support the product (a promoter / distributor) to a targeted audience (in this case building assessors in Italy who form the members of GBC Italia)
- Completion of the activities and elements of Section 2.3 (findability, accessibility, usability)
- Intent to deliver a business model

Images of the product brochure and rollup are included in Appendix 1. The shift from project-type materials, graphics and branding to product-type materials has been deliberate. In doing so, the linkage to the project and supporting funding program has been maintained. Smart-Ready-Go is clearly affiliated with Smart Square but branding now has its own identity that is complementary to the project but not encapsuled within it.

2.3 Findability, Accessibility & Usability

The concepts of findability, accessibility and usability have been useful as guideposts in the structuring and conduct of Task 3.4.

Findability. Findability is work to ensure that people find Smart-Ready-Go! online. The work has consisted of Search Engine Optimization (SEO) activities using professional services to get it right using the following software tools.

- **SEMrush**: For analyzing organic traffic, keywords, and backlink profile.
- **Google Keyword Planner**: To identify new keyword opportunities.
- **Google Search Console**: For performance monitoring and detecting technical issues.
- **PageSpeed Insights**: To evaluate site speed and mobile optimization.

This work began with Keyword Research using the EU commission SRI websites, the Smart Square project website and Smart-Ready-Go! websites for keyword planning software engines that analyze these pages and provide the indexing of keywords on those pages (number of annual searches, keyword strength and other metrics). In assessing the output of that work, we were not satisfied with the results as terms that we wanted to see were not present – terms such as “Smart Ready Services” or “SRI Method B” as two example. This can be in part because the SRI is introducing new terminology into the field and at some point in the future keyword planners will return more of the keywords we were anticipating to see. Using the output however as a start point, the R&D team designed a supplementary set of keywords and eliminated those we did not consider appropriate for our work. In total, a set of 41 keywords have been developed / selected. These keywords are driving SEO optimization activities.

SEO Optimization work being carried out consists of two types. On-page optimization and backend optimization. On-page optimization is the development of new / supplemental text for inclusion onto the Smart-Ready-Go! website that includes the keywords selected and developed by the R&D team. This is a simple and effective way to increase findability and it is natural that when designing the front end, the inclusion of keywords is not the first aspect software developers have under consideration.

Back-end optimization consists of making webpage content accessible for web scrapers and indexing tools. An SEO audit of the webpage revealed some tough results as the webpage was missing meta tags, had technical redirect errors, needed image optimization, and required the integration of keywords in the code. The Smart-Ready-Go! webpage has been directly coded, hence it is also natural that the development of the code to make the software platform functional did not have the design objective at the onset to make the software platform (optimally) findable by web indexing functions. The start point from the SEO audit provided the following feedback:

- **SEO and Duplicate Content**: Several pages have duplicate titles and content, which can confuse search engines and reduce visibility.
- **File Optimization**: Numerous CSS and JavaScript files haven’t been minimized, which can slow down page load times and hurt the user experience.
- **Image Accessibility**: Many images are missing “alt” tags, which makes the site less accessible and limits image search visibility.
- **Server Errors**: Some pages are returning 5xx errors, preventing users and search engines from accessing content.

- **Lack of Meta Descriptions and Structured Markup**: Effective use of meta descriptions and structured markup like Schema.org and Open Graph is missing. These could significantly improve the site's visibility and attractiveness in search results.

These considerations are now being addressed and a monitoring phase has begun will track improvements in the SEO audit score over the upcoming 3-6-12 months.

Accessibility. Accessibility in Task 3.4 relates to language. Via drop down window in the homepage menu, Smart-Ready-Go! is now available in 24 EU languages. Automatic translations have been verified by native language speakers and sets of corrections have been uploaded into the platform across the various languages. This process and decision to have the platform available in 24 languages is a deliberate decision to make the environment more appealing to support this new SRI assessment methodology as broadly as possible and to reduce the barriers for people to engage with it.

Figure 3. Assessment Results - Italy

Accessibility is also facilitated by a key functionality in the platform which makes SRI assessment in the database results navigable / explorable by country (Figure 3). These results can be filtered by type of assessment methodology utilized to conduct the assessment and assessment scores are shown across the Impact Criteria and Technical Domains (smart ready services). This is intended to deliberately stimulate and show users and stakeholders at all levels that actions are happening in their country and that trends in the results are available for benchmarking.

Usability. Usability targets making the platform easy to use / to lower the barrier to entry as much as possible for building assessors. In this regard, the work in Task 3.4 has focused on the making and availability of a robust user guideline document that walks users through each step of the process to get up and running on Smart-Ready-Go!. That user guideline is attached as Appendix 2 and is continuously updated as the software makes new releases and develops new features.

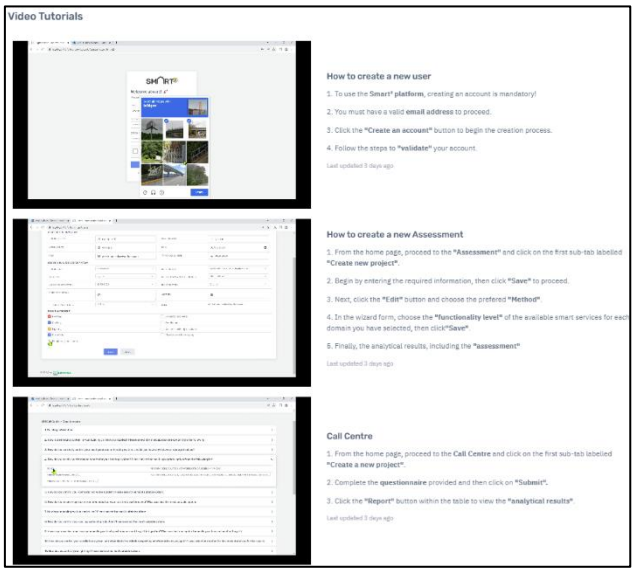

Figure 4. Tutorial Videos

In addition, a series of tutorial videos are available directly on the platform. These animated videos cover the topics of 1) How to create a new user; 2) How to create a new assessment; and 3) How to conduct the call center approach.

By working on usability, the ability to scale and service more users efficiently becomes increasingly possible.

2.4 Toward Distributorships and Sales / Support Processes

Work in Task 3.4 has provided a basis to open discussions related to distributorships. This work will continue in Task 6.3 (Exploitation Activities). R2M has background and expertise on the distribution of both new and mature technologies and software products. The design of distributorships (if triggered) will consider market opportunities, pricing, the tradeoffs between having local distribution vs. centralized sales, exclusivity, the concept of targets, the expectations on investment from both sides, the freedom of maneuver in marketing, representing or using the software and other topics. These discussions will be interesting because there are competing variables. Overall, the mass uptake of the SRI methodology aligns with a low pricing. However, the ability to promote, market and support users on their journey requires modest pricing. For assessors, the delivery of high-quality assessments and consulting on how to improve SRI assessment results requires higher pricing. Decisions will consider various models for sales and sales processes, assessment methodology and potentially building typology. What is clear is that tradeoffs must be considered, one cannot continue to develop, support and promote a useful software across time without a consider pricing model.

3. Conclusions

This document has provided a wrapper around the Smart-Ready-Go! SRI assessment platform which is available at https://www.smart-ready-go.eu/. With this deliverable, we consider that the platform has been released and launched. Consequently, our communications about the platform are aligned with this terminology.

Work in this task has focused on what it takes to bring the Smart-Ready-Go! platform from researchers and developers to building assessors. This has included rebranding the name to be more appealing on the market, designing release and launch events (to include the supporting processes and materials) and on making the platform Findable, Accessible and Useful via SEO actions, the availability in 24 languages, and the development of user guidelines / video tutorials.

No sales of Smart-Ready-Go! have been conducted to date and the work of this Task has not been to arrive to that point. The commencement of any sales activities will be decision for exploitation activities in WP6 and considered within the context of all project activities. However, the work of Task 3.4 has prepared the consortium to better consider these next steps.

Appendix 1 – Smart Ready Go! Brochure & Rollup

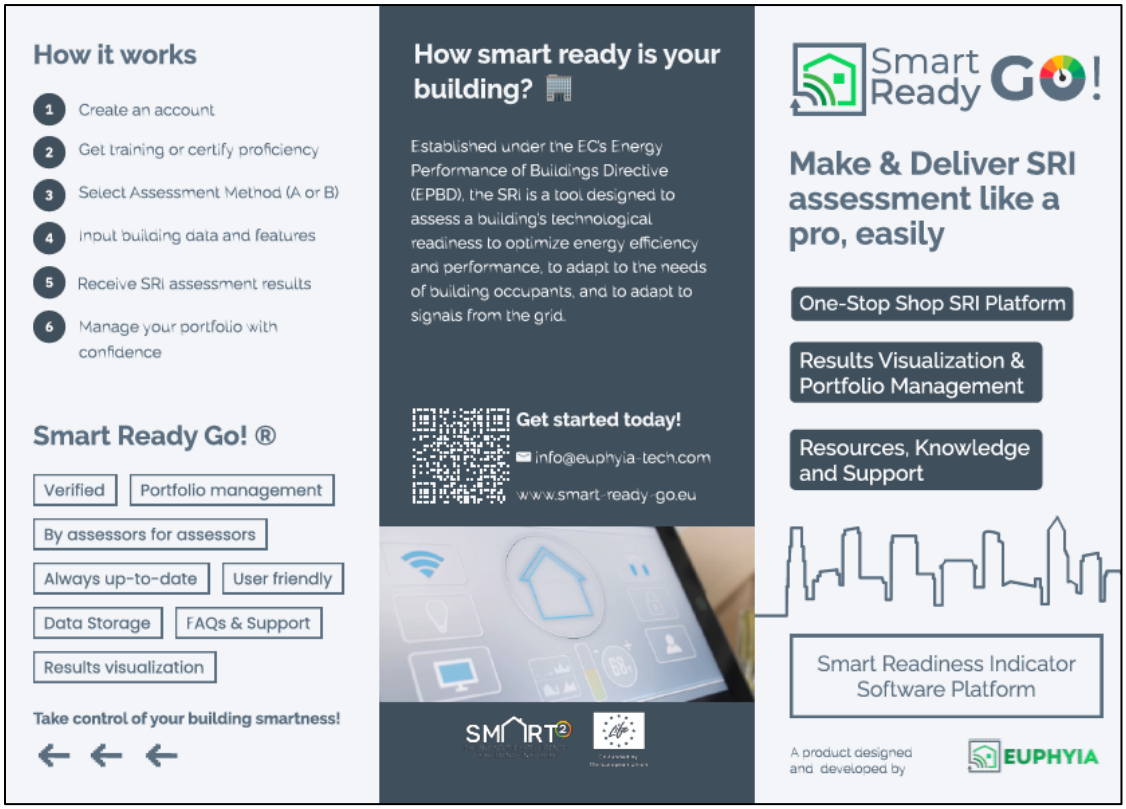

Figure 5. Smart Ready Go! Brochure

Figure 6. Smart Ready Go! Rollup

Appendix 2 – Smart Ready Go! User Guidelines

Downloaded from www.smart-ready-go.eu on 21 November 2024.

For the current version at the time of viewing this document, please visit the website as it is continuously updated across time upon new releases of version updates of the Smart Ready Go! software and its functionalities.

LIFE-2021-CET

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Grant agreement no.: 101077241

Smart Square

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Start date of Project: 01/10/2022
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USER GUIDE

SMART2 BETA VERSION

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TABLE OF CONTENTS

Contents

1. Account Creation

1.1 System Requirements

To use the Smart^2 platform, creating an account is mandatory. You must have a valid email address to proceed.

[1] Click the "Create an account" button to begin the creation process.

[2] The subsequent steps are illustrated in Figures 1-2, guiding you through account setup.

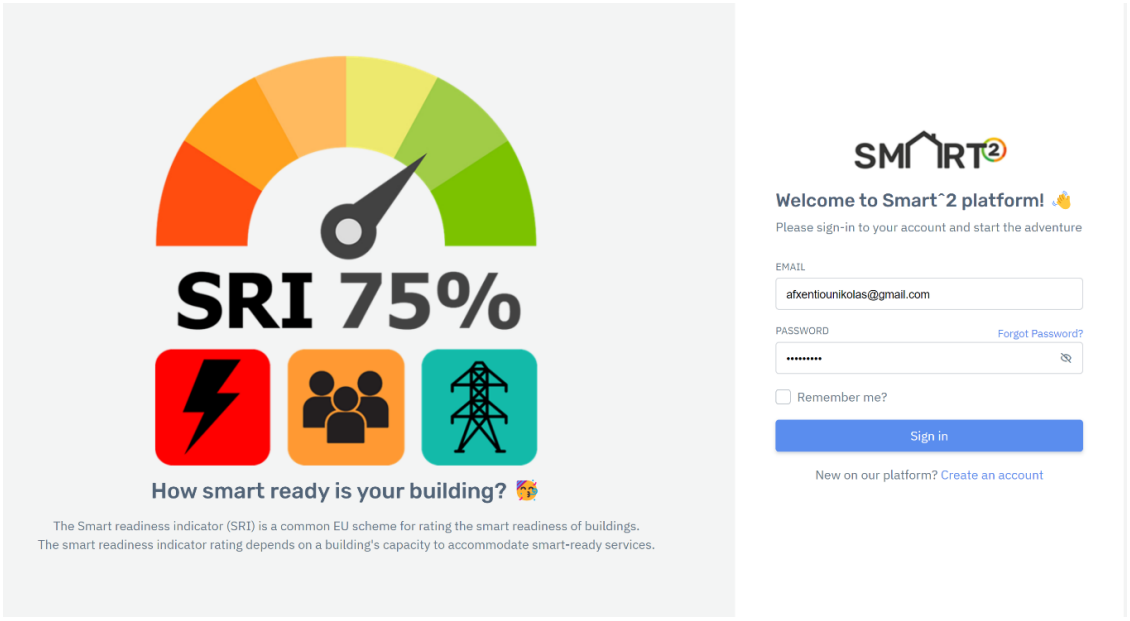

Figure 1: *Create an account*

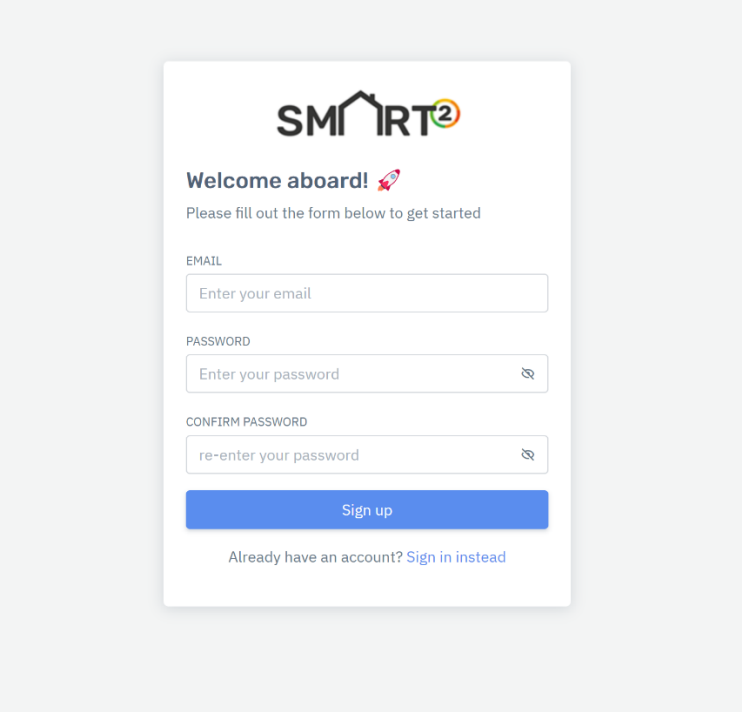

Figure 2: *Register page*

1.2 Introduction to the main page

Figure 3 displays the main page, which is organised into three primary tabs:

[1] **Home:** Serves as the landing page for users.

[2] **Assessment**: Contains two sub-tabs; the first allows users to create a new assessment, and the second, "Project Database," stores project information.

[3] **Call Centre:** Features a simplified questionnaire method that enables users to complete a self-assessment in less than 10 minutes. The first sub-tab allows for creating a new project, and the second sub-tab serves as a repository for project information.

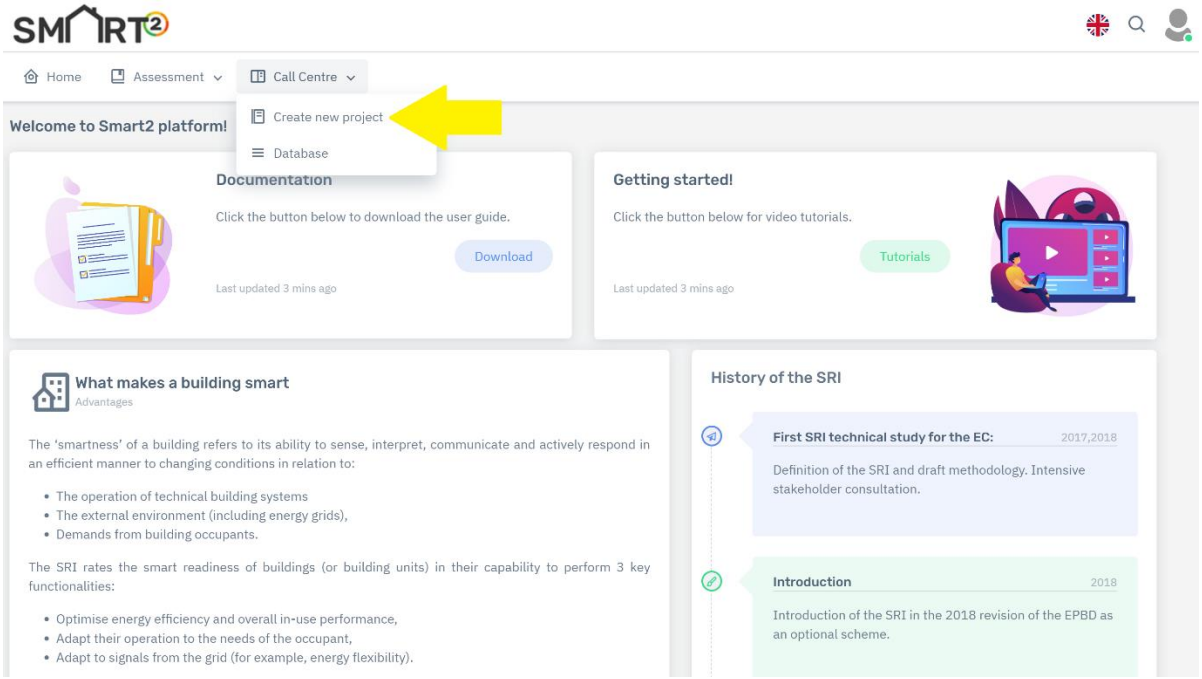

Figure 3: *Home page*

1. Click the button “Tutorials” to see an example first. (Figure 3-4)

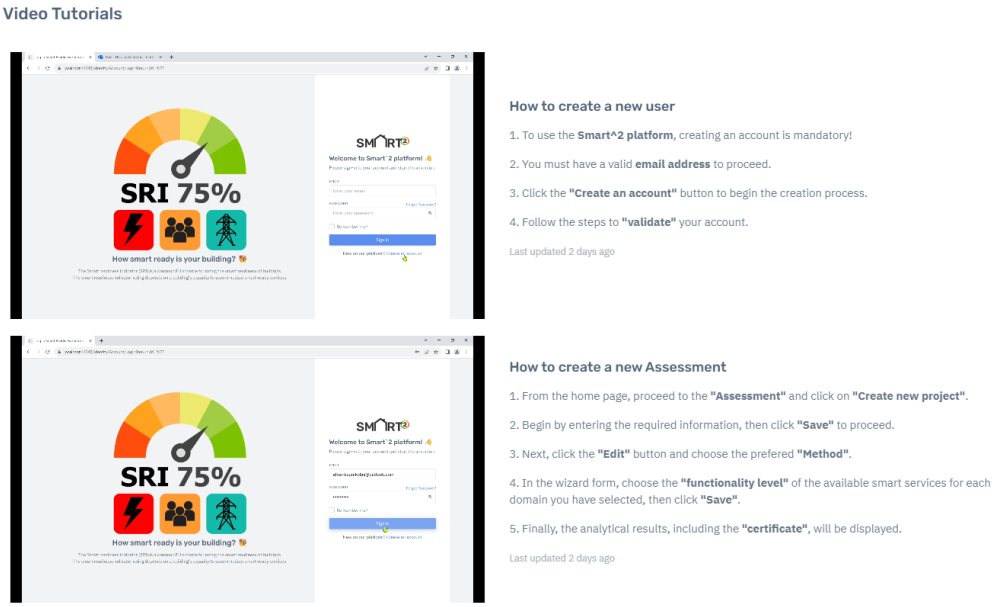

Figure 4: *Video tutorials*

2. Creating a New Assessment

The simplified Method A was foreseen to be mainly oriented towards small buildings with low complexity (single-family homes, small multi-family homes, small non-residential buildings, etc.). Method A uses a reduced set of services, thus requiring less effort and expertise to conduct the assessment.
In contrast, the more detailed Method B is mainly oriented towards buildings with a higher complexity (typically large non-residential buildings, potentially large multi-family homes). Both methods have a similar structure.

2.1 Procedure - Method A

[1] From the home page, proceed to the **"Assessment"** tab and click on the first sub-tab labelled **"Create new project"** (See Figure 5).

[2] Begin by entering the required information about the assessor, the building's general information, and the present domains, then click 'Save' to proceed. (See Figure 6).

[3] Next, click the "**Edit"** button and choose **"Method A"**. (See Figure 7 and Figure 8).

[4] In the wizard form, choose the functionality level of the available smart services for each domain you have selected, then click **"Save"**. (See Figure 9 and Figure 10).

[5] Finally, the analytical results, including the certificate, will be displayed (See Figure 11 -Figure 17).

Note: To revisit the results any time, click **"Project Database"** under the **"Assessment"** tab, then select **"Method A"** from the **"Results"** section.

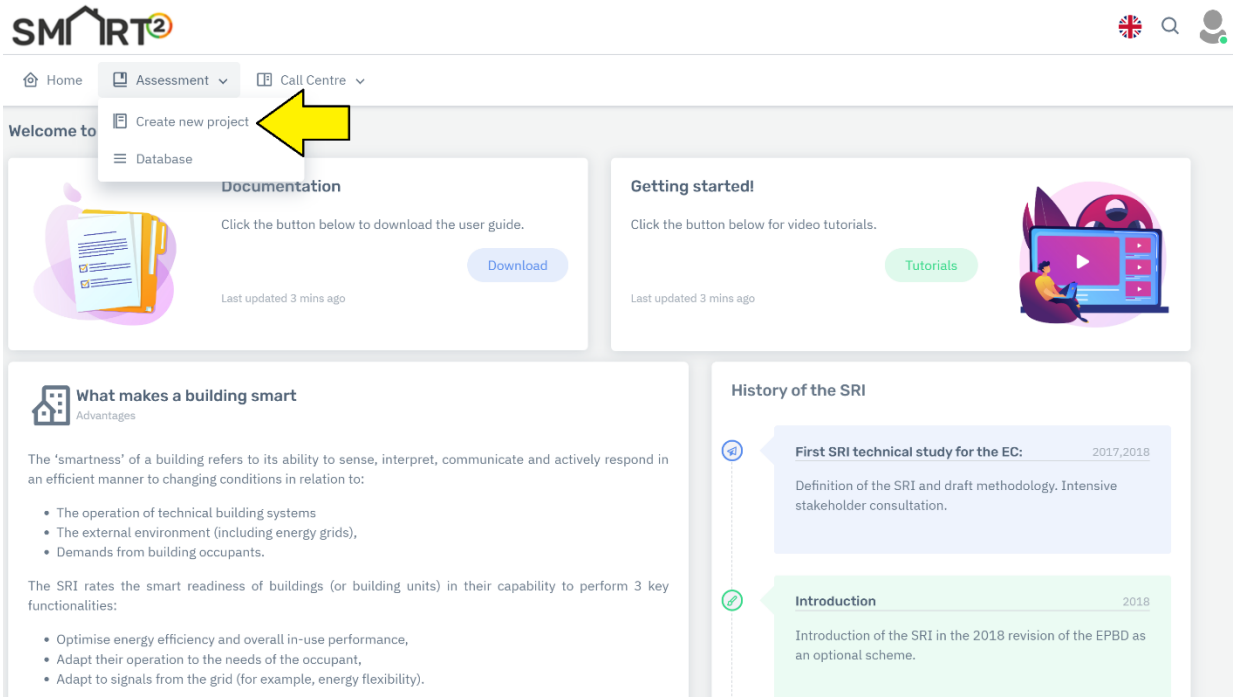

Figure 5: *Home page*

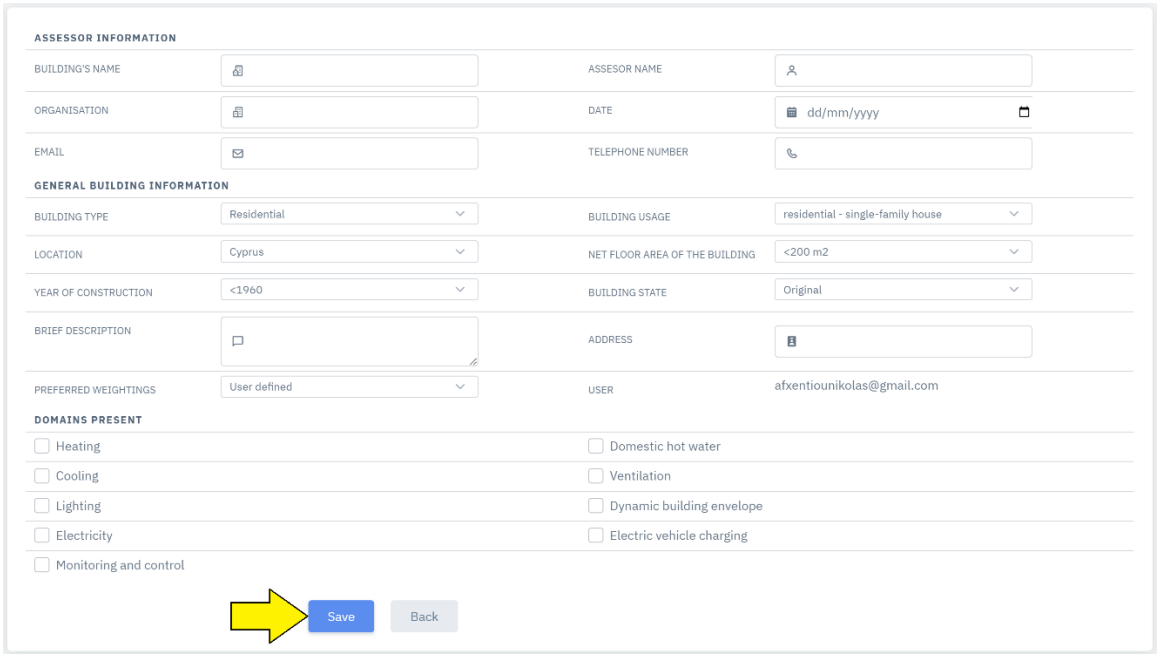

Figure 6: *Input data*

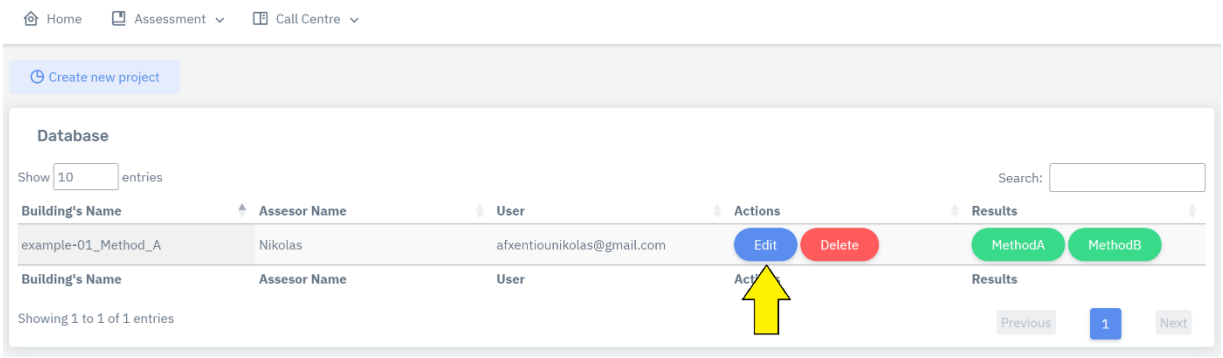

Figure 7: *Edit button*

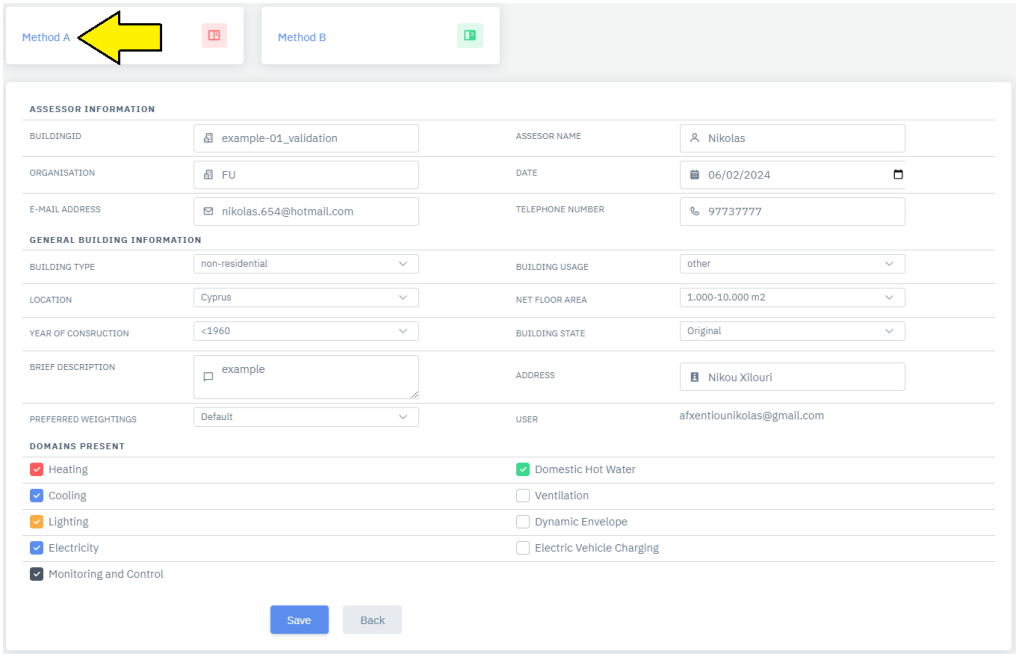

Figure 8: *Edit view - Method A*

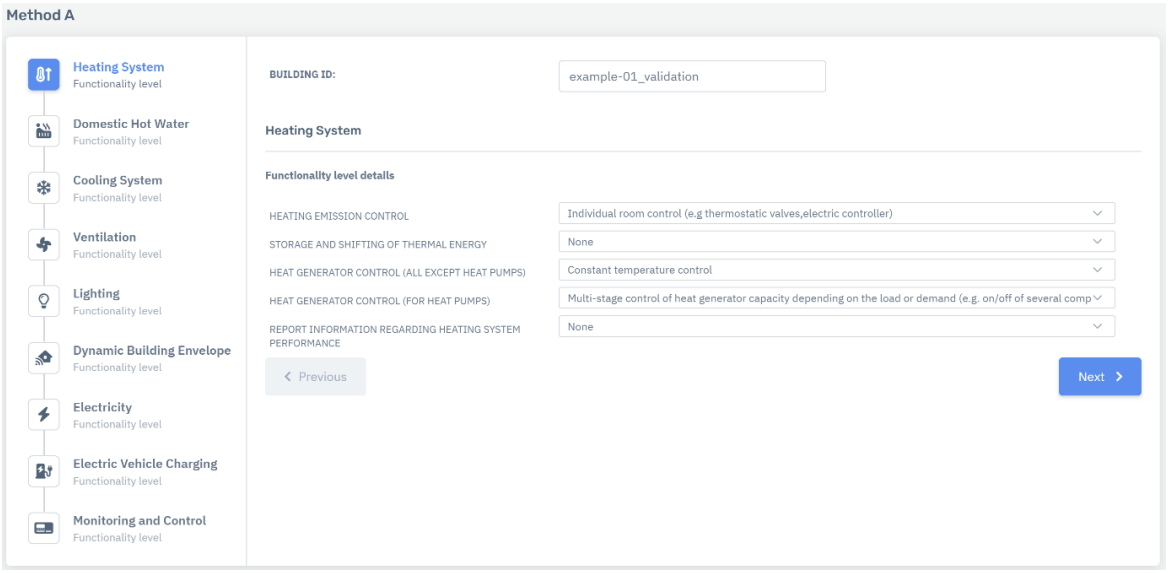

Figure 9: *Form wizard – input data*

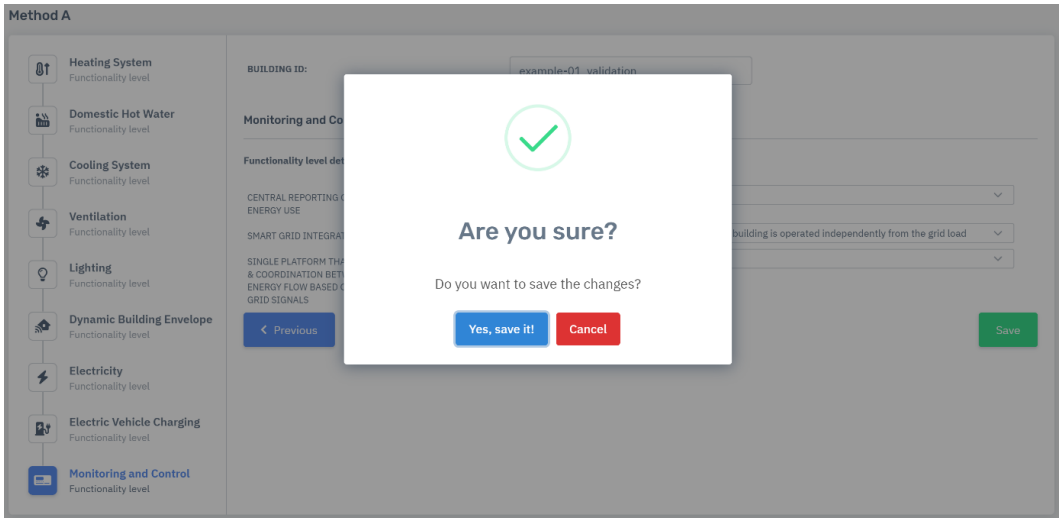

Figure 10: *Save changes*

2.1.1 Result – Method A

After clicking **"Save"**, you will be redirected to the results page. There are two options for exporting the certificate: the **"Print"** button and the **"Send to Email"** button*. To revisit the results at any time, click **"Project Database"** under the **"Assessment"** tab, then select **"Method A"** from the **"Results"** section.
A variety of result types are displayed:

[1] **Certificate:** the total SRI score and class.

[2] **Impact scores:** are the impact scores for each criterion, considering domain weightings.

[3] **Domain scores:** are the domain scores for each domain, considering impact weightings.

[4] **Detailed scores:** are the detailed scores for each domain and each impact criterion, which results in a matrix for nine domains and seven criteria.

[5] **Aggregated scores:** are the aggregated scores for three key functionalities.

*Note: Allow pop-up windows to export Certificate, click again if needed. (Figure 16 and Figure 17)

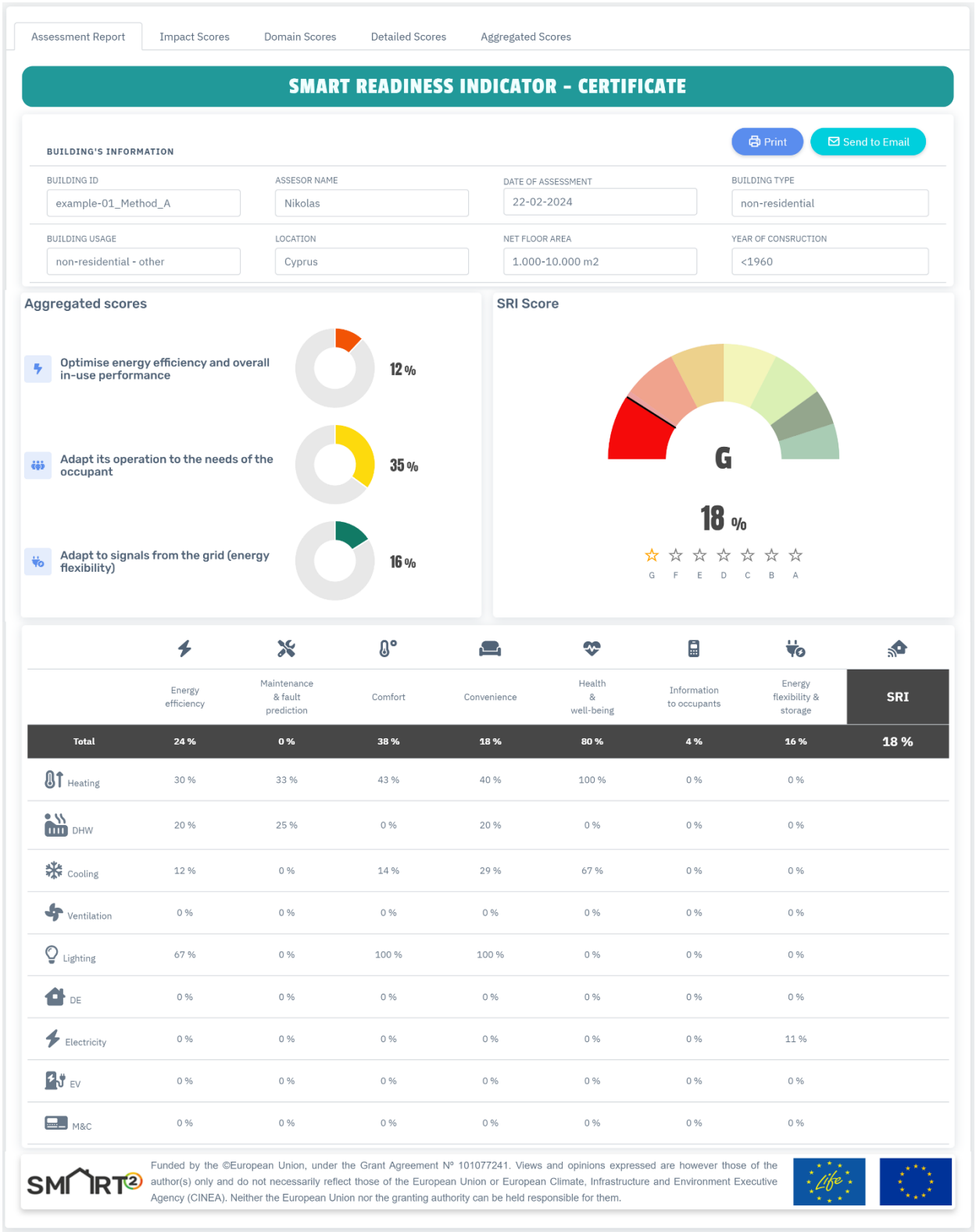

Figure 11: *Certificate*

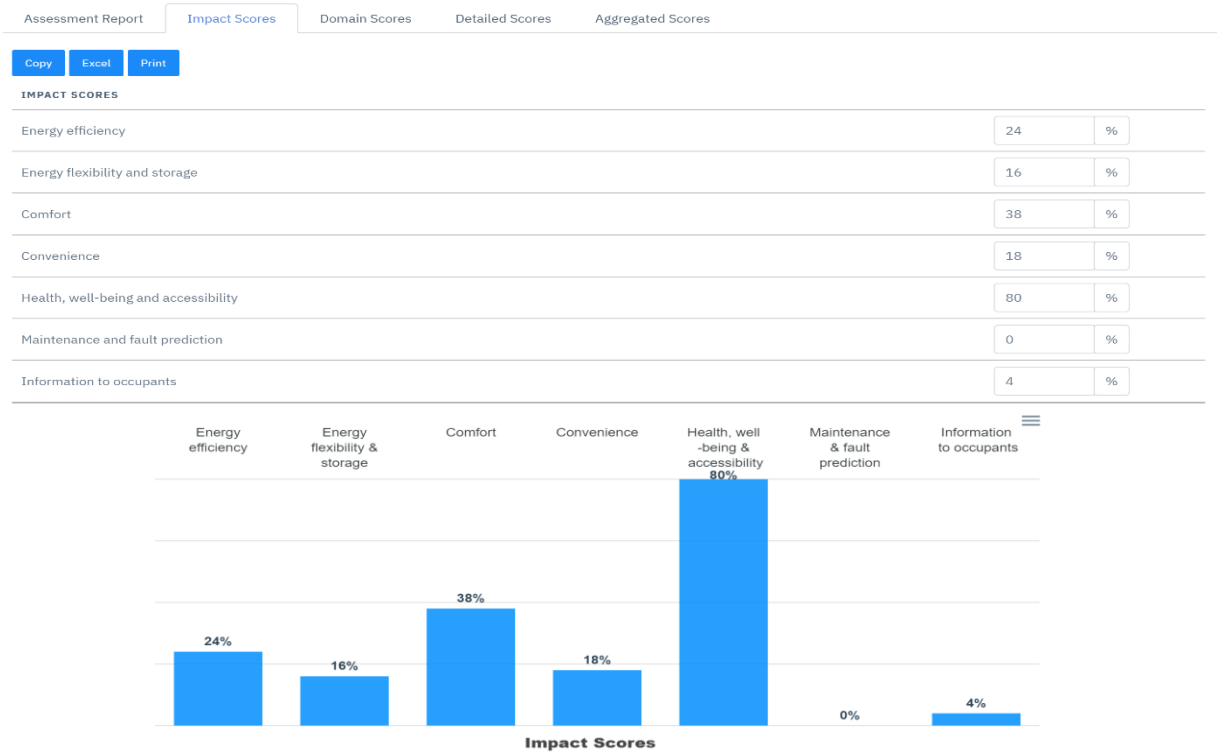

Figure 12: *Impact Scores*

Figure 13: *Domain scores*

Assessment Report | Impact Scores | Domain Scores | Detailed Scores | Aggregated Scores

Copy | Excel | Print

DOMAINS	ENERGY EFFICIENCY	ENERGY FLEXIBILITY & STORAGE	COMFORT	CONVENIENCE	HEALTH & WELL-BEING	INFORMATION TO OCCUPANTS	MAINTENANCE & FAULT PREDICTION
Heating	30 %	33 %	43 %	40 %	100 %	0 %	0 %
DHW	20 %	25 %	0 %	20 %	0 %	0 %	0 %
Cooling	12 %	0 %	14 %	29 %	67 %	0 %	0 %
Ventilation	0 %	0 %	0 %	0 %	0 %	0 %	0 %
Lighting	67 %	0 %	100 %	100 %	0 %	0 %	0 %
Dynamic Envelope	0 %	0 %	0 %	0 %	0 %	0 %	0 %
Electricity	0 %	0 %	0 %	0 %	0 %	0 %	11 %
EV	0 %	0 %	0 %	0 %	0 %	0 %	0 %
M&C	0 %	0 %	0 %	0 %	0 %	0 %	0 %

Figure 14: *Detailed scores*

Assessment Report | Impact Scores | Domain Scores | Detailed Scores | Aggregated Scores

Copy | Excel | Print

	KEY FUNCTIONALITY 1 - BUILDING	KEY FUNCTIONALITY 2 - USER	KEY FUNCTIONALITY 3 - GRID
Aggregated scores - main	12 %	35 %	16 %
Heating	15 %	46 %	33 %
Domestic Hot Water	10 %	10 %	25 %
Cooling	6 %	28 %	0 %
Controlled ventilation	0 %	0 %	0 %
Lighting	67 %	100 %	0 %
Dynamic Envelope	0 %	0 %	0 %
Electricity	0 %	6 %	0 %
Electric Vehicle Charging	0 %	0 %	0 %
Monitoring & Control	0 %	0 %	0 %

Figure 15: *Aggregated scores*

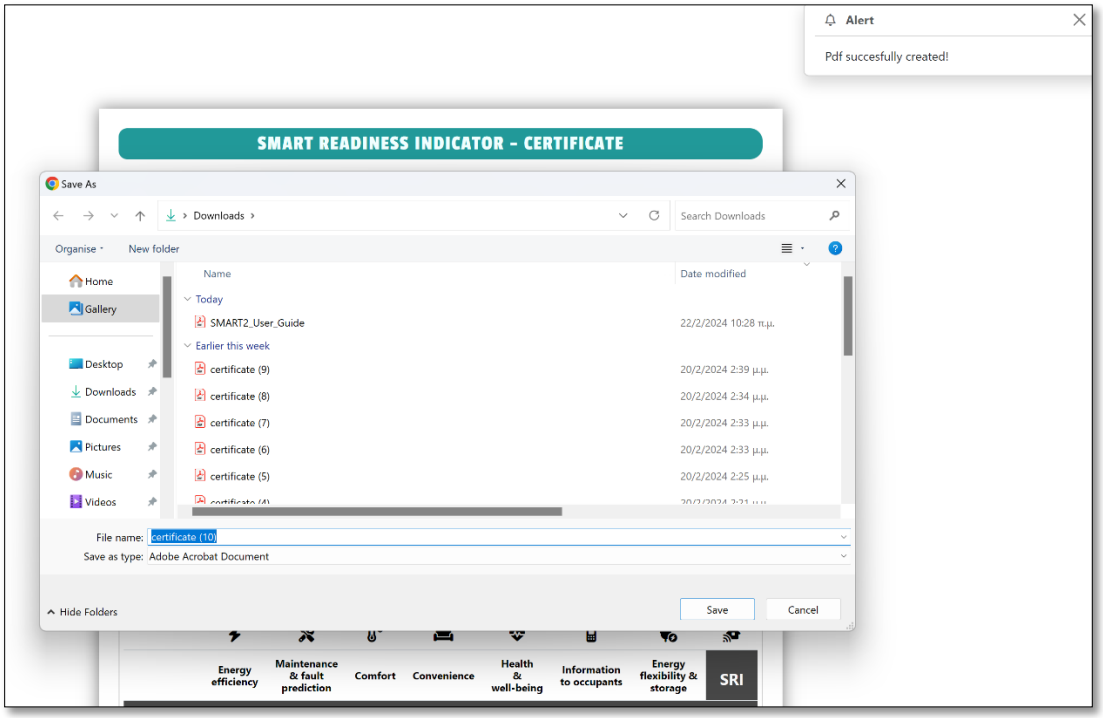

Figure 16: *Export to pdf - pop-up window*

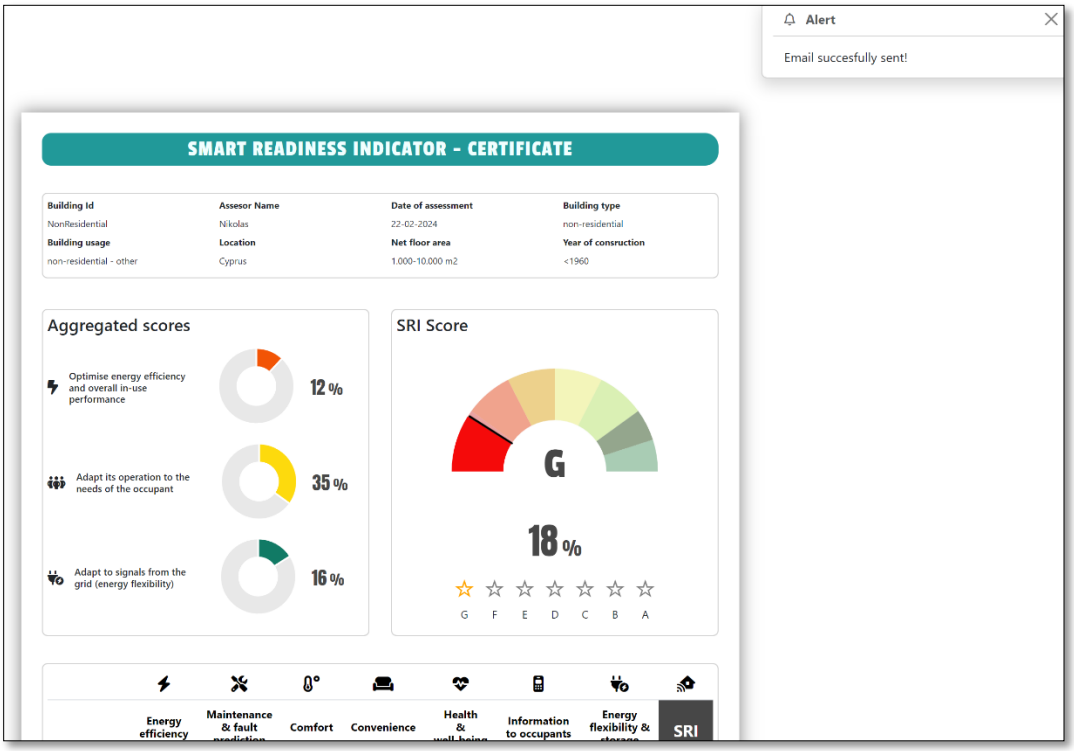

Figure 17: *Send to email – pop-up window*

2.2 Procedure - Method B

[1] From the home page, proceed to the **"Assessment"** tab and click on the first sub-tab labelled **"Create new project"** (See Figure 18).

[2] Begin by entering the required information about the assessor, the building's general information, and the present domains, then click **"Save"** to proceed. (See Figure 19).

[3] Next, click the "**Edit"** button and choose **"Method B"**. (See Figure 20 and Figure 21).

[4] In the wizard form, choose the functionality level of the available smart services for each domain you have selected, then click **"Save"**. (See Figure 22 and Figure 23).

[5] Finally, the analytical results including the certificate, will be displayed (See Figure 24 - Figure 30).

Note: To revisit the results any time, click **"Project Database"** under the **"Assessment"** tab, then select **"Method B"** from the **"Results"** section.

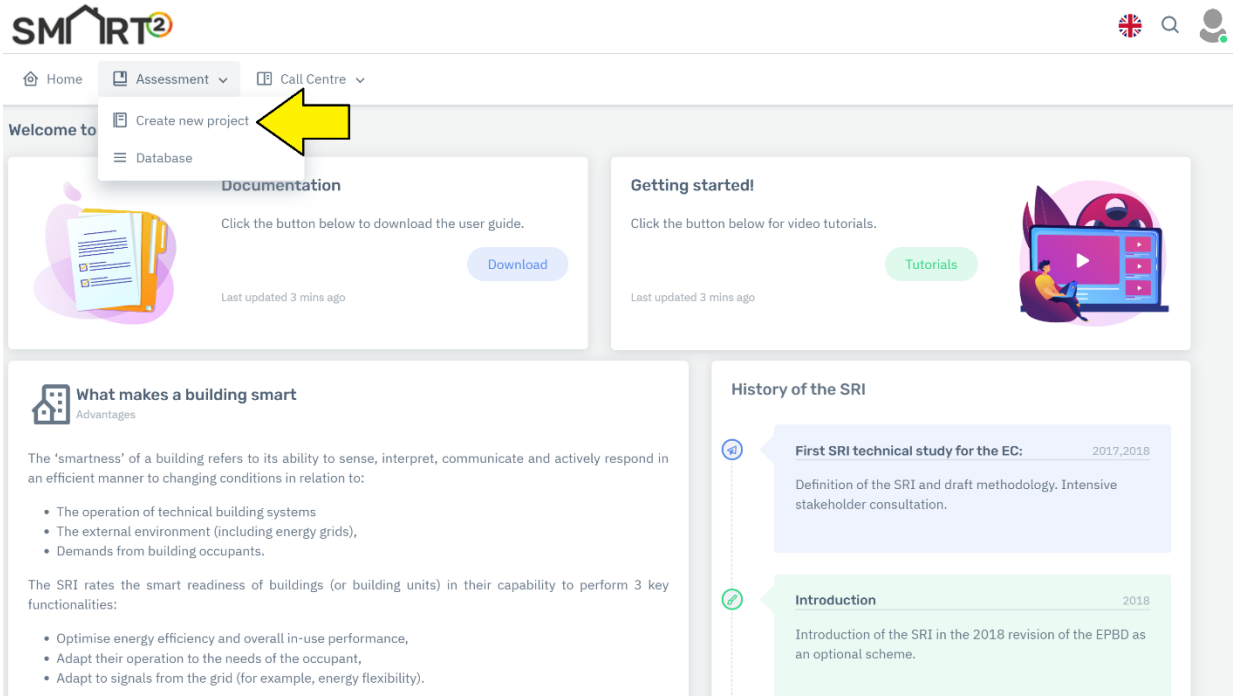

Figure 18: *Home page*

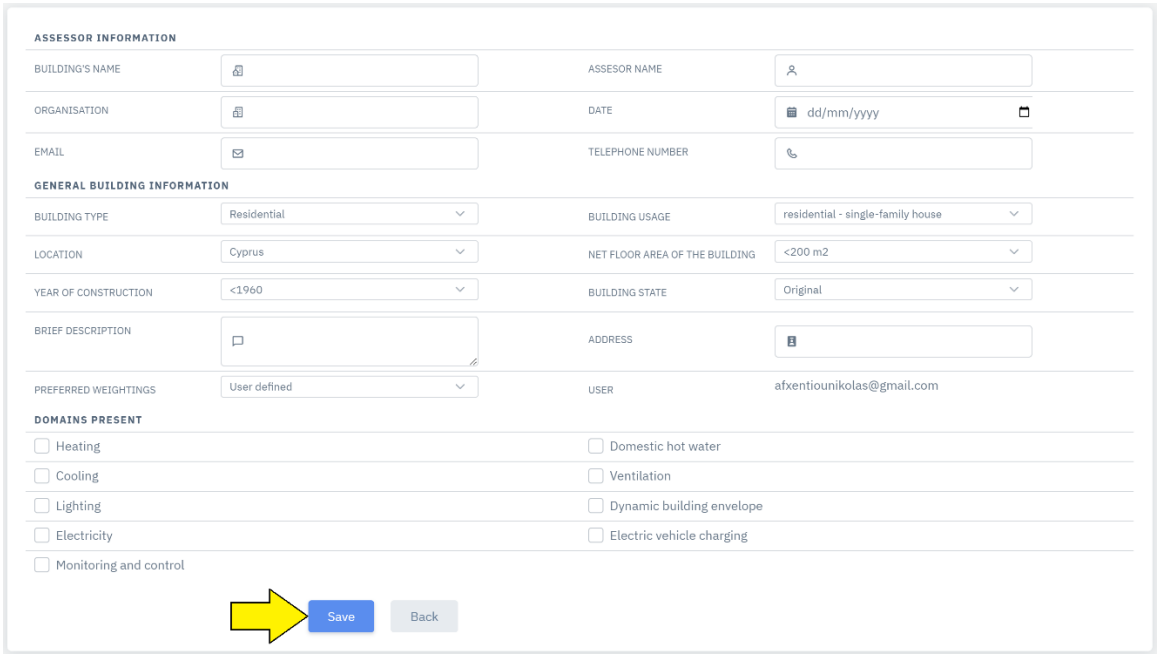

Figure 19: *Input data*

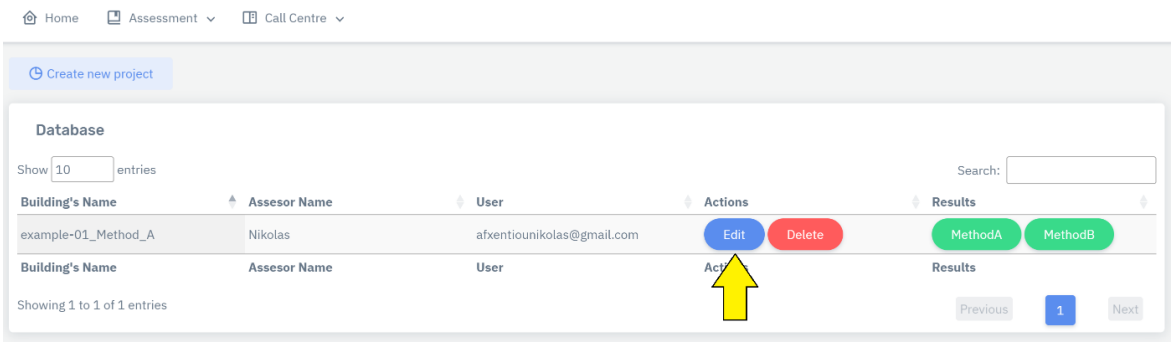

Figure 20: *Edit button*

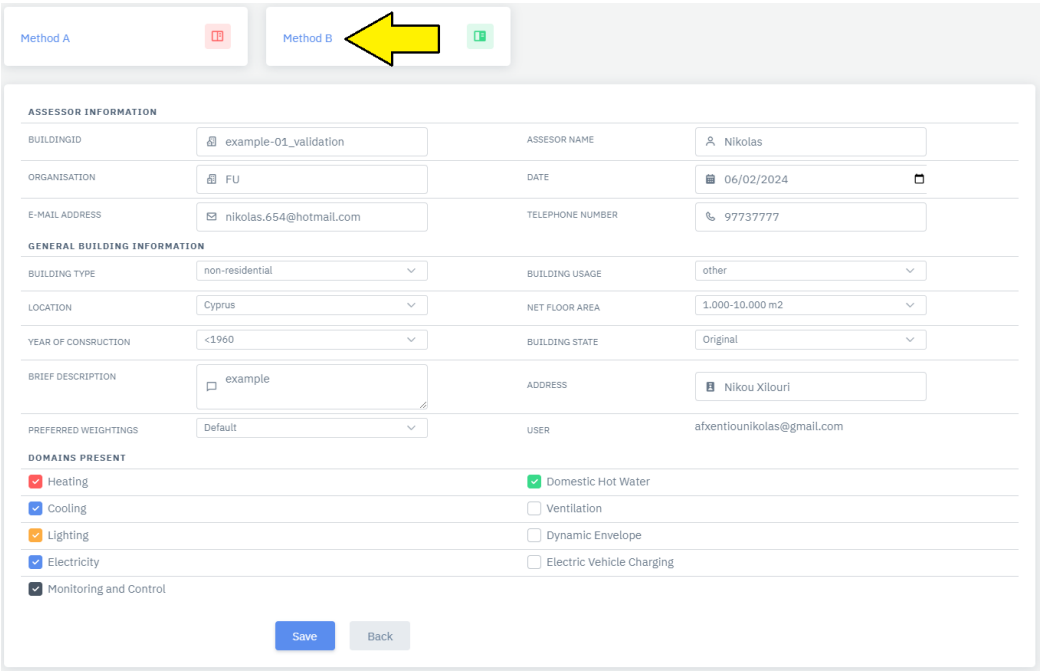

Figure 21: *Edit view - Method B*

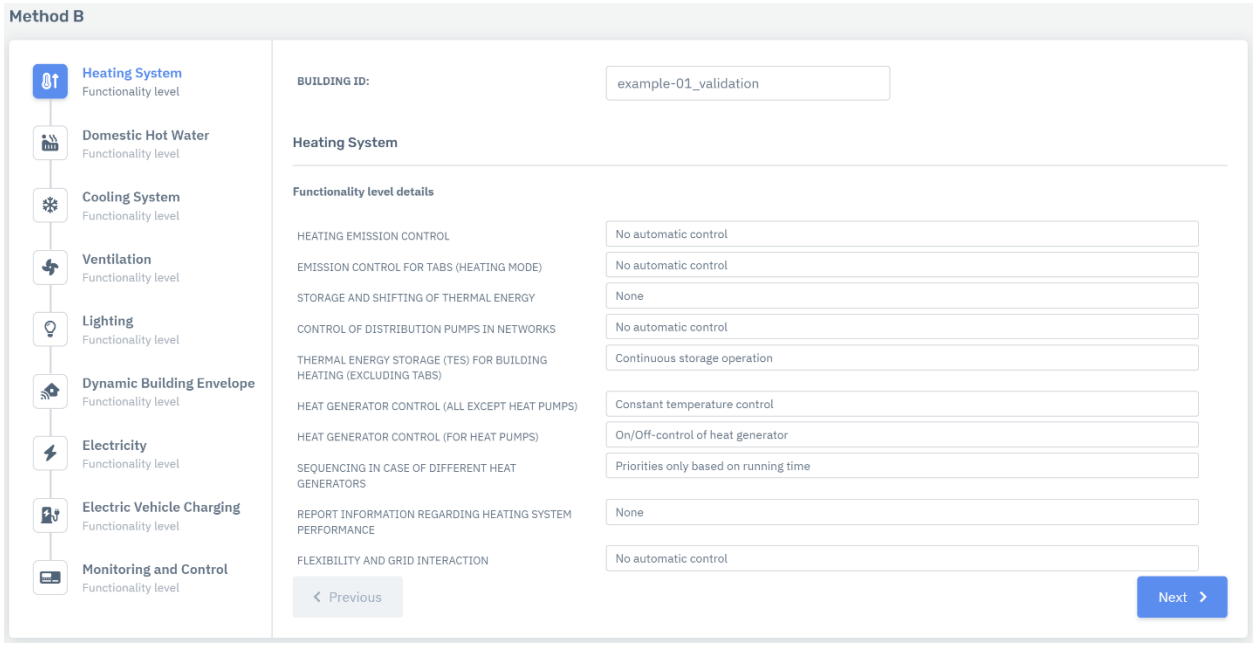

Figure 22: *Form wizard – input data*

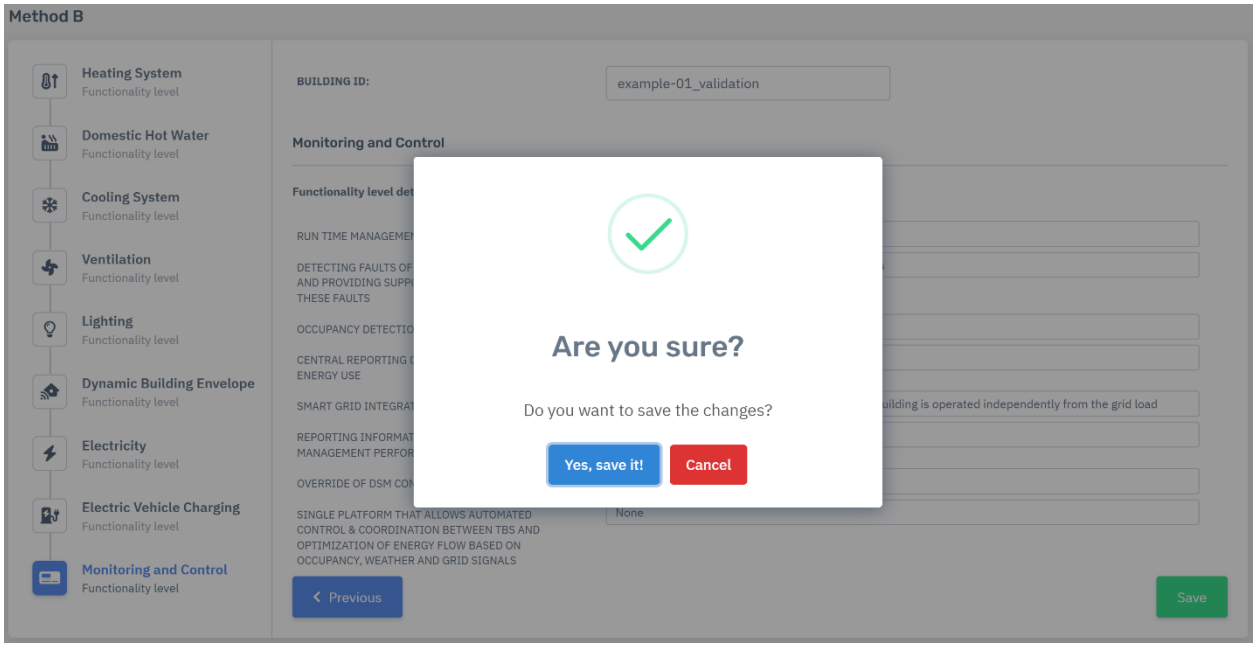

Figure 23: *Save changes*

2.2.1 Result – Method B

After clicking **"Save"**, you will be redirected to the results page. There are two options for exporting the certificate: the **"Print"** button and the **"Send to Email"** button*. To revisit the results at any time, click **"Project Database"** under the **"Assessment"** tab, then select **"Method B"** from the **"Results"** section.
A variety of result types are displayed:

[1] **Certificate:** the total SRI score and class.

[2] **Impact scores:** are the impact scores for each criterion, considering domain weightings.

[3] **Domain scores:** are the domain scores for each domain, considering impact weightings.

[4] **Detailed scores:** are the detailed scores for each domain and each impact criterion, which results in a matrix for nine domains and seven criteria.

[5] **Aggregated scores:** are the aggregated scores for three key functionalities.

***Note:** Allow pop-up windows to export Certificate, click again if needed. (Figure 29 and Figure 30)

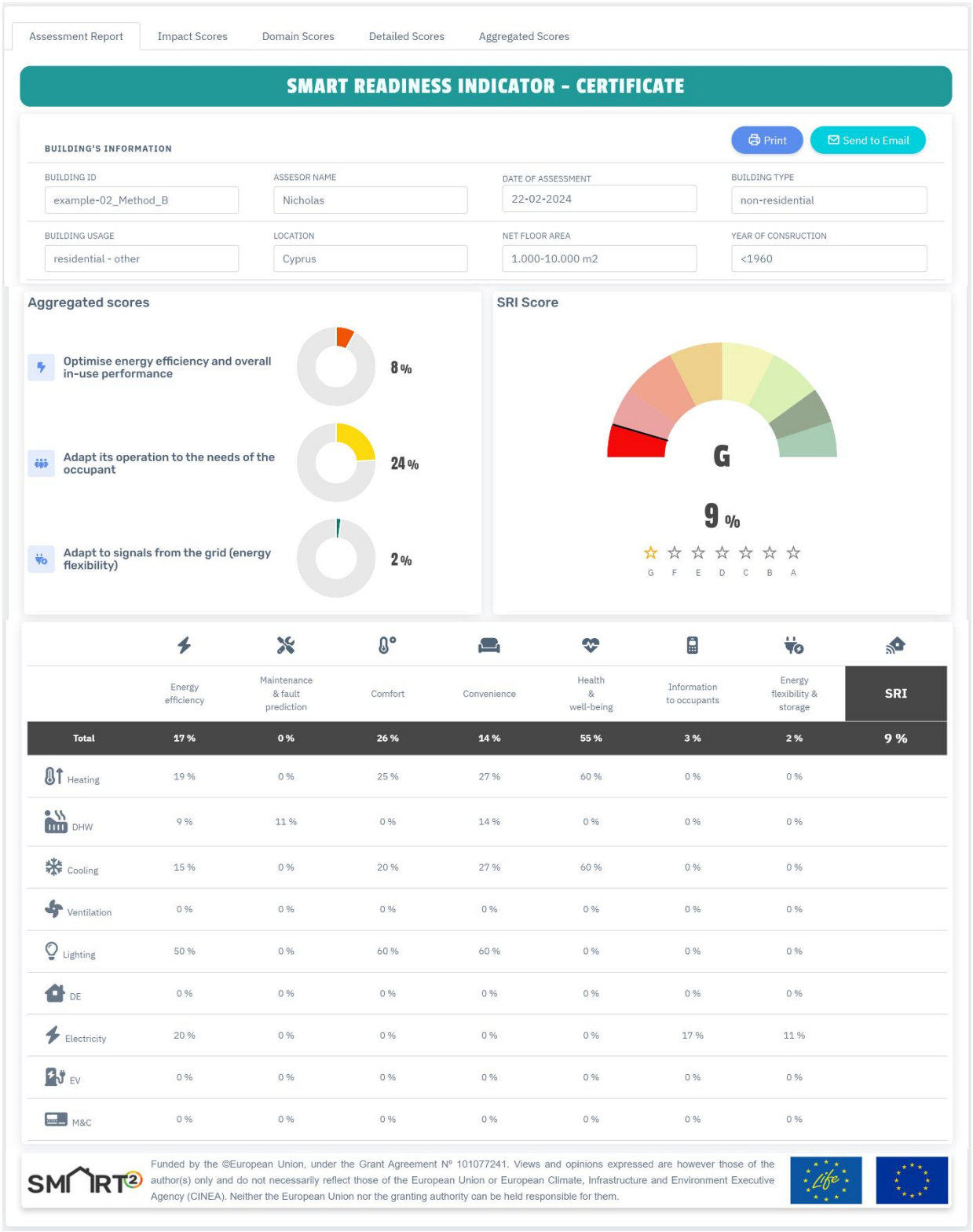

Figure 24: *Certificate*

Figure 25: *Impact Scores*

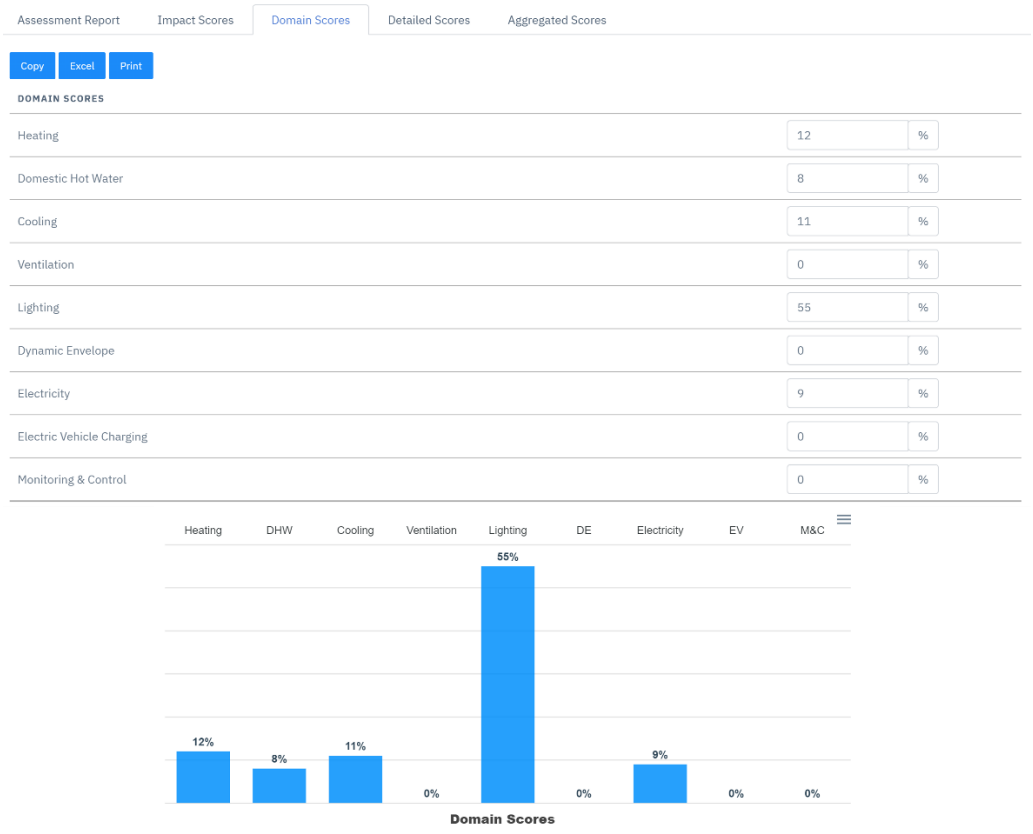

Figure 26: *Domain scores*

Assessment Report | Impact Scores | Domain Scores | Detailed Scores | Aggregated Scores

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DOMAINS	ENERGY EFFICIENCY	ENERGY FLEXIBILITY & STORAGE	COMFORT	CONVENIENCE	HEALTH & WELL-BEING	INFORMATION TO OCCUPANTS	MAINTENANCE & FAULT PREDICTION
Heating	19 %	0 %	25 %	27 %	60 %	0 %	0 %
DHW	9 %	11 %	0 %	14 %	0 %	0 %	0 %
Cooling	15 %	0 %	20 %	27 %	60 %	0 %	0 %
Ventilation	0 %	0 %	0 %	0 %	0 %	0 %	0 %
Lighting	50 %	0 %	60 %	60 %	0 %	0 %	0 %
Dynamic Envelope	0 %	0 %	0 %	0 %	0 %	0 %	0 %
Electricity	20 %	0 %	0 %	0 %	0 %	17 %	11 %
EV	0 %	0 %	0 %	0 %	0 %	0 %	0 %
M&C	0 %	0 %	0 %	0 %	0 %	0 %	0 %

Figure 27: *Detailed scores*

Assessment Report | Impact Scores | Domain Scores | Detailed Scores | Aggregated Scores

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	KEY FUNCTIONALITY 1 - BUILDING	KEY FUNCTIONALITY 2 - USER	KEY FUNCTIONALITY 3 - GRID
Aggregated scores - main	8 %	24 %	2 %
Heating	10 %	28 %	0 %
Domestic Hot Water	4 %	7 %	11 %
Cooling	8 %	27 %	0 %
Controlled ventilation	0 %	0 %	0 %
Lighting	50 %	60 %	0 %
Dynamic Envelope	0 %	0 %	0 %
Electricity	18 %	6 %	0 %
Electric Vehicle Charging	0 %	0 %	0 %
Monitoring & Control	0 %	0 %	0 %

Figure 28: *Aggregated scores*

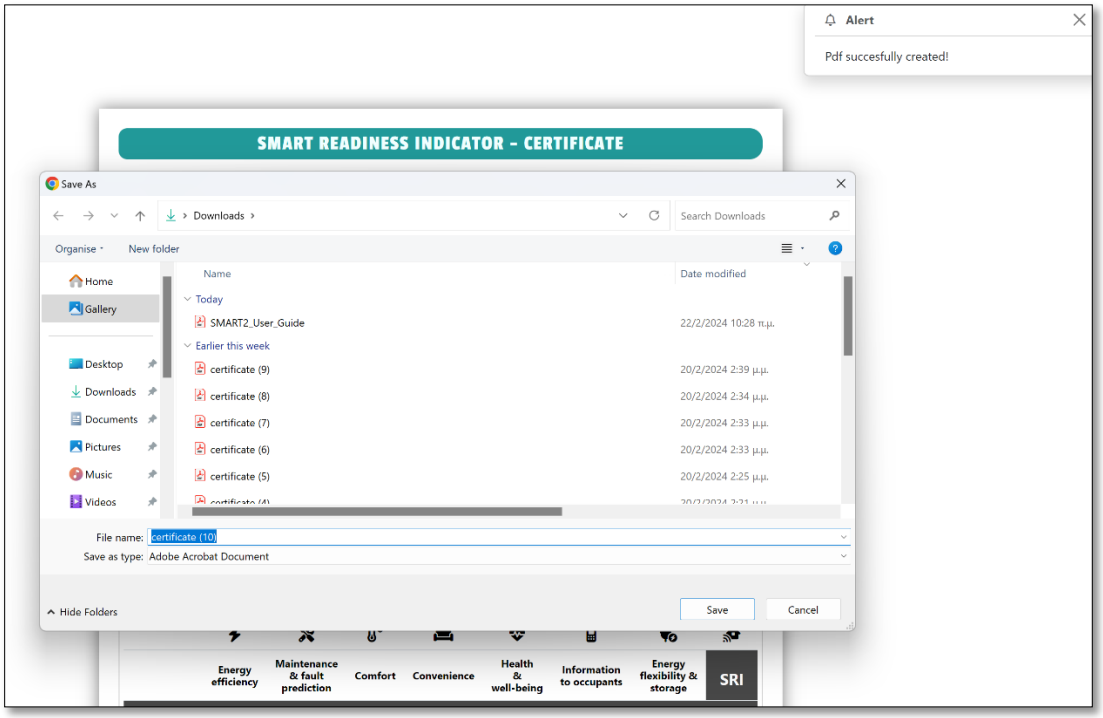

Figure 29: *Export to pdf - pop-up window*

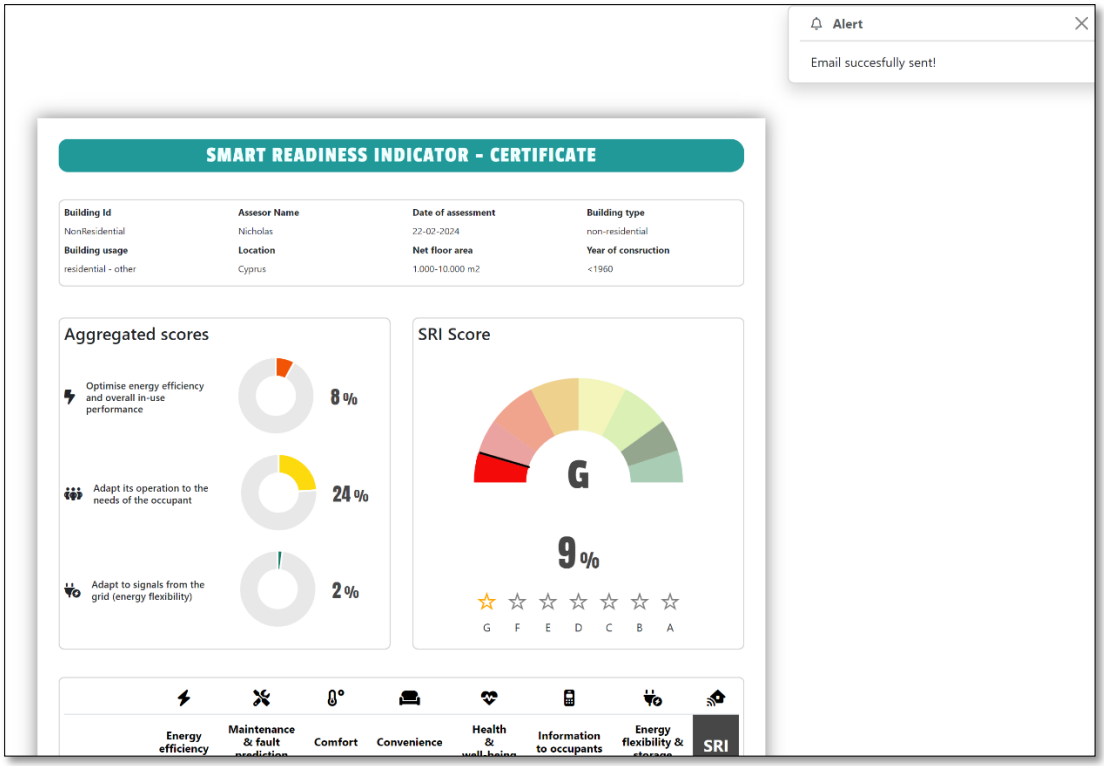

Figure 30: *Send to email – pop-up window*

3. Call Centre

The Simplified Method takes an even more streamlined approach than Method A, featuring an oversimplified service catalogue. It adopts a checklist approach, enabling users to quickly navigate the assessment. This method is designed to be exceptionally time-efficient, with the evaluation taking less than 10 minutes. Additionally, it supports self-assessment, allowing individuals to conduct the assessment independently without needing expert guidance.

3.1 Procedure

[1] From the home page, proceed to the Call Centre and click on the first sub-tab labelled "**Create a new project**". (See Figure 31).

[2] Complete the questionnaire provided and then click on "**Submit**" to proceed. (See Figure 32 and Figure 33).

[3] Finally, click the "**Report**" button within the table to view the certificate and all analytical results. (See Figure 34).

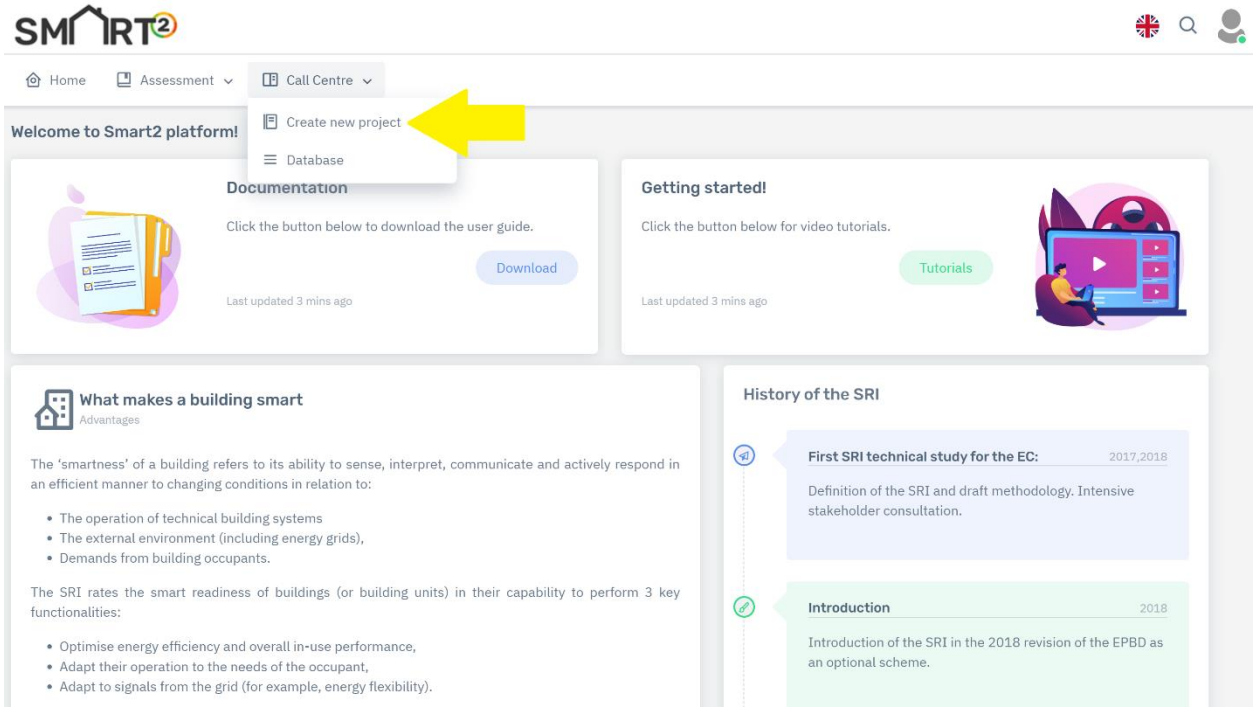

Figure 31: *Home page*

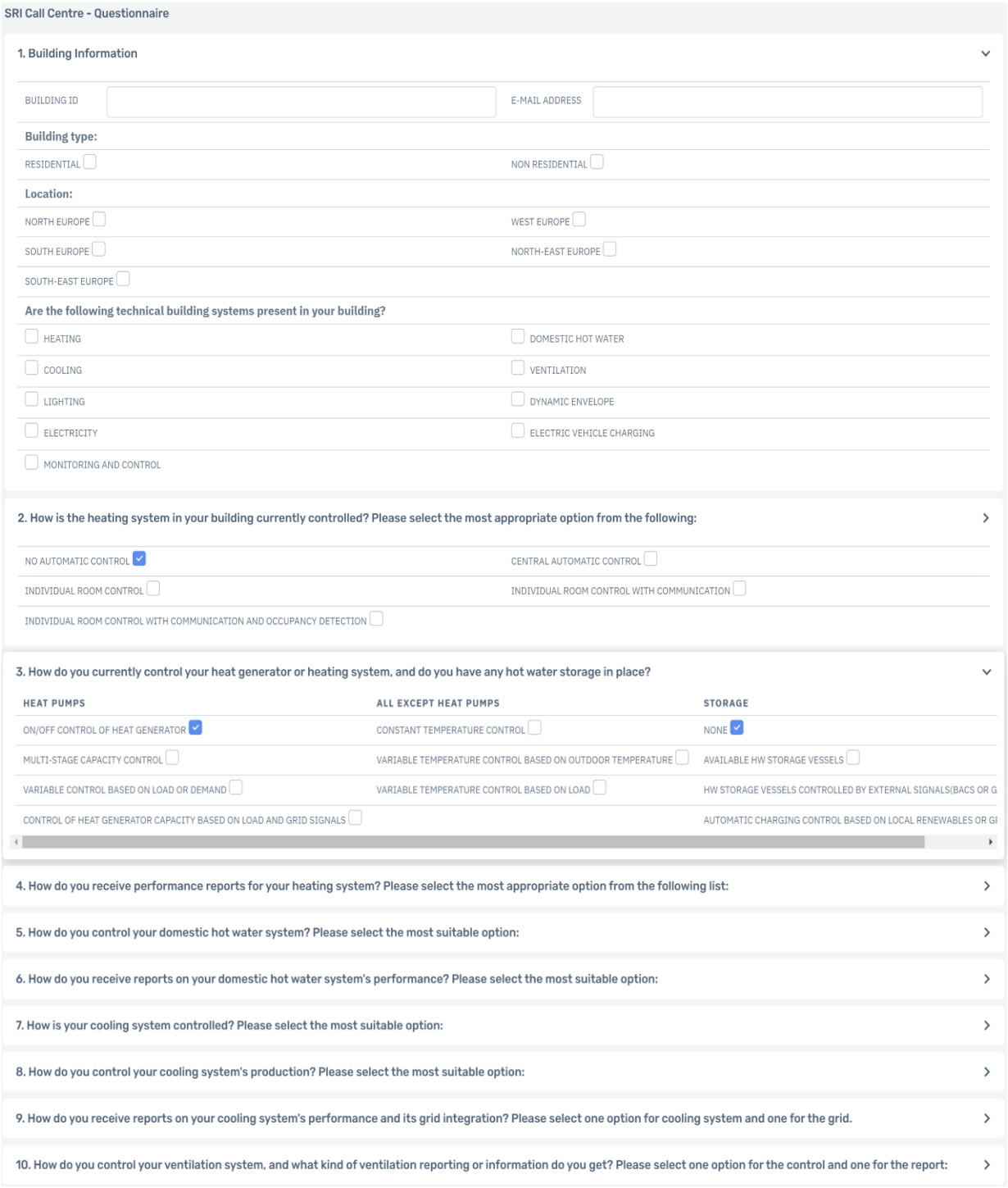

Figure 32: *Questionnaire*

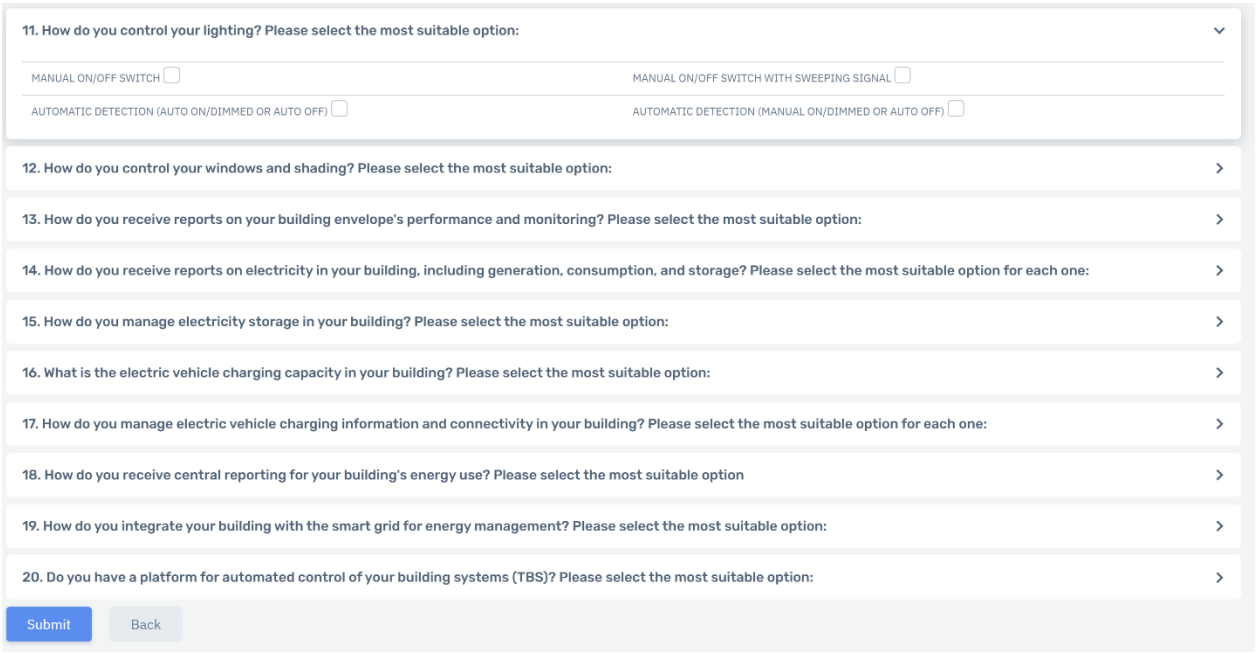

Figure 33: *Questionnaire (cont.)*

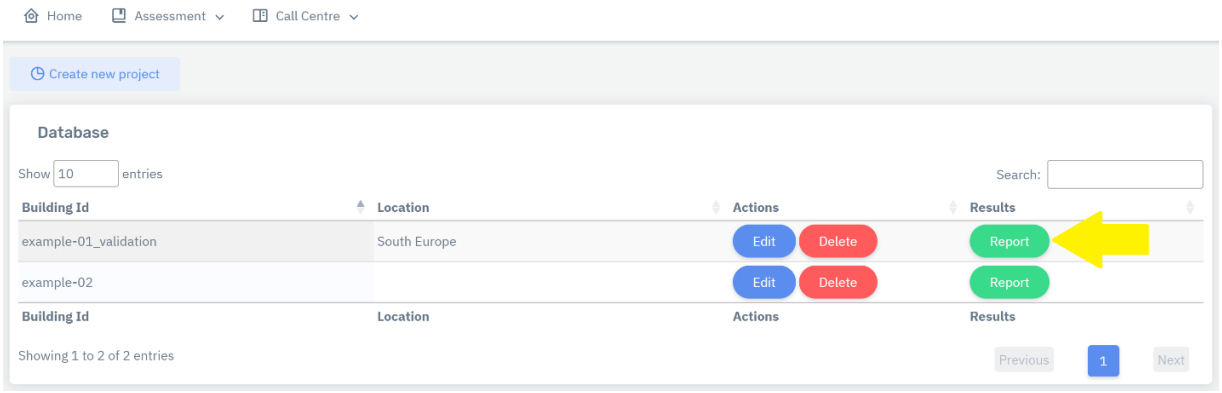

Figure 34: *Results button*

3.1.1 Results

After clicking **"Save"** you will be redirected to the **"Project Database"** page. Click **"Report"** button under **"Results"** tab. There are two options for exporting the certificate: the **"Print"** button and the **"Send to Email"** button*. To revisit the results at any time, click **"Project Database"** under the **"Call Centre"** tab, then select **"Report"** from the **"Results"** section. A variety of result types are displayed:

[1] **Certificate:** the total SRI score, considering domain weightings and impact weightings.

[2] **Impact scores are the impact scores for each** criterion, considering domain weightings.

[3] **Domain scores:** the domain scores for each domain, considering impact weightings.

[4] **Detailed scores:** the detailed scores for each domain and each impact criterion, which results in a matrix for nine domains and seven criteria.

[5] **Aggregated scores:** the aggregated scores for three key functionalities.

***Note:** Allow pop-up windows to export Certificate, click again if needed. (Figure 40 and Figure 41)

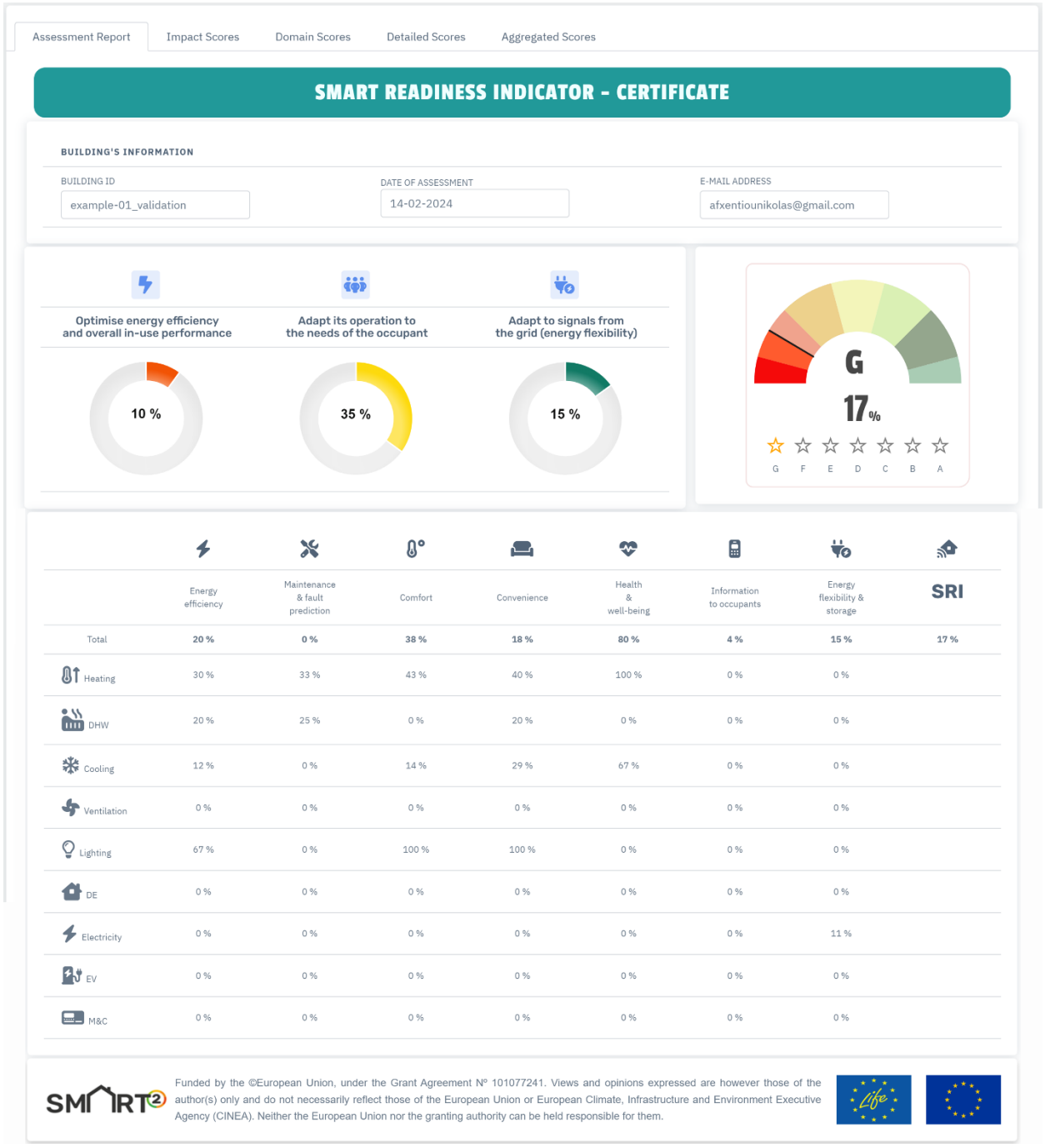

Figure 35: *Certificate*

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IMPACT SCORES	
Energy efficiency	55 %
Energy flexibility and storage	33 %
Comfort	71 %
Convenience	57 %
Health, well-being and accessibility	75 %
Maintenance and fault prediction	0 %
Information to occupants	0 %

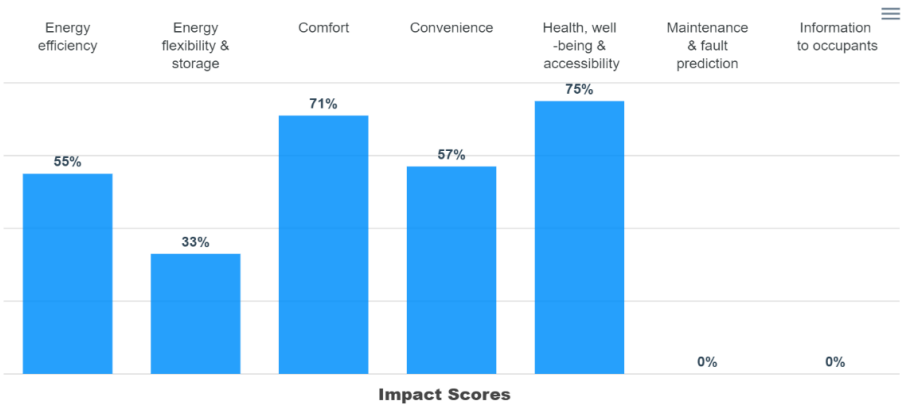

Figure 36: *Impact scores*

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DOMAIN SCORES	
Heating	51 %
DHW	0 %
Cooling	45 %
Ventilation	0 %
Lighting	0 %
Dynamic Envelope	0 %
Electricity	0 %
EV	0 %
Monitoring & Control	0 %

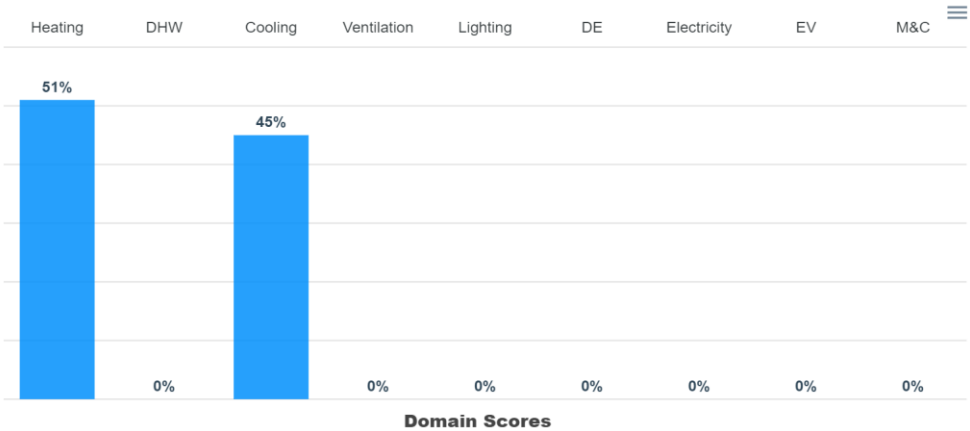

Figure 37: *Domain scores*

Assessment Report | Impact Scores | Domain Scores | Detailed Scores | Aggregated Scores

Copy | Excel | Print

DOMAINS	ENERGY EFFICIENCY	ENERGY FLEXIBILITY & STORAGE	COMFORT	CONVENIENCE	HEALTH & WELL-BEING	INFORMATION TO OCCUPANTS	MAINTENANCE & FAULT PREDICTION
Heating	40 %	33 %	57 %	43 %	100 %	0 %	0 %
DHW	0 %	0 %	0 %	0 %	0 %	0 %	0 %
Cooling	33 %	0 %	50 %	33 %	50 %	0 %	0 %
Ventilation	0 %	0 %	0 %	0 %	0 %	0 %	0 %
Lighting	0 %	0 %	0 %	0 %	0 %	0 %	0 %
Dynamic Envelope	0 %	0 %	0 %	0 %	0 %	0 %	0 %
Electricity	0 %	0 %	0 %	0 %	0 %	0 %	0 %
EV	0 %	0 %	0 %	0 %	0 %	0 %	0 %
M&C	0 %	0 %	0 %	0 %	0 %	0 %	0 %

Figure 38: *Detailed scores*

Assessment Report | Impact Scores | Domain Scores | Detailed Scores | Aggregated Scores

Copy | Excel | Print

	KEY FUNCTIONALITY 1 - BUILDING	KEY FUNCTIONALITY 2 - USER	KEY FUNCTIONALITY 3 - GRID
Aggregated scores - main	28 %	51 %	33 %
Heating	40 %	73 %	33 %
Domestic Hot Water	0 %	0 %	0 %
Cooling	33 %	46 %	0 %
Controlled ventilation	0 %	0 %	0 %
Lighting	0 %	0 %	0 %
Dynamic Envelope	0 %	0 %	0 %
Electricity	0 %	0 %	0 %
Electric Vehicle Charging	0 %	0 %	0 %
Monitoring & Control	0 %	0 %	0 %

Figure 39: *Aggregated scores*

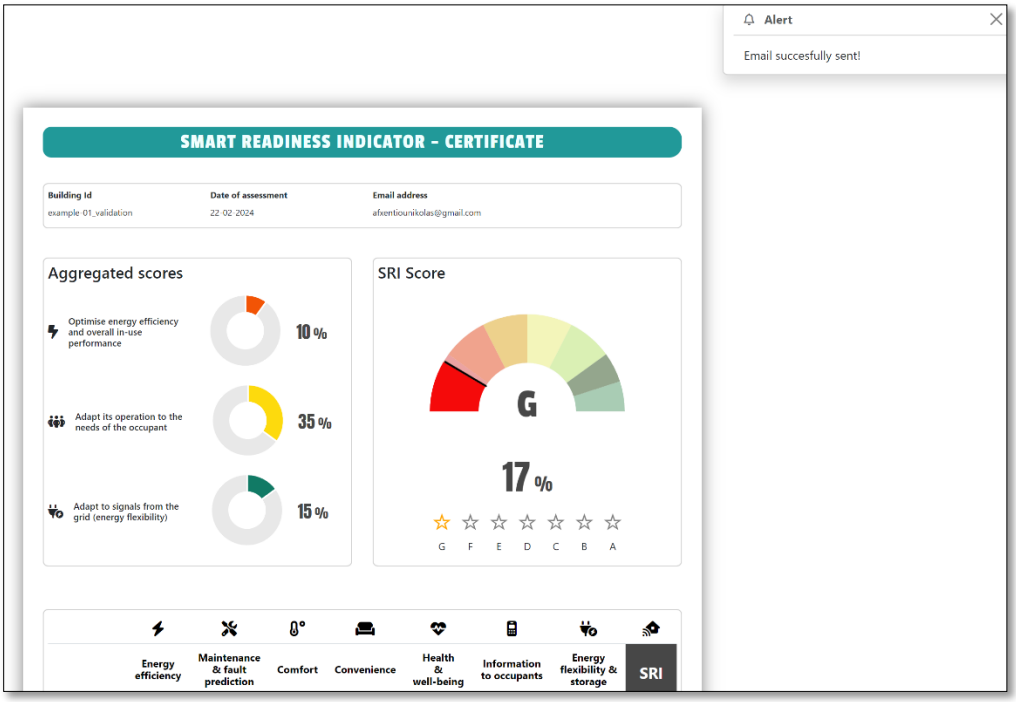

***Figure 40**: Export to pdf - pop-up window*

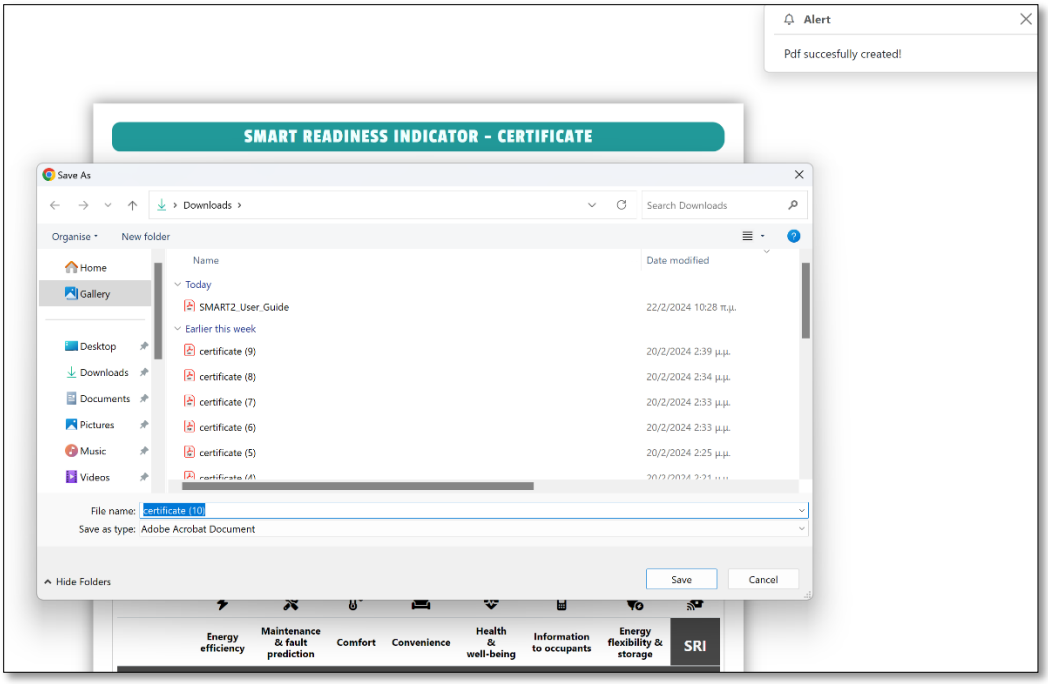

***Figure 41:** Send to email – pop-up window*