



Cloud Software & Consulting

CAPABILITY STATEMENT

For the Construction & FM Industries
New Zealand Edition

Trusted by Government, Developers, &
Contractors across New Zealand since 2009

Powered by



About OmTrak & WebFM

THE POWER OF COLLABORATION



WebFM was established in 2000 by Stuart Smith - a construction and asset management specialist who witnessed the gross inefficiencies of project handover first-hand during the 2000 Sydney Olympic Games. He used technology to transform that process from manual and people-driven to highly integrated, collaborative and data-driven. He called it OmTrak.

Today, OmTrak brings everyone together - the owner, developer, designers, contractors, and facility managers - in a single shared online platform. Our solutions combine to provide a single, connected approach, from the initial build through to ongoing maintenance and eventual rebuilding.

We consolidate all project documents, drawings, emails, defects, O&M manuals, BIM data, and maintenance schedules into one cloud-based platform - giving every stakeholder exactly what they need, exactly when they need it.



3,500+

Projects Delivered

\$250B+

Total Project Value

25 Years

Industry Experience

2009

Operating in New Zealand

Construction Software

Design, construct and hand over
- all in one cloud-based platform.



Facility Lifecycle Software

Generate 1–50 year forward
maintenance plans with ease.



Expert Services

Project Handover Compliance
Consulting and FM strategy.



NEW ZEALAND

Our Leadership Team

OmTrak's New Zealand clients work directly with WebFM's global leadership team, led by CEO Ben Twomey. With a track record spanning over 3,500 projects across Australia, New Zealand, the Middle East, North America, and Asia, the WebFM team brings senior-level expertise to every engagement.

"New Zealand has been central to OmTrak's story from the beginning. The depth of our relationships here — across health, education, defence, and local government — reflects a market that has consistently demanded rigour in handover and asset management. That standard is what we're built for."

Ben Twomey, CEO — WebFM

WebFM Leadership Team



Stuart Smith

WebFM Founder and
Managing Director



Brett Hulyer

General Manager —
Global Business — UAE



Mark Lewis

Managing
Consultant



Brett Darby

Chief IT Development
and IT Security Manager



Ryan Chappell

National Head of
New Business — AU



WHY NOW — WHY OMTRAK

Trusted in New Zealand Since 2009

New Zealand's construction and asset management sector operates under increasing pressure — rising project complexity, tightening compliance requirements, and growing accountability from public asset owners for the full cost of ownership, not just delivery.

The country's post-earthquake rebuild programme in Canterbury produced some of the most demanding handover environments in the Southern Hemisphere: multiple major anchor projects delivered concurrently, under Crown scrutiny, with strict documentation obligations from day one. OmTrak was part of that programme.

Today, the same rigour that characterised post-earthquake delivery is becoming the baseline expectation across health, education, defence, and local government procurement. Asset owners are specifying structured handover requirements at contract stage, not at practical completion. The gap between what contractors submit and what FM teams can actually use is a known and quantifiable risk — and it is avoidable.

OmTrak and WebFM have been operating in New Zealand since 2009. Our client relationships here span the Ministry of Education's national schools portfolio, district health boards, NZ Defence Force, territorial authorities, and major universities. The platform and the consulting expertise behind it are proven in the New Zealand context — regulatory, contractual, and operational.

ISO 19650 Aligned

Asset data structured so BIM, IWMS and maintenance plans all draw from one verified source.

BIM-Integrated

Browser-based BIM viewing with linked documents, tasks and asset data — no licence required.

IWMS-Ready

Clean data transfer to your IWMS at handover — eliminating rework and ensuring day-one readiness.

Sectors We Serve

Government & Local Authorities

Local Health Authorities

Education & Universities

Justice & Corrections

Infrastructure & Transport

Retail & Commercial

Sport & Recreation

Cultural & Heritage

Residential & Mixed-Use

An integrated solution to easily
manage the design, construction,
and handover of projects.



Simplify, automate,
and enhance your
maintenance processes.

Transform the way you
assess, plan, and optimise
asset management.

Maximise ROI and ensure your
systems and structures are
compliant, effective and efficient.

TRUSTED GLOBALLY

OmTrak's Clients

More than 3,500 projects worth over \$250 billion benefit from OmTrak's approach — with clients spanning leading government agencies, hospitals, universities, defence, and major contractors.



New Zealand Construction:

CPB Contractors
Fletcher Construction Company
Hawkins
Dominion Constructors
Cook Brothers Construction

Downer Group
Southbase Construction
Apollo Projects
Maycroft Construction
Calder Stewart

Leighs Construction
Naylor Love
HRS Construction
Miro Construction

New Zealand Government, Health, Education & Other:

Ministry of Education
Ministry of Justice
Ministry of Business, Innovation
& Employment
Christchurch City Council
Wellington City Council
Auckland Council

Porirua District Council
NZ Police
NZ Defence Force
Fire and Emergency NZ
Health NZ
University of Auckland

University of Canterbury
Tātaki Auckland Unlimited
AMP Capital
Department of Corrections
Rotorua Lakes Council
Bunnings

Australia:

Lendlease
Leighton
John Holland
AW Edwards
Hansen Yuncken
Probuild
Adco
Laing O'Rourke

Watpac
Hutchinson Builders
Australian Defence
Air Services Australia
VIC Police
NSW Health
QLD Health
Scentre Group

CSIRO
Goodman
United Group
University of NSW
University of Technology Sydney
James Cook University
Australian Quarantine Service

Global:

University of Toronto
Carleton University
Simon Fraser University

City of Edmonton
City of Calgary
LAX Airport

West Contra Costa
Honeywell

PROJECTS

New Zealand Experience

Since our first New Zealand project in 2009, OmTrak has delivered outcomes across government, health, education, defence, and local authority sectors. Every project benefits from our proven platform and our team's direct engagement from first brief to FM handover.

B230 Development

Project Value: \$200,000,000 NZD

Client: University of Auckland

OmTrak Modules Used:

- O&M Manuals



Fisher & Paykel HQ Auckland

Project Value: \$220,000,000 NZD

Client: Fisher & Paykel Appliances Limited

OmTrak Modules Used:

- O&M Manuals and Asset Register



Campus Redevelopment Programme

Project Value: \$300,000,000 NZD

Client: University of Canterbury

OmTrak Modules Used:

- Document Management
- O&M Manuals and Asset Register
- Consulting



Parakiore Recreation and Sport Centre

Project Value: \$500,000,000 NZD

Client: Christchurch City Council / CPB Contractors

OmTrak Modules Used:

- Document Management
- Siteworks Construction Defect Management



Christchurch Central Library

Project Value: \$93,000,000 NZD

Client: Christchurch City Council

OmTrak Modules Used:

- Document Management
- Siteworks Construction Defect Management
- Consulting



CLIENT TESTIMONIALS

In Their Own Words



Waipapa
Taumata Rau
University
of Auckland

"This marks the fourth significant capital project at the University of Auckland (B230 Development) in which I have been involved that will utilise OmTrak. Our primary application of OmTrak is for the creation and management of Operations & Maintenance manuals. The platform delivers exactly what it promises. OmTrak not only enables customisation of the O&M structure but also provides complete transparency throughout the delivery process. Gone are the days of sitting in site meetings and hearing that the O&M process is progressing well when in reality it may not be. With OmTrak, the project team now has the ability to monitor the uploading and approval process in real time."

Martin Ballard

Poutaki Pūtere | Project Manager – Campus Environment
The University of Auckland

**ROTORUA
LAKES COUNCIL**
Te kaunihera o nga roto o Rotorua

"I highly recommend OmTrak for any large capital works. Our team is impressed by the intuitive layout, ease of use and how simply we can integrate and transfer data to our asset management system. OmTrak has increased collaboration and substantially reduced overall project costs."

Tyron Tomlinson

Legal and Property Manager
ROTORUA LAKES COUNCIL

Health New Zealand
Te Whatu Ora

"We've been using OmTrak for the past three years to deliver major capital works projects. This innovation has saved our organisation considerable time and money. We recommend it to any organisation that wants to greatly improve documentation handover, project quality control and FM."

Jeff Hodson

General Manager Property Services
Health NZ

BADGE

"EduWest selected WebFM to assist with the delivery of eight large school projects. With OmTrak, all key stakeholders involved in the project delivery could access, review and approve all project information in real-time on the cloud-based server. We were able to hand over fully accepted O&M manuals prior to the completion date."

Rocky Slater

Manager
BADGE Perkins Joint Venture



"The ability to deliver quality handover documentation on time is paramount. WebFM has been the delivery tool that has allowed me to do that across my last three projects, which have spanned Defence, Transport and Public Private Partnership sectors each of which had their own complexities. WebFM was dynamic, flexible and progressive enough that it could fit each individual project. I cannot recommend highly enough."

Al Parker

Completions Manager
Laing O'Rourke Australia

THE OMTRAK DIFFERENCE

Why OmTrak

The New Zealand market is served by a range of project management and document control platforms. OmTrak is different: the only solution purpose-built for quality-validated construction handover and FM lifecycle continuity — from the first drawing to the 50-year maintenance plan.

CAPABILITY	OMTRAK
Dedicated O&M Manual module with progressive QA workflow	✓
Defect / snag management with mobile offline capability and QR code tagging	✓
BIM management — browser-based, no specialist licence required	✓
ISO 19650-aligned asset data capture	✓
Digital Forms — inductions, safety, commissioning, site audits	✓
Forward maintenance planning (1–50 year lifecycle costing)	✓
Lifecycle cost forecasting and condition assessment (MPlan)	✓
Project Handover Compliance Consulting (PHCC)	✓
Modular — pay only for what your project needs	✓
IWMS-ready export at handover	✓
Global team + 25-year track record, operating in NZ since 2009	✓
Proven across government, health, education, and defence projects in NZ	✓

“The end results for our clients are real time, cost saving and reduced risk. With OmTrak, there are no surprises and no information gaps and gives everyone involved a complete journey of confidence.”

STUART SMITH
Managing Director - WebFM



OmTrak Ecosystem

OmTrak Experience

OmTrak is an award-winning online platform developed specifically for construction projects. Its seven fully integrated modules combine to offer all project teams, owners and facility managers one central, cloud-based collaboration platform.

NEW ZEALAND:

Christchurch City Council

- Parakiore Recreation and Sports Centre

Crown Infrastructure Delivery

- Christchurch Convention Centre

University of Auckland

- B230 Development
- HIWA Recreation Centre
- Old Choral Hall
- Waiparuru Hall
- Park West Project

University of Canterbury

- Master Redevelopment
- Takurua (New Recreation Centre)

Ministry of Education

- NZ Schools Condition Assessments

Tātaki Auckland Unlimited

- Stadiums FM system

Health NZ

- FM System — Tauranga and Whanganui Hospitals

Counties Manukau DHB

- Middlemore Hospital — Acute Mental Health Inpatient Unit

Canterbury District Health Board

- Christchurch Hospital Acute Services Building

NZ Defence Force

- Papakura Barracks Project

Ministry of Justice

- Christchurch Justice and Emergency Services Precinct

Bunnings

- Bunnings Warehouse Fairfield
- Bunnings Warehouse Christchurch Airport

Fire and Emergency NZ

- ANZAC, Redwood, Spencerville, Woolston, Wigram Fire Stations

Rotorua Lakes Council

- Rotorua Museum Seismic Upgrade

MBIE

- Mangere Refugee Resettlement Centre

Department of Corrections

- Modular Prison Accommodation Project

Wellington City Council

- WCC Dance Centre

Auckland Council

Porirua District Council

NZ Police

AMP Capital

AUSTRALIA:

Lendlease

Leighton

John Holland

AW Edwards

Hansen Yuncken

Probuild

Adco

Laing O'Rourke

Watpac

Hutchinson Builders

Barangaroo

- Lendlease (NSW)

University of Sydney

- Campus Wide Projects (NSW)

University of Technology Sydney

- Dr Chau Chalk Building Lendlease (NSW)

Airport Link

- Thiess/John Holland JV (QLD)

Cairns Base Hospital

- Hansen Yuncken (QLD)

Robina Shopping Mall

- QIC (QLD)

Wheatstone LNG Plant

- Construction Village Buildings John Holland (WA)

QLD Children's Hospital

- Lendlease (QLD)

Westfield Garden City

- Scentre Group (QLD)

VIC Police Properties Branch

All Projects (VIC)

Australian Defence

Air Services Australia

NSW Health

QLD Health

CSIRO

Goodman

James Cook University

MIDDLE EAST:

One Za'abeel (Dubai)

Oman Convention and Exhibition Centre Pkg 2 & 3 (Oman)

OMRAN (Oman)

Oman Across Ages Museum (Oman)

Royal Oman Police (Oman)

REEM Mall (Oman)

Al Farwaniya Property Developments LLC (Abu Dhabi)

CANADA:

University of Toronto

- Elevator Upgrade (Ontario)

Simon Fraser University

- Student Union Building (British Columbia)

Carleton University (Ontario)

- Robertson Hall Refurbishment

Heritage Valley Fire Station #28

- City of Edmonton (Alberta)

Woodwards Building

- Westbank (British Columbia)

Shangri-La Toronto

- Westbank (Ontario)

NWR – Processing of Redwater Upgraders

- PCL (Alberta)

Sunwapta Building C1

- Cameron Developments (Alberta)

City of Edmonton

City of Calgary

Honeywell

USA:

LAX Airport Upgrade

- Walsh (California)

Gompers

- West Contra Costa (California)

ECHS Stadium

- West Contra Costa (California)
- Flintco (California)

West Contra Costa

ASIA:

Interlink

- Goodman Asia (Hong Kong)

Guardez

- 100 Bed Hospital International Org for Movement (IOM) (Afghanistan)

New Australian Embassy

- Leighton Total Joint Operation (Jakarta)

MPlan Experience

A proven innovation used on over 55,000 buildings that makes facility maintenance forecasting simple and sustainable. MPlan simplifies your asset maintenance planning by providing access to the information that allows you to effectively plan and optimise your assets. MPlan can reduce the cost of condition assessment by up to 75% over traditional methods.

NZ Ministry of Education

National Condition Assessment and Maintenance Plans

University of Technology Sydney

Condition Assessments and Maintenance Plans

National Film and Sound Archive

Condition Assessment and Asset Plan

North Sydney Council

Community Housing

CSIRO

National Condition Assessment and Maintenance Plans

Arts NSW

Condition Assessment and Maintenance Plan

Blacktown Aquatic Centre

Condition Assessment and Plan

Sydney Ports

Condition Assessment and Asset Plans

Australian Civil Aviation Safety Authority

Condition Assessment and Maintenance Plan

Penrith and Blue Mountains City Councils

Condition Assessment and Maintenance Plan

Honeywell

Airport Line Maintenance Plan

Key Results:

- Condition assessment time reduced from days to hours per building
- Cost of condition assessment reduced by up to 75%
- 10-year maintenance plans accessible instantly for any building in portfolio
- Centralised, consistent methodology across large building portfolios
- Proven on portfolios of 2,500+ buildings

Consulting Experience

Our specialist asset and facility management consulting services enable you to work smarter. WebFM's consulting services will solve your asset challenges and help you realise smarter data management.

Ministry of Education

- Audit and Training
- Operational Improvements

University of Canterbury

- Project timelines, manual specifications, and close out

NZ Defence Force

- Training and assistance to close out completion

Fire and Emergency NZ

- O&M manual reviews
- FM setup consulting

University of Canterbury

- Project and O&M review

University of Auckland

- Contract specification clause

Capital and Coast DHB

- O&M manual review

Bay of Plenty DHB

- Asset register consolidation

Ministry of Justice

- Manual review, backload and update

Australian Defence

- Condition Assessment methodology & training Handover and Takeover Procedures

CSIRO

- Review FM Operations

University Wollongong

- Condition Audits & Maintenance Plan (TCR Tomlinson)

NSW Primary Industries

- Asset Planning

Sydney Star City Casino

- FM improvements, outsourcing

North Sydney Council

- Audit Contract performance

NSW Arts

- Facility management service

University Of Technology

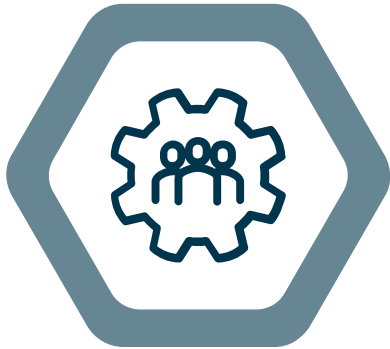
- Maintenance Plans, Outsourcing/procurement

PUZZLING THE PIECES

Consulting Solutions

Turn complex projects into structured, successful outcomes

WebFM is not just a software provider. Our specialist consulting team works alongside developers, contractors, and asset owners to implement structured, compliant handover frameworks — from design specification through to FM operations.



PHCC

Project Handover Compliance Consulting

A World-First Approach to Digital Handover

OmTrak's PHCC service implements standardised handover frameworks from your development team through to asset management and operations. We specify handover requirements at design stage, manage compliance through construction and commissioning, and ensure a complete, verified, FM-ready handover on day one. Fully documented and replicable across your entire development portfolio — so every project is delivered to the same high standard.

Our Consulting Services Include

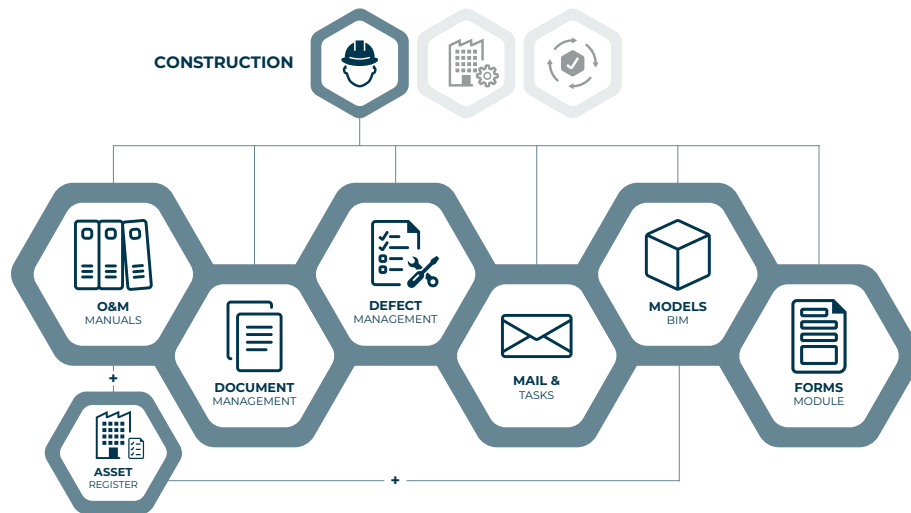
- Handover specification development — what to require from contractors at design and tender stage
- Progressive handover management through construction, commissioning, and as-built phases
- O&M manual audit, review, and back-loading
- Asset register consolidation and IWMS migration support
- FM operations setup and team training
- Condition assessments and long-range maintenance plans
- ISO 19650 compliance guidance for BIM-enabled projects

GET YOUR DUCKS IN A ROW

Construction Software

Smarter Collaboration for Construction Projects

OmTrak brings order to the chaos of construction. Our cloud-based platform simplifies collaboration and gives all project stakeholders the tools they need to plan, build, communicate, and hand over with confidence — reducing delays, staying compliant, and delivering better outcomes.



MANUALS MODULE

Operations & Maintenance

- Progressively built and reviewed during construction
- Delivered as interactive searchable PDF at Practical Completion
- Asset registers, warranties, commissioning records, as-built drawings
- Digital handover — FM-ready and IWMS-exportable
- Import existing PDFs or build from scratch



SITE WORKS MODULE

Defect Management

- Customised setup aligned to client requirements
- QR code location tagging — on-site capture & annotation
- Schedule maintenance work directly from defect records
- Works online and offline — syncs automatically
- Automated notifications — nothing falls through the cracks



ALL MODULES

Mail, RFIs & Tasks

- Centralise all team communications in one platform
- Email management, task issuance & scheduling
- Requests for Information (RFIs) with automated workflows
- Online review — prevents costly delays
- 24/7 mobile access — web, tablet & phone



MODELS MODULE

BIM Management

- Browser-based BIM viewing — no specialist licence required
- Link model objects to documents, tasks, and O&M data
- Full version control — built to open standards, supporting IFC and Revit
- Centralised project coordination — ISO 19650 aligned



DOCUMENTS MODULE

Document Management

- Unlimited users & storage. 24/7 access
- Version control & full audit trails
- Organised structure with simple secure uploads
- Automated notifications — user-friendly for subcontractors



FORMS MODULES

Digital Forms

- Smart, structured forms for every stage
- Inductions, safety inspections, commissioning reports
- Structured, audit-ready data across the project lifecycle

MASTER THE MONSTER

Facility Maintenance Software

Simplify, Automate, and Enhance Your Maintenance Processes

OmTrak's FM module gives you full visibility over your assets — automating scheduling, simplifying inspections, and keeping records audit-ready from day one of operations.



FM SOFTWARE

Asset Register

Tailor your asset management

- Full visibility and structure across all assets
- Custom fields, categories, and facility-specific templates
- Extend asset lifespan — smarter planning



FM SOFTWARE

Schedule Maintenance

Automate maintenance management

- Automated schedules and alerts linked to O&M manuals
- Preventative checks and compliance tracking
- Aligned with regulatory and operational requirements



FM SOFTWARE

Work Order Management

Efficient task coordination

- Create, assign, and track with full audit trail
- Real-time prioritisation and team accountability
- Aligned with regulatory and operational requirements



FM SOFTWARE

Document Management

Comprehensive record keeping

- Centralised digital storage — instantly accessible via QR codes
- Complete maintenance history linked directly to assets
- Structured documentation aligned with compliance requirements

LIKE CLOCKWORK

Facility Lifecycle Management

Smarter Planning for Long-Term Asset Performance

OmTrak's MPlan module transforms manual assessments into strategic, data-driven plans. Proven across 55,000+ buildings worldwide — reducing condition assessment costs by up to 75% over traditional methods.



MPLAN MODULE

Condition Assessments

Accurate, On-Site Asset Evaluation

- Assess asset conditions in hours — not days
- Instant visibility into health across entire portfolios
- Allocate resources based on real-time condition data



MPLAN MODULE

Asset Lifecycle Reporting

Clear, Data-Driven Insights

- Customisable reporting templates — visualise trends and priorities
- Data-driven insights to boost efficiency and cut costs
- Multi-year maintenance plans aligned to strategic objectives



MPLAN MODULE

Lifecycle Cost Planning

Plan Investment with Confidence

- Plan 1–50 year costs with tailored financial reports
- Budget forecasts linked to service needs and condition data



MPLAN MODULE

Forward Maintenance Planning

Strategic, Long-Term Schedules

- Multi-year maintenance plans aligned to strategic objectives
- Allocate resources based on real-time condition data

BE THE MASTER

New Thinking Born from a Simple Idea

The idea for OmTrak came from the real challenges of the Sydney Olympic Games. While working as an asset management consultant, WebFM Director Stuart Smith saw first-hand how inefficient and fragmented the handover process was. His response was direct: create a collaborative, data-driven platform to structure handovers and facility management.

That idea became OmTrak — now trusted worldwide by leading firms and government agencies to deliver smarter outcomes across construction, facilities, and the full asset lifecycle.

“The end results for our clients are real time, cost saving and reduced risk. With OmTrak, there are no surprises and no information gaps and gives everyone involved a complete journey of confidence.”

STUART SMITH

Managing Director - WebFM

Global Reach

WebFM's Head Office is located in Sydney, Australia, with operations spanning Australia, New Zealand, the Middle East, North America, the United Kingdom, and Asia. Our client base includes leading construction firms, government agencies, developers, and major universities. Wherever your project or team is located, WebFM can deliver a solution relevant for today and for the future.

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