



apex

Rowanwood - Apex Property Asset Management System

G-Cloud 13 – Lot 2

Service Definition

Rowanwood Professional Services LTD



apex a division of



rowanwood

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G-Cloud 13 – Apex Service Definition

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1. Introduction

1.1 Company Overview

Rowanwood was founded in 2017 as a software, technology and information security consultancy business. During the Autumn of 2017, Rowanwood concluded the management buy-out of Apex, a division specialising in the development of social housing asset management software and services from a large private equity backed technology organisation. The management buy-out included the transfer of employees, assets, software and customers to Rowanwood giving our Customers continued and uninterrupted use of the software, continued access to maintenance and support services, product enhancements and access to new technological developments. The transfer of the business means we have been operating in the social housing sector for more than 20 years and whilst Apex is the primary division through which we provide our property asset management software, we have more recently launched our Cloud-9 division allowing customers to access the Apex solution in the Cloud taking full advantage of the capabilities of the Microsoft Azure platform.

1.2 Value Proposition

Apex is a mature product and widely accepted as the integrated 'product of choice' by asset management teams around the country. Apex is a strategic housing asset management product that was designed and developed around the business needs, driver's and requirements of social housing providers in England, Scotland and Wales. Apex achieves this through delivering modular functionality supporting investment and option appraisals, service management, programme modelling, compliance, Decent Homes, SHQS/WHQS, energy ratings and by acting as a management decision support tool. The Apex solution is a highly integrated product split into a series of logical business modules and provides a high level of integration and synchronisation with all housing management systems.

Indeed, we believe in building a lasting partnership where both parties work together for the benefit of each other and where confidence and trust is second nature. The growth and success of Rowanwood is based on our professional approach, knowledge, a 'state of the art' software solution, quality of service and the support we provide to our customers.

Apex allows Asset Management business users to deliver a flexible, efficient and cost-effective service to:

- Manage a broad range of property assets with different priorities and needs
- Manages all aspects of compliance and risk management
- Achieve and meet all housing Government legislation
- Allows operation of a mobile workforce and have the freedom to work from anywhere, at any time
- Produces, delivers and manages short, medium and long-term strategic maintenance business planning
- Delivers compliance with legislative, local and aspirational Quality Standards
- Profiles energy efficiency and investments need for properties to achieve sustainability targets
- Acts as a sophisticated business decision support tool, to allow informed and effective decision making
- Supporting financial sustainability & option appraisal profiling and modelling
- Increases efficiencies, delivers to budgets, reduces costs and supports business transformation



1.3 What the Service Provides

The Apex solution provides high degrees of flexibility, rich levels of functionality and user defined controls which can be aligned to individual business process', this enables the customer to manage the system to reflect future business change without needing to involve Rowanwood and in a cost effective manner.

Rowanwood is able to offer more than the delivery and implementation of a software solution. Our consultants have a wealth of experience and knowledge in this area and are able to quickly understand our customers requirements and challenges, put forward credible solutions and in so doing become pro-active in building a business partnership that transcends the traditional 'customer supplier' relationship.

The service provides:

- Licence to use the Apex Asset Management software
- Implementation Services
- Maintenance and Support Services including future product upgrades
- Cloud-9 – Software as a Service
- Business training Services

1.4 Social Value

Rowanwood is an SME that takes its social values responsibilities very seriously. We work with our customers, stakeholders, partners and supply chain to ensure that our social value contribution will continue to deliver towards our climate control goals and make an effective and sustainable environmental impact. Our staff's safety and wellbeing are a high priority and while working from home forms the basis of our workforce, it is slowly being encouraged for our staff to carry out hybrid working to bring custom back to support public transport infrastructure and the retail area and community surrounding our offices. Rowanwood have outlined in our digital marketplace listing the practical processes and changes we have implemented and continue to apply to focus on our social values responsibilities around wellbeing, covid-19 recovery and climate change.

1.5 Overview of the G-Cloud Service

The service provides the customer with a licence to use the Apex Property Asset Management solution on the Cloud-9 platform. This provides the Customer with a full SaaS solution utilising the Microsoft Azure infrastructure.

Rowanwood provides the Apex solution to a range of Local Authorities and Housing Associations, the solution is totally scalable to support small organisations managing less than 1,000 units to the larger organisations managing 80,000 plus assets.

Implementation Services:

- Access to the asset management software through the Cloud
- Solution Design



- Software Configuration
- Implementation support
- Cloud-9 on-boarding (user set-up, security set-up, infrastructure configuration)
- Standard Business Interfaces
- Overall Project Management to an agreed time plan

Training

- Comprehensive set of training courses in the use of the software
- Training Services delivered by our business consultants using the customers real life data in a business context through online Zoom or MS Teams

Maintenance and Support Services:

- Helpdesk provision during agreed hours
- Error correction and bug fixes
- Software upgrades
- License to new Versions, Releases and Modifications
- Advice and Guidance
- Continuous program of improvement and awareness of new legislative changes

Cloud-9 Infrastructure

- Access to the application via the MS Azure Infrastructure
- Security Management
- Operational and Technical Support
- Execution of housekeeping routines and batch process
- Data back-up and recovery
- Access to a Production and Test environment
- Connectivity to end user network

1.6 Extended Professional Services

The pricing document contains details of the included services and any optional extras linked to the SFIA rate card.

Standard exclusions:

- Custom development
- Business process consultancy services
- Data cleansing & data migration services
- Third-party bespoke application integration
- Extended professional services to assist with fast-track business configuration
- General business consultancy services



2. Data Protection

2.1 Data back-up and Restoration

The Supplier will ensure that the Buyer's data (database and document storage area) is backed up on a daily basis and will ensure that recovery and restore of the data is possible from any end of day recovery point up to a maximum of 5 days (five generations) prior to the current end of day back-up routine.

The Supplier takes advantage of Microsoft Cross Region Replication services which ensures that Buyer data is replicated to alternative data centre facilities with the EU region. This approach ensures that data is still recoverable even in the event of a primary location outage.

Other services comprising the Suppliers cloud infrastructure (Virtual Machines, Firewalls and the software application itself) are all backed up on daily basis with copies being retained for a maximum of 5 days.

Regular test restores are performed ensuring that recovery from back up sources can be achieved at all times.

The Suppliers backup and restore process' are covered in the Suppliers Cyber Essentials certification accreditation.

2.2 Business continuity statement / plan

Rowanwood has in place a Business Continuity Plan allowing all staff to be able to efficiently work from home with no loss or interruption to the services we provide. The entire Rowanwood infrastructure is cloud based, meaning it can be accessed by all staff from any secure defined location and device. For all business services we are committed to providing 99.99% continued availability during core business hours.

Our Cloud-9 infrastructure has been designed and built adhering to the principles of Confidentiality, Integrity and Availability (CIA) and we are contractually committed to maintaining core system availability at 98.63%.

2.3 Privacy by Design

As part of our Solution Design process the principle of Privacy by Design (not an afterthought) is at the forefront of any solution we put in place. Rowanwood will produce Data Process Impact Assessments for each element of the functional process comprising the solution.

- Data protection issues are considered as part of the design of our solution.
- Data protection is an important component of our functionality and appropriate measures are in place for the limited PI data that is held.
- We take a pro-active approach and try to anticipate risks and privacy events.
- Adequate measures are in place to protect personal data held within Cloud-9.
- The Rowanwood MD (Certified GDPR Practitioner) is the named Data Protection officer for any ICO related activities.



- We have chosen the Microsoft Azure platform to run our services as we are confident they provide sufficient guarantees of their technical and organisational measures for data protection by design.
- When we use other systems, services, or products in our processing activities, we make sure that we only use those whose designers and manufacturers take data protection issues into account.

Rowanwood firmly believes it has taken into account the 'state of the art', cost implications and the nature of its processing (which does not always include Personal Identifiable information) and put in place appropriate technical and organisation measures to satisfy GDPR requirements.

3. Using the Service

3.1 Ordering and Invoicing

The pricing document contains full details of the standard fees for the service, there are some optional services which are outlined in that document. If the customer has specific configuration requirements, buyers can contact us for clarification by emailing us at sales@rowanwood.ltd.

We can also provide customer assistance when completing the Call-Off Order Form.

3.2 Availability of Trial Service

The Apex solution does not lend itself to be available on a trial basis. Rowanwood seeks customer confidence that the solution is fit for their business needs through dialogue, a 1-day workshop session and demonstration. These can be either face to face or virtual.

3.3 On-Boarding, Off-Boarding, Service Migration, Scope etc.

On-Boarding

The on-boarding process can be completed in as little as 6-8 weeks from project commencement.

Rowanwood provide a dedicated project manager for the entire life of the project; their role will be to ensure that the project is managed and monitored through regular progress meetings and management reports. The project plan is maintained and updated, the risk log is jointly developed with the customer and key milestones are met. Their role is to ensure that throughout the project the customer has ultimate confidence in every stage of the implementation, being kept informed of all activities and being pro-active to ensure the successful delivery of the contract.

Rowanwood has its own hybrid project management methodology (based on best principles of PRINCE 2) and systems for monitoring the management and delivery of the project and to ensure that high levels of quality are consistently maintained throughout the life of the project and the delivery of the service. Rowanwood utilises an online project planning and collaboration tool which ensures the effective planning, communication and delivery of the project to the agreed project deadlines and milestones.



The customer and the Rowanwood Project Manager will attend regular progress meetings and jointly maintain the overall project plan. The project manager will report directly to a Rowanwood Director.

There are a number of key factors and processes that form a successful project and it is essential at the commencement of the project that the resources, scope, responsibilities, milestones, deliverables and success criteria are clearly defined and agreed.

In summary the following are key factors of the project:

- Clearly defined and agreed project objectives and scope
- Defined overall plan including priorities, phases and stages
- Assignment of project sponsors, resources and responsibilities
- Defined business & technical ownership of the project and roles
- Methodology for managing business process transformation as people roles and job functions change with the introduction of the system
- Assignment of resources to tasks
- Reporting structure including project , department and board levels
- Reporting process, frequency and distribution
- Clearly defined approach for authorisation and signoff
- Project reporting and tracking against key project milestones
- Built in review process at defined stages of the overall project plan
- Management, monitoring and tracking of the plan against targets
- Management escalation process
- Central project document repository
- Production, review and management of a RAID log (Risk, Action, Issue and Decision) for every work function

The On-Boarding process provides:

- Assignment of a dedicated Rowanwood Project Manager
- A kick-off induction meeting with key team members
- Creation of a project implementation plan
- Business solution design based on customer needs
- Product and solution configuration and set-up
- Online business training courses, delivered using Zoom or MS Team
- Access to product documentation
- Project assistance and support
- Introduction to Helpdesk services
- Introduction to Account Management
- Service Management Plan

Off-Boarding

Upon termination of the service, an exit plan will be agreed including data extract arrangements. Where the customer is unable to successfully extract the data themselves this can be provided at an additional cost at the end of the contract, priced as per the SFIA rate card.



On completion of the contract, all customer live data will be deleted alongside any customer backups.

3.4 Training

Training Services are delivered online using Zoom or MS Teams. These are provided for each of the business modules and are suitable for all roles and levels of experience.

The standard implementation training services are limited to 6 delegates for the majority of the business courses, there are some online overview courses which can be delivered for up to 20 users. Additional training courses can be provided on request using the SFIA rate card.

3.5 Implementation Plan

A detailed implementation plan can be provided to the buyer on request based on their specific requirements and business priorities.

The on-boarding process can be completed in as little as 6-8 weeks from project commencement.

3.6 Service Management

A detailed Service Management Plan will be provided to the buyer as part of the on-boarding process. Key elements of the plan include:

- Identification of key contacts responsible for the service (buyer and supplier)
- Introduction to the Rowanwood Support Process
- Support desk system access and training
- Incident and Service Request Reporting
- KPI monitoring and reporting
- Infrastructure Management and Support Reporting
- Major Incident Reporting and escalation process
- Monthly Service Review Meetings
- Quarterly Executive review meeting

Rowanwood adheres to the best practices of ISO27001 for Service Management.

Service hours are defined as 07:00 – 18:00 Monday to Friday. Maintenance and housekeeping activities are undertaken outside of service hours.

Service Exclusions:

- Correction of errors caused by the non-licensed use of the software.
- Diagnosis or rectification of faults not associated with the software and Cloud Infrastructure.
- Correction of errors caused by use of the software on equipment other than that recommended or in conjunction with any software programs not provided as part of the service for use with the software.



- Correction of errors caused by the failure of Customer to provide suitably qualified and adequately trained users for the operation of the software.

3.7 Service Constraints

- Service Availability – 07:00-18:00 (Business Hours)
- Mobile Technology – a list of approved / recommended Rowanwood devices is available
- Availability % - 98.63% during Service Hours
- Maintenance Activities typically performed outside of Business Hours
- Does not include bespoke application development or customisation

3.8 Service Levels

Rowanwood standard service levels are:

- Our solution is hosted on Microsoft Azure, our standard service hours are 07:00-18:00 Monday to Friday (excluding UK Bank Holidays).
- Organisations have access to the solution during standard service hours with an uptime availability of 98.63% against a defined service level agreement (SLA).

Service	Level		
Application availability	98.63% during Business Hours on Business Days		
Help Desk Severity 1 / 2 / 3 / 4	Available to answer calls and respond during Business Hours / Business Days		
Incident Reporting	1st Response	Short Term Solution	Target Fix (98% of Incidents)
Sev 1 (Urgent)	1 business hour	1 business hour	2 business hours
Sev 2 (High)	2 business hours	5 business days	20 business days or next release
Sev 3 (Med)	4 business hours	10 business days	Next Release
Sev 4 (Low)	2 business days	Mutual Agreement	Mutual Agreement
Service / Change Requests	5 Business days		

Severity Descriptions

The severity of an error shall be defined as:

Severity	Description
Sev 1	<ul style="list-style-type: none"> • Service unavailable resulting in severe disruption to the Customer's business • Means an error in the software that causes the system to fail and seriously impacts the Customer's business. • Means an Error that affects all users
Sev 2	<ul style="list-style-type: none"> • A problem within the software having a noticeable impact on the service provided by the Customer where no work around acceptable to Customer is available.

	<ul style="list-style-type: none"> • Means an error that allows the software to be used albeit in a limited or undesirable way and that must be corrected within a reasonable time. • Error that affects operation for more than one user
Sev 3	<ul style="list-style-type: none"> • A problem within the software having a small impact on the service provided to the Customer affecting a small number of the Customer's end-users but where a workaround or alternative solution can be put in place. • Means an error that is cosmetic by nature and will not prevent the successful operation of the Software. • Minor error that does not affect operation of the software.
Sev 4	<ul style="list-style-type: none"> • General enquiry • All other helpdesk requests that do not fall into one of the above categories such as general enquiry or consultancy requests.

3.9 Outage and Maintenance Management

As part of our Service Delivery capability Rowanwood:

- Follows a robust Change Management and Risk Mitigation process
- Adopts a pro-active approach to infrastructure management and capacity planning
- Adopts a pro-active approach to Server and Infrastructure patch management
- Adopts a stringent quality control process against all new Versions, Releases and Modifications to its software and service
- Has implemented pro-active monitoring against all key components of the service
- Has deployed redundancy and resilience components within its Cloud-9 infrastructure
- Has in place a Service Contract with one of the UK's leading Microsoft Azure Cloud integrators

3.10 Financial Recompense Model for not Meeting Service Levels

Rowanwood does not offer Service Credits.



4. Provision of the Service

4.1 Customer Responsibilities

In addition to the customers standard contractual obligations there is a requirement for the customer to perform regular housekeeping and maintenance services on the business data, this process is very straightforward, documented and covered in the business training courses.

4.2 Technical Requirements and Client-Side Requirements

Mobile Technology – a list of Rowanwood approved / recommended and compatible devices is available.

Personal Computer minimum specification are as per the SSP.

4.3 Development life cycle of the solution

The Apex solution has been continuously developed since its inception nearly 20 years ago. The initial release comprised of 4 business modules, today's solution comprises of some 20 logically integrated business modules covering all aspects of asset management and compliance. The solution is built and developed on the latest software technology using HTML5, Angular, and .NET web API's to produce a faster, more effective and 'responsive' business application.

From a technical perspective we have developed a technical roadmap to ensure continued support and compliance with Microsoft products (i.e. Windows Server, SQL Server, MS Office, Office 365, SharePoint etc.).

Rowanwood regularly develops and publishes its Apex product roadmap in conjunction with our business users. We have an active Apex user group who meet regularly to discuss business initiatives, product development and enhancements. We also provide an online members forum for business users to discuss and communicate areas of interest.

We actively encourage our business users to participate in discussions regarding the future development of the product. This has resulted in customers raising product suggestions and enhancements which the user group have selected for inclusion in both the current product as well as inclusion in future development releases.

4.4 After-sales Account Management

As part of our Service Management Plan each customer is appointed a dedicated project manager for the duration of the on-boarding process, customers will also be appointed an Account Manager who will be responsible for building and maintaining the business relationship following successful on-boarding.



Rowanwood organise monthly and quarterly review meetings with the customer to ensure and achieve high levels of customer involvement and satisfaction with the service and the business solution.

4.5 Termination Process

The customer purchases the initial solution for a 3 year term with 1 optional yearly extension. If the customer has reserved the right to extend the service beyond the initial 36 month period, Rowanwood will provide an additional exit plan 8 weeks before the 30 month anniversary.

Please see the on-boarding process above which outlines the approach for the customer to extract their Asset Management data.



5. Our Experience

5.1 Case Studies

Customer example 1

Rowanwood Professional Services Limited; the specialist provider of Social Housing Asset Management software and Information & Technology solutions, is delighted to announce another contract win combining its Apex Asset Management Software with its Cloud-9 hosted solution to provide the complete Software as a Service experience.

Our customer, one of England's largest providers of specialist care homes faced an immediate requirement to migrate the Apex software from an old legacy infrastructure to a new, 'state of the art' solution incorporating latest server and operating system technology. They sought advice from Rowanwood, and they quickly concluded the most expedient course of action would be to migrate to the Cloud-9 offering. By pursuing this plan, it would quickly resolve the immediate business & technology challenges and also allow them to concentrate on other more important priorities.

Rowanwood were confident that our Cloud-9 solution would be an ideal replacement, as our technology team had worked extensively with our third party digital transformation partner to deploy a robust and secure solution taking full advantage of the capabilities of the Microsoft Azure platform whilst meeting the CIA (Confidentiality, Integrity and Availability) requirements outlined in the recent GDPR legislation.

Time was of the essence for this project and Rowanwood were able to complete the transition to Cloud-9 in under 6 weeks, on time and within budget.

Customer example 2

A major employer in this Yorkshire city, they were looking for a flexible Asset Management Solution to manage their property portfolio of 60,000 + assets incorporating modern mobile technology all hosted on a secure Microsoft Azure cloud platform.

Cloud-9 was an ideal fit for this customer as they required a broad range of business modules and functionality all of which are included in the various Apex business packages. The solution was deployed quickly and efficiently to their workforce over a Cloud based infrastructure.

Moving to the Rowanwood single web-based platform provided quick and easy access to a centralised asset management business solution for its staff as well as its key third party contractors and stakeholders.

Rowanwood were able to plan and provide the managed migration of key customer services from the current solution to our Cloud-9 offering through the delivery of our successful on-boarding programme for the key business modules within a very tight timeframe, to plan and within budget.



Customer example 3

This East Midland Council were looking for a flexible Asset Management Solution to replace their current outdated system, to allow them to manage their housing stock with modern software and technology all hosted on a secure Microsoft Azure cloud platform.

Cloud-9 was an ideal fit for this customer as they required a broad range of business modules and functionality all of which are included in the combined set of Apex business packages. The solution was deployed quickly and efficiently to their workforce over a Cloud based infrastructure.

Moving to the Rowanwood single web-based platform provided quick and easy access to a centralised asset management business solution for its staff as well as its key third party contractors and stakeholders.

Rowanwood were able to plan and provide the managed migration of key customer services from the current solution to our Cloud-9 offering through the delivery of our successful on-boarding programme for the key business modules within a very tight timeframe, to plan and within budget.

Our customer has now been using the Cloud-9 solution for six months and through the use of a single web based platform, they are able to access all the functionality of Apex in the Cloud and efficiently manage property maintenance schedules as well as Health and Safety compliance relating to Asbestos, Fire Risk and Servicing management.

5.2 Customers

Rowanwood have an extensive range of Public & Private Sector customers ranging from small housing organisations managing 1,000 assets through to the large city or national organisations managing in excess of 80,000 plus assets. Our customer between them manage more than one million social housing assets through our Apex Asset Management solution.





5.3 Contact Details

If the buyer requires any information or clarification, then please contact:

Steve Brook
Sales Director
Rowanwood Professional Services LTD
+44 (0)203 957 7780
sales@rowanwood.ltd