

Service Definition

Glider Nexus

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Overview



Glider Nexus is a secure, cloud-based asset information management platform that enables the structured creation, validation, and long-term management of building information across the asset lifecycle. It extends this capability by connecting project and operational data into a single, structured and searchable source of truth, supporting effective digital handover and in-use asset intelligence.

Aligned with ISO 19650 and openBIM standards, Glider improves collaboration across supply chains, protects data integrity and enhances operational efficiency. The platform is designed to reduce risk, support compliance and ensure asset information is fit for operational use.

Glider is certified to ISO/IEC 27001, accredited to Cyber Essentials Plus and fully GDPR compliant, providing assurance that information is managed and protected to the highest security standards.

1. Service Overview

Glider Nexus is Glider's next-generation platform designed to support the digital transformation of asset owners by managing trusted building information from design and construction through handover and into operation. It provides a single, structured system of record for asset data, ensuring information remains accurate, compliant and usable throughout the entire asset lifecycle.

Unlike point solutions focused on a single project stage, Glider Nexus is purpose-built to manage information end-to-end. Its advanced data verification capabilities ensure that information delivered by the supply chain is complete, consistent and aligned with asset owner requirements, reducing handover risk and protecting long-term asset value.

Glider Nexus enables owners and operators to connect validated asset information with operational systems, including IoT, CAFM and BEMS platforms. This creates the foundation for digital twin capabilities, supporting performance monitoring, compliance management and data-driven decision-making across the built environment.

In short, Glider Nexus turns fragmented project data into a trusted, operational asset helping to future-proof building information and enabling smarter, safer and more efficient buildings.

2. Platform Overview

Glider Nexus is an asset information management platform that helps organisations manage building data from design and construction through to operation. It provides a structured system of record for asset information, ensuring data remains accurate, compliant and usable throughout the asset lifecycle.

The platform comprises a core foundation with optional modules that extend functionality based on organisational requirements.

Use Cases

Glider Nexus supports four primary use cases:

2.1. Asset Information Management (AIM CDE)

A centralised environment for managing project and operational asset data. The platform securely handles information across individual projects, capital programmes and distributed building portfolios, providing stakeholders with current, verified information throughout the asset lifecycle.

2.2. Digital Handover

Streamlined management of supplier deliverables during project completion. The platform enables external suppliers to compile and submit O&M documentation, with verification against Exchange Information Requirements (EIR) and Asset Information Requirements (AIR) to ensure completeness before operational handover.

2.3. Digital Twin Foundation

A structured data foundation for connecting operational technology systems including BMS, IoT, CAFM and building operating systems. By aligning performance data with asset information, organisations can analyse operational patterns and support data-driven decision-making across their estate.

2.4. AIM CDE Residential Property Management

A dedicated environment for managing residential property and asset data. The platform captures, verifies and structures housing information, enabling landlords to track and remediate key risks including damp and mould, fire safety, asbestos and gas and electrical hazard in line with regulatory requirements. Integrated survey data (LiDAR, point cloud and panoramic scans) provides visual context linked to property records, supporting compliance, operational assurance and improved resident safety.

3. Core Capabilities

Every Glider Nexus deployment includes the following capabilities:

Data Management

- ✦ Asset Master: Authoritative source of structured asset data
- ✦ Asset Explorer: Interactive navigation across projects and datasets
- ✦ Simple Search: Enterprise-wide search across models, documents and structured data
- ✦ IFC/COBie Support: Structured data exchange compliant with international standards

Document Management

- ✦ Common Data Environment: Centralised, secure repository for project and asset information
- ✦ Document Viewer: View and navigate documents linked to assets or projects
- ✦ Document Register: Schedule of folders and documents with metadata, status and version history
- ✦ Document Review: Online markup and approval workflows
- ✦ Transmittals: Secure, recorded delivery of documents with full audit trail
- ✦ Virtual Folder Structure: Customisable hierarchy with unlimited levels
- ✦ Configurable Workflows: Document distribution, approval and notification workflows

Visualisation

- ✦ Model Viewer: 3D model visualisation for IFC and Revit files with pan, zoom and navigation
- ✦ Object Selection: Click model objects to reveal linked asset data and documentation
- ✦ Entry Level Dashboard: High-level overview of asset and project data

Verification & Compliance

- ✦ Automated Rule-Based Verification: Configurable validation rules with federated reporting across data sources
- ✦ Change Management: Automatic tracking of data changes between document versions with visual changeset reports
- ✦ Document Naming Conventions: Configurable standards including ISO19650 support

Administration

- ✦ Security & Permissions: Granular access control via user groups with read/write and cascade rules
- ✦ Notifications: Configurable alerts for system events (per-event or daily digest)
- ✦ User Groups: Manage permissions, workflows and transmittals across groups of users
- ✦ BIM Storage: Secure storage and management of BIM models and related information

4. Operational Modules

The following modules extend the core platform for specific requirements:

Asset Handover Module

The Asset Handover module builds on the proven capability of the former EDocuments platform, providing structured digital handover and compliance management for capital delivery. It enables asset owners and contractors to govern, specify, capture, verify, approve and deliver asset information from capital projects into operations. The module includes pre-defined templates for O&M manuals, Health & Safety files, BREEAM documentation, Building Logbooks and as-built drawings, with the option to create bespoke templates for specific requirements. Smart Documents connect 3D models, data and files with text, images, tables and checklists, ensuring full traceability throughout the approval process. Third-party contractors can be assigned to deliver data within the platform, supporting efficient and collaborative multi-author and multi-viewer workflows.

Operate Module

Transforms structured handover information into operational documentation. Generates templates for sustainability reports, condition reports, compliance documentation, asbestos reports, legionella documentation and fire safety documentation.

Asset Performance Module

Central repository for insights and recommended actions from analytical processes. Receives inputs from BMS alarms, AI-driven analytics and third-party platforms including Future Decisions, Demand Logic and Iconics. Provides a unified view of performance intelligence across the estate.

Asset Condition Module

Digitises surveys and inspections by collecting, validating and tracking structured condition data. Replaces paper-based forms with real-time progress monitoring, automatic quality checks against standards and integration with the Asset Master.

Migration Manager Module

Manages individual and bulk uploads of legacy documents. Assigns metadata and tags, organises documents into user-defined classifications and ensures legacy documentation aligns with platform configuration.

Authoring Module

Uses AI and rules-based logic to generate and refine technical documentation from source systems. Transforms asset data, sensor readings and lifecycle events into continuously updated documentation including manuals, maintenance instructions, compliance reports and investment documents.

Advanced Asset Viewer Module

Extends visualisation capabilities beyond standard IFC and Revit viewing. Supports high-density point clouds, panoramic views, doll-house visualisations, image-stitched photogrammetry and LIDAR scans. Interactive hotspots allow navigation to assets stored within the system.

Residential Property Module

Designed for residential property management. Includes HHSRS hazard information management, Awaab's Law risk management (Social Housing Regulation Act 2023), and LiDAR/point cloud/panoramic model storage. Enables creation of hazard files capturing asbestos, fire safety, damp and mould, and gas and electrical safety hazards with full audit trails. A "Property" is defined as an individual residential unit not exceeding 1,350 sqft. Larger properties can be accommodated subject to contract.

CAFM Bridge

Integration layer for collecting, storing and mapping data from CAFM systems without affecting their operation. Data is extracted, translated and loaded into a defined schema within the bridge environment for use across the Glider platform.

Asset Activity Module

Enables viewing of time-series data connected to the Asset Master via API integrations with BMS platforms, analytics tools or data warehouses. For example, viewing real-time temperature data for a boiler or daily occupancy counts from building entry systems. Requires CAFM Bridge.

Asset History Module

Captures planned and reactive maintenance activity recorded in external or internal CAFM systems. Provides a single, standardised record of what work was performed, when, and by whom across large or complex estates. Requires CAFM Bridge.

Financials & Cost Tracking Module

Represents CAFM-related financial activity including planned and exceptional maintenance costs, subcontractor payments and payment schedules. Provides aligned financial visibility of CAFM data in the context of managed assets. Requires CAFM Bridge.

4.1. Optional Capabilities

These advanced capabilities can be added to extend platform functionality:

- ✦ **AI Search:** Semantic search across all data sources
- ✦ **Advanced Dashboards:** Configurable dashboards for deeper analytics
- ✦ **Asset Information Delivery Planning:** Tools to define and monitor information requirements and exchange milestones
- ✦ **Reference Data Library:** Centralised repository of standards, templates and reference data
- ✦ **API Mobilisation & Orchestration:** Connect and orchestrate workflows with other enterprise systems

- ✦ **API Connectors:** Pre-built integrations with CAFM, BEMS, iBMS, document management and financial systems (subject to fair use policy)

5. Technical Specification

5.1. Supported Data Formats

Import:

- ✦ Spreadsheet formats (.xlsx, .csv)
- ✦ COBie 2.4 data in .xlsx format
- ✦ IFC models (IFC2x3 and IFC4)
- ✦ Autodesk Revit (requires Advanced Asset Viewer Module)
- ✦ Documents in any administrator-permitted file type

Export:

- ✦ IFC models (individual disciplines or federated)
- ✦ Asset registers (Excel and CSV)
- ✦ Documents in native format
- ✦ COBie data in compliant Excel format
- ✦ Full DMS export as compressed archive

Data Backloading:

Asset data collated outside the model authoring workflow can be automatically backloaded to IFC model files on export.

5.2. API Integration

Comprehensive RESTful API supporting integration with:

- ✦ CAFM and facilities management systems
- ✦ BEMS and building management systems
- ✦ IoT networks and devices
- ✦ Geographic Information Systems (GIS)
- ✦ Financial systems
- ✦ BIM object libraries and authoring software
- ✦ Document management systems/CDE software

Integrations may be unidirectional or bidirectional depending on implementation.

5.3. Industry Standards Compliance

openBIM: Full support for open standards ensuring model and data interoperability between proprietary and open-source applications.

IFC: Native handling of Industry Foundation Class models and data with automated processing.

COBie: Support for Construction Operation Building Information Exchange data with intelligent search, version control, secure storage, automated export and schema verification with exception reporting.

ISO 19650 Standard Series:

- ✦ BS EN ISO 19650-1:2018 (Concepts and principles)
- ✦ BS EN ISO 19650-2:2018 (Delivery phase of assets)
- ✦ BS EN ISO 19650-3:2020 (Operational phase of assets)
- ✦ BS EN ISO 19650-4:2022 (Information exchange)
- ✦ BS EN ISO 19650-5:2020 (Security-minded approach to information management)

6. Additional Services

6.1. Training & Onboarding Support

Glider's implementation and training support complements our Glider Nexus platform. Our experienced team can help with everything from defining information requirements to configuring the platform to

ensure you achieve better project and operational outcomes. We offer training tailored to suit the customer's needs, including but not limited to general user training, expert user training and administrator user training. All training is delivered online as standard.

6.2. Information Management

Our digital transformation experts can assist with creating a digital/BIM strategy that aligns with your business objectives so you can maximise the benefits of project information and digital technologies. We can also help to develop robust Exchange Information Requirements (EIR) and Asset Information Requirements (AIR) to ensure key asset data is well defined to meet organisational objectives. We can also assist with developing BIM execution plans, BIM protocols and BIM standards that align with your BIM strategy.

6.3. Digital Handover Support

For new capital projects, our team can support contractors with the management of handover information deliverables from their extended supply chain. We ensure asset data and documentation is validated and verified, and Asset Information Requirements (AIR) and Exchange Information Requirements (EIR) are met. With a proven track record of successful handovers, we are committed to delivering excellence and ensuring the smooth transfer of assets, knowledge and responsibilities for a soft operational landing and maintaining the golden thread of information.

6.4. Data Migration

Our dedicated team of data migration professionals understands the unique requirements of the built environment, including both legacy asset information and BIM data generated through new capital projects. We support the migration of fragmented, historic building information alongside the structured capture of information from new projects, ensuring continuity across the asset lifecycle. Our trusted data and document migration solution seamlessly brings this information together into a single, powerful platform. Glider Nexus provides one consistent source of truth for your entire estate.

6.5. Systems Integrations

Many clients, at a more mature stage of their digitalisation and transformation, start to consider the connection and flow of data and documents between their enterprise and operational systems. Glider's technical architects and product team can support the design and development of point-to-point integrations (e.g. AIM CDE to CAFM or BMS), or larger enterprise solution architecture designs to enable a single pane of glass view of built asset and related project and property data.

7. Hosting & Service Availability

Glider Nexus uses Microsoft Azure as its cloud hosting environment. As a global leader in cloud computing, Microsoft Azure provides robust security and compliance, including certifications such as ISO 27001, ISO 27018, and PCI DSS Level 1. All customer data for UK data sovereignty purposes resides in the London Azure region, where it is securely replicated across multiple availability zones for high durability and disaster recovery.

All servers are managed within Azure and configured for automatic failover. If hardware fails, virtual machines are relaunched seamlessly with near-instant availability across zones. For global clients or those without UK-only requirements, additional Azure regions in the EU are available, with geo-redundant replication for resilience.

Database servers leverage Azure SQL Database with active geo-replication for real-time failover capability. Transaction log backups occur every 5–10 minutes, and full backups every 24 hours, enabling point-in-time recovery within minutes. In the event of a regional outage, failover to a secondary Azure region is near-instant, minimising downtime.

Glider provides a service level agreement (SLA) guaranteeing 99.95% availability each calendar month, excluding planned maintenance. Automated alerts from Azure notify senior engineers of any issues, which are logged and tracked to resolution. On request, Glider can provide detailed service reports covering SLA performance, downtime incidents, disk usage, and support activity.

Software patches and updates are applied during scheduled maintenance windows, typically between 8 pm and midnight, with advance notice provided for any service-impacting updates.

8. Licence Inclusions

The Glider Nexus software-as-a-service includes secure, robust, hosting offering performance, capacity, and scalability appropriate for the customer's project portfolio. This service includes as standard:

- ✦ A service level agreement providing a minimum of 99.95% availability
- ✦ Disaster recovery
- ✦ Full replication to a secondary data centre environment
- ✦ SSL encryption of communication between client and server
- ✦ Data backup every five minutes
- ✦ Technical support
- ✦ Software maintenance & upgrades

9. Support & Maintenance

Glider provides a service level agreement with system availability of 99.95% of each calendar month (24 hours a day, 365 days a year), excluding planned down time for system maintenance & updates.

9.1. Support Request Prioritisation

The support team will assign one of the priorities below to each support request:

Priority	Description	Target Response Time	Target Resolution Goal
Priority 1	A business-critical feature of the software service is unavailable to all users, and consequently users are unable to continue with their normal course of business.	1 hour	4 hours
Priority 2	An important feature of the software service is unavailable to all users, which is a significant inconvenience, however, does not prevent users from continuing with their normal course of business.	1 hour	8 hours
Priority 3	A feature of the software service is unavailable to one or more users.	2 hours	2 working days
Priority 4	A feature of the software service is either unavailable or not performing as it should but is causing minimal business impact.	4 hours	5 working days

All durations are based on normal working hours of the support team. Glider shall use all commercially reasonable endeavours to meet the response and resolution times outlined above. In the event that Glider cannot meet these timescales due to the severity of the technical issue, Glider shall advise the customer of a revised plan to provide a resolution for the support request.

10. Security & Compliance

Glider Nexus is secure by design. No communication leaves our environment without being encrypted end-to-end to the customer. All files are encrypted at rest, and our database replication channel is similarly strongly encrypted.

Access to our environment is strictly regulated; our developers do not have access to production machines unless strictly necessary to do their work. We use state of the art firewalls; anyone who wants to access the environment requires at least three different security tokens, including a two-factor authentication token.

Your data is safe with us. Glider Technology is ISO 27001 certified, and we also hold the Cyber Essentials and Cyber Essentials Plus certifications (a prerequisite for many Government contracts). Our team has decades of experience building fault-tolerant and secure systems, both inside the cloud and out. To prove our commitment to security and resiliency, we commissioned the British Assessment Bureau to audit our procedures and processes as part of our ISO 27001 accreditation.

Glider Nexus is also secure by design, with security embedded at every layer of the platform architecture from initial system design through to deployment and ongoing operation.

11. Offboarding & Data Archiving

Upon termination of the Software-as-a-Service subscription, the following prescribed and standard automated exports formats are available:

- ✦ BIM Models in native file format
- ✦ Asset registers in Excel and CSV
- ✦ Documents in their native file format
- ✦ COBie data in Excel format

All model files, documents and structured data can be exported from Glider Nexus and provided to the customer via an external hard drive compatible with Windows. The hard drive can be encrypted as an option.

In the absence of any specific archiving instructions, customer data will be retained for a period of 12 calendar months after the subscription termination date before being securely destroyed.

12. About Glider

Glider is a specialist provider of asset information management software for the built environment. We support owners, operators and delivery teams responsible for complex buildings and large, federated estates, helping them manage building information more effectively across the full asset lifecycle.

Since its inception, Glider has evolved alongside changes in digital construction, BIM and regulatory compliance. The platform has been shaped by real operational use, supporting both the migration of legacy building information and the structured capture of data from new capital projects. Through the acquisition of EDocuments in 2024, Glider strengthened its expertise in digital handover and O&M information management, combining deep industry knowledge with a modern, scalable cloud platform.

Our mission

Glider's mission is to ensure that accurate, trusted building information is available when and where it is needed, enabling safer, more compliant and more sustainable building operations. We believe that digital information should not be locked in project silos or static handover documents, but should remain live, searchable and usable throughout the operational life of an asset.

How we help organisations

Glider provides a single system of record for building and asset information, bringing together data from legacy estates and new construction projects into one secure platform. This enables organisations to maintain a consistent source of truth for compliance documentation, asset data, O&M information and operational records. By improving the quality, accessibility and longevity of building information, Glider helps organisations reduce risk, support regulatory compliance, improve operational efficiency and make better-informed decisions about the performance and future of their built assets.

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