



Cloud Support Service Management

G-Cloud 15, Framework Reference

Issue 1.0, Published



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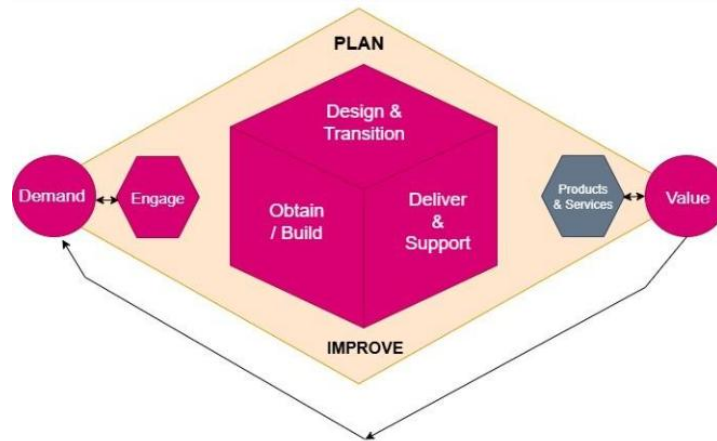
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*We tailor our support
to work for you*

1 Service Description

Apache iX leverage the service value system governed through service management frameworks to deliver co-creation of value. Tailoring our support wrap to ensure your services are ‘fit for purpose’ and ‘fit for use’, we combine our domain expertise with practical delivery, making sure services meet your objectives through actionable solutions.



1.1 Service Features

Our service provides you with:

- Dedicated and carefully planned Service Transition activities
- Project and programme Risk Management tools and techniques
- Positive and collaborative Stakeholder Engagement
- Trained Service Managers acting as facilitators for Operational Acceptance
- Experts in Service Design
- Defined Change Enablement processes to embrace & control change
- Carefully organised and experienced Contract Managers
- Service Asset & Configuration Management
- Software and Licence management

1.2 Service Benefits

Our service delivers you:

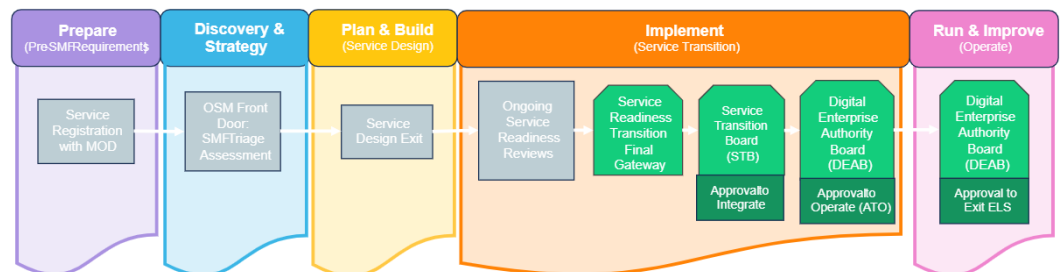
- Highly experienced Service Transition experts there to guide your service
- Carefully considered and realistic risk management techniques
- Forged, lasting and honest working relationships far into the future
- Techniques and methods to demonstrate evidence-based criteria
- A tangible, shared approach towards designing your service
- Experienced change managers, equipped to embrace and influence change
- Practical solutions that cut through red tape and deliver commercial value
- Subject Matter Experts in asset management and configuration

- Proven SAM tool focused on maintaining compliance and renewal impacts

*We value your
service*

2 Service Definition

Apache ix's Infrastructure and Service Management provides a set of tools to assure the resiliency of both the backbone of the system and techniques for compliance with framework obligations. Our experience in Service Integration activities within MOD Service Management frameworks, along with Joint Service Publication 453 Digital Operations Policies allows us to manage your integration from start to finish. By embracing the ITIL v4, 7 x Guiding Principles of Service Management and employing the Service Value System and Service Value Chain, Apache ix enable true co-creation of value. Complying with the Service Management Framework, we fully embrace all stages of the journey to achieve value, represented by our understanding, acceptance and use of the Digital Enterprise & Service Integration model, to help realise the service.



As we further enhance our Employee Ownership status, each of our trained service managers, project managers and business analysts take real care in delivering a defined service to meet your needs. We maintain a user and stakeholder focus throughout all our work as part of our commitment to understand and deliver upon your concerns. We can work as consultants advising you, as members of your rainbow team, or as leaders to drive work forward at pace.

We can bring all this experience and expertise to support your integration and service management needs.

3 About Apache iX Limited

Your IT professional services needs can be met by Apache iX. We specialise in delivering to public sector organisations. We do this in a way that supports organisational goals and objectives and helps deliver high-quality results. Over the past 10 years we have established an enviable track record delivering high quality IT and related services to areas across government.

“Our mission is to provide pragmatic, trusted and collaborative technical and project management services and innovative digital solutions that make organisations safe, secure, and future ready.”

We deliver your priorities

Broad, wide ranging and adaptable services

When you need a lean, flexible organisation, Apache iX is the right choice. Our core capabilities can tailor and deliver all these requirements to your satisfaction, whilst working with you in partnership to deliver any other ICT professional services that might be identified. Apache iX’s core capabilities:



Deep, experienced & reliable resource pool

Apache iX, through its own resource pool and our unique SME collaboration network (including specialised & public sector-experienced SMEs), is able to provide a full range of expert consultants to enable service delivery. From Project Managers and Architects, to Cyber Security experts and Business Analysts – and much more – our consultants will provide you with results, innovation, seamless customer team working integration, and high-quality Outputs. Our deep pool of resource will ensure that we can reliably and flexibly provide you the best consultants to deliver your services.

Modern problems, modern solutions at pace

Whether it's through changes in regulation, introduction of new technology, or how to respond to the ever-growing threat from cyber adversaries, Apache iX prides itself on the rapid understanding and leveraging of emerging technology (AI, Geospatial, Quantum etc) in the constantly changing IT sector. Our consultants work at the forefront of this change – adapting, shaping, and leading. Our consultants have current, relevant experience providing services in some of the most challenging and complex environments, often involving programmes critical to national security. They are experts in delivering at pace, in an adaptable, flexible and lean manner with experience at everything from maintaining operational cyber security to providing future-ready solutions.

We work for you

Building successful relationships

You know that the relationship between you and your suppliers is critical to long-term project success. We are experts at building a relationship with our customers. We do this to ensure we are always delivering to their needs. Our account managers will work with your contract, project, and team managers to capture and understand the ask ahead of time. Our account managers can quickly turn around any statement of work you give us so that we can start work quickly and efficiently. We have experience in the 'customer friend role' – if required we can assess and develop requirements on your behalf.

We deliver public sector professional services

We have been delivering public sector professionals services for over 10 years. We have worked under almost every delivery methodology (GDS, waterfall, agile, Prince 2 etc) and have a comprehensive awareness of how public sector organisations do business. Over the years we have done everything from submitting Greenbook business cases at Ministerial and Cabinet Office level to building extensive optional analysis to ensure that public money is being spent in the way that provides the most value.

We provide value

By choosing Apache iX, you will gain:

- **Knowledge & Experience** We have 10+ years of experience delivering professional services to the public sector.
- **Qualified & Certified Consultants** Our consultants hold certifications from Chartership Institutions in Project Management, Business Development & Analysis, Engineering, Cyber Security, ITIL, In-Service Management, Network and Structure, Cloud Services, AI, Requirements Management, Project Scheduling and Cost Control (this list is not-exhaustive).
- **Innovation** We integrate the latest technology and processes in everything we do as part of our lean practices to drive streamlining of services and best value for money outputs. Our consultants are experts at adapting inhouse customer technology to get better results through automation, system interfacing and better data handling.

- **A Proven Track Record** We have delivered successfully time and again for our customer in the public sector. We have received commendations for our public sector work from the Ministry of Defence and our customer feedback survey consistently records 9 out of 10 on customer satisfaction and delivery of service.

*We are invested in
your success*

We are a member driven company

Apache iX is an Employee Ownership Trust, meaning our members (employees) directly own the business. This gives us a deep, unwavering incentive and commitment to deliver what we say, when we say, to the highest standards.

We take member wellbeing seriously. Our members have established a governance group to look at our company's environmental and social impact. Along with a target to be carbon neutral by 2030 and a broad focus on member wellbeing, our members develop, provide, and support initiatives captured in the image below:



4 Other Services on G-Cloud 15

Apache iX Limited is an independent engineering consultancy, offering a range of high-quality services to support your organisation. Our experienced professionals bring with them a range of skills, to support, advise or lead your team, bringing straight forward solutions to complex problems. All services are covered by our Business Continuity and Disaster Recovery Plan.

Our complete list of G-Cloud 15 services:

Lot 3: Cloud Support	Architecture Design, Validation and Assurance
	Business Analysis, Systems Engineering, Requirements Development and Management
	Business Case Development and Approvals Support
	Cloud Migration Strategy Development, Implementation and Assurance Services
	Cloud Support Service Management
	Obsolescence & Vulnerability Management and Migration Support

	Power Platform Design, Development, Implementation & Support
	Procurement Management and Programme and Project Delivery Support
	Secure Environments for Application Design, Development and Demonstration
	Solution Implementation, Refresh and Update
	Specialist Portfolio, Programme and Project Management (P3M) Services

We also provide a range of other services, these services can be accessed through a G-Cloud search, or for more specific information, please contact us at:

commercial@apacheix.co.uk.

To find out more about our services and to see what customers have to say about us, please visit: www.apacheix.co.uk

Document Control

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