

Solution Implementation, Refresh and Update

G-Cloud 15, Framework Reference RM1557.15

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*Implement new and
innovative
capabilities*

1 Service Description

Our agile and flexible client-side support services help you acquire and implement new and innovative capabilities into your organisations to enable and manage business change and transformation. Our clients include MOD, Defence Digital, Dstl, and Other Government Departments across the ICT, Cyber, Defence Intelligence (DI), Multi-Int, GeoInt, and ISR domains.

1.1 Service Features

Our service provides you with:

- Procurement and migration strategy analysis, scoping, and development
- Business analysis, systems engineering, requirements development and management
- Independent evidence-based options definition, analysis, and recommendations
- Specialist P3M cost, schedule and risk modelling, forecasting and analysis
- Agile, SAFe, Kanban, Scrum, Traditional Waterfall, or Hybrid Project Management methods
- Monitoring, reporting, governance, control, and decision-making support and Security Management
- Supplier migration and obsolescence management, engineering, change management and control.
- Service Deployment, Software installation and licence management
- Operational support and knowledge transfer covering event and incident management
- Service Measurement and Continuous Improvement

1.2 Service Benefits

Our service delivers you:

- A flexible, adaptable, and pragmatic style that integrates well into your teams
- Leadership, tenacity, and enthusiasm to solve your most difficult problems
- Collaborative and inclusive stakeholder engagement along the entire journey
- Unbiased options analysis and recommendations that can be trusted
- Qualified P3M practitioners supporting discovery, build, Alpha/Beta test, into Live
- Confidence in your organisation's ability to deliver
- Greater efficiency through use of existing tools to automate tasks
- Rapid deployment and procurement
- Provision of Cloud, DevSecOps, SQEP
- Improve Service Delivery

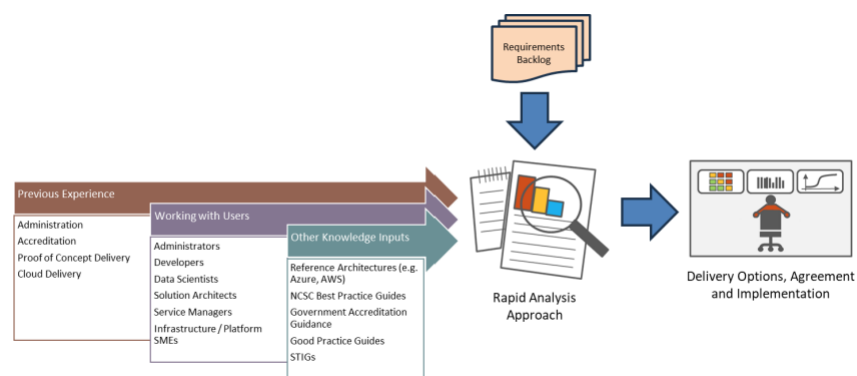
Cut through the complexity

2 Service Definition

Our Solution Implementation, Refresh and Update Service is a comprehensive offering designed to provide you with rapid-fire analysis method to help you assess how to quickly decide the best way to meet your prioritised programme or project change backlog needs. Our extensive experience with the MOD means that we understand how to do this securely, across multiple classifications, working with multiple stakeholders who are on multiple systems – we are able to cut through the complexity and identify and recommend alternative ways forward.

Inspired by the Apache iX values of pragmatism, honesty and integrity our team of experienced developers and engineers use industry-standard best-practice and the benefits of extensive experience to deliver solutions you can trust.

In developing and delivering solution options Apache iX draw upon a range of information outside of the requirements of the project in question. The diagram below illustrates the experience that we draw upon. Our people are architects, developers, data scientists, service managers, infrastructure and platform subject matter experts and administrators themselves, so we understand what tools, processes and solutions will work best for your project.



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 the deliver refresh, updated or full overhaul implementations of your cloud solutions.

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** 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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