SERVICE WORKS GLOBAL

PART OF ADDNODE GROUP



G-Cloud 15

Service Definition

QFM Integrated Workplace & Facilities Management Solution

Service Works Global Ltd

Lot 2b Software as a Service (SaaS)

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1. Introduction

Company Overview

Service Works Global (SWG) is a leading international provider of facilities, space and building lifecycle management software with offices in the UK, Sweden, Canada, Australia, and a partner in the Middle East. SWG is a wholly owned subsidiary of Addnode Group, listed on Nasdaq Stockholm.

Our mission is to empower our customers to make smart and sustainable lifecycle decisions for their built environment, with our expertise and connected technology.

SWG has been providing software solutions since 1994 and since 2017 has been part of Addnode Group, one of Europe's leading providers of software and services for design, construction and facilities management. Clients can be confident in securing a comprehensive end-to-end solution from design and build through to the operational management of their facilities.

SWG delivers robust, integrated digital solutions and pioneers innovation using new technology to ensure that all its clients receive the best value for their IT investment. The substantial investment in R&D that we make each year and the close partnerships that we maintain with both industry and technology partners ensure that SWG will continue to provide future-proof solutions to meet changing business needs. We are members of the Institute of Workplace & Facilities Management (IWFM), Nima, the Facilities Management Association of Australia and the National Council for Public-Private Partnerships.

Value Proposition

The public sector and NHS face increasing pressure to deliver safe, compliant and efficient services while managing ageing estates, budget constraints and workforce shortages. Estates and facilities teams are required to maintain complex, multi-site environments and meet stringent regulatory and compliance standards, often using fragmented systems and manual processes. This lack of integration limits visibility of asset performance, increases reliance on reactive maintenance and makes demonstrating compliance time-consuming and high risk.

QFM's facilities management (CAFM) and space management software addresses these challenges by providing a single, integrated platform for managing estates, assets, maintenance and compliance activities.

QFM centralises all asset data, maintenance records and compliance documentation into one secure system, creating a single source of truth for estates teams and management. This improves data accuracy, reduces duplication and enables faster, more informed decision-making.

The system supports a proactive approach to maintenance through automated planned preventative maintenance (PPM) scheduling. This reduces unplanned equipment failures, extends asset life and lowers long-term maintenance costs - a critical requirement in the current public-sector financial climate.

QFM also strengthens compliance and audit readiness by providing clear, auditable records of statutory inspections, maintenance and safety checks. Customisable reporting enables organisations to demonstrate compliance with NHS regulatory frameworks efficiently and confidently.

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By streamlining workflows and enabling mobile working for engineers and contractors, QFM improves productivity and response times, helping organisations do more with limited resources.

QFM CAFM and Space software solves the challenge of managing complex public-sector estates by improving visibility, reducing risk, increasing operational efficiency and delivering demonstrable value for money.

QFM P3rform provides a solution for calculating and reporting deductions for payment mechanisms (paymech) as part of a public-private partnership (PPP) contract. In doing so it provides increased visibility, reduced exposure to risk to an organisation, and greatly reduces the administrative burden of managing a paymech contract.

What the Service Provides

QFM software is a proven, integrated solution that is designed to manage estates, property, and both hard and soft FM services. It provides a range of deployment options, including mobile, web-enabled and desktop options. The solution is modular, with a broad range of functionality to manage all facilities and estates requirement, including help desk (reactive maintenance), asset register, planned maintenance and soft service scheduling, statutory maintenance and health and safety compliance, materials management and shared resource utilisation.

QFM software also provides best-practice workflows for the effective management of a range of property information such as lease management, contract reminders, occupancy and tenancies.

From a technology perspective, QFM software is developed using robust, modular and open database technologies, and is fully MS Windows compliant.

QFM Space is an entirely web-based application which fully integrates with AutoCAD / Revit and provides essential insight into space utilisation, with the ability to update information to support accurate move management and scenario planning. Occupancy data can be viewed and overlaid onto graphical floor plans to optimise resource, facilities and space management.

SWG's marketing-leading P3rform software is relied upon by many of the world's major PPP stakeholders to manage the service delivery and operational performance for the lifetime of the PPP contract. With our comprehensive FM software solution, QFM, at its core, which fully integrates into P3rform's payment mechanism system, the solution ensures complete data integrity, transparency, and auditability in PPP contracts.

Social Value & Social Value Commitment

SWG recognises the importance of Social Value and the part it plays when involved with delivering projects, and how the social, economic and environmental impact can affect the local community both in a positive and negative way.

As a responsible organisation, our intent is to leave a positive legacy that strengthens our reputation and showcases our business model. We do this by aligning our business values and services to meet the needs and expectations of our key stakeholders including but not limited to clients, employees, suppliers, community and the environment.

The policies and procedures endorsed and employed by SWG including social, environmental, health and safety, employment and ethical, are communicated to all staff and are regularly reviewed to ensure ongoing high standards and conformance to legislation.

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We assist our customers to maximise social benefit and the wellbeing of local communities in accordance with the Social Value Act and the UK Procurement Act.

SWG is committed to delivering the following:

UK business and economy - kickstart economic growth

- Procuring local services where possible
- Providing work opportunities including work experience
- Ethical supplier management practices including a vendor code-of-conduct and supplier screening regimes
- Adhering to the Modern Slavery Act 2015

Environment - make Britain a clean energy superpower

- Meeting local government net zero commitments in our operations in all regions in which we operate
- Maintain a carbon reduction initiative
- Using resources efficiently to reduce waste and maximise value
- Using the most efficient means of transport to reduce air pollution and carbon emissions

Employment and skills - break down barriers to opportunity

- Upskilling our employees with new skills for the future
- Creating employment opportunities within the communities we work
- Removing barriers for disadvantaged groups
- Ensuring gender diversity
- Offering employment to those who have served in the Armed Forces
- Working with education and training providers and charities to offer work experiences

Community engagement and building an NHS fit for the future

- Carrying out volunteering activities and delivering other community benefits
- Working with NHS customers and local charities on key themes to help them meet their objectives
- Provide financial support to local charities as agreed in signed contract agreements following awards
- Developing and delivering products designed with public sector customers in mind. Through our customer engagement programme (including account management, client-led development, client beta testing initiatives and special interest groups – such as NHS and Higher Education customer forums) we are committed to delivering digital solutions to build an NHS and public sector estate for the future
- Supporting our employees to live healthier lives
- Encourage our employees to engage with NHS customers and their local communities to support local projects
- Considering matching financial donations when employees raise monies for other causes

Sustainability reporting

We monitor, measure and report our social and environmental targets annually. This forms part of the Sustainability Agenda of our parent company, Addnode Group, to which all its

subsidiaries must adhere. Data is benchmarked against previous years, against sister companies and the wider industry to drive continuous improvement with the aim of improving our social value and reducing our environmental societal impact.

Reporting data includes:

CO2 reporting – Scope 1, 2 and 3 emissions

Steps that we have taken to reduce emissions as part of our strategy include:

- Contracting only with green energy suppliers, using renewable sources, both gas and electricity in all regions in which we have operations
- Reduced the requirement for travel to our offices, reducing congestion and CO2 emissions. We have implemented Egencia, to allow us to track and measure all travel and CO2 consumption by air, bus and train
- PIR lighting installed at SWG premises
- Internal incentives for sustainable travel (e.g. cycle schemes; use of train over car or plane for business travel where feasible)
- Selecting carbon neutral venues or implementing carbon offsetting at internally-run events

Supply chain:

- Screening of all key suppliers
- Our procurement process includes requesting that suppliers tell us what they are doing to contribute towards carbon reduction, and that they act in an ethical manner.
- Social value project delivery: case studies where we have supported sustainable or social value in the community, via the delivery of our products and services

Employee skills development and gender diversity:

- Professional development undertaken by employees
- Gender diversity within our organisation, at all levels
- Mandatory training for all employees on our Sustainability Policy, Social Value commitment and Code-of-Conduct

Addnode Group has an internal Sustainability Steering Group, within which SWG is represented, who help to review and formulate group-wide strategy, goals and metrics to improve social value and environmental commitments. These are reviewed and updated at least annually.

For more information on Addnode Group's sustainability agenda, please refer to https://www.addnodegroup.com/sustainability/sustainability-agenda/

Overview of the G-Cloud Service

QFM, Service Works Global's computer-aided facilities management (CAFM/IWMS) software, streamlines the management of asset, building and maintenance activities to optimise the efficiency of facilities management services and deliver a rapid return on investment.

This modular suite of digital tools delivers essential insight and critical performance information across an entire building, estate or portfolio. Extensive reporting capabilities translate complex operational data in usable, insightful information to support strategic decision-making. A fully integrated mobile app keeps remote workforce in constant communication with help desk services and improves efficiency and auditability.

We design, build and deliver our own software. Our extensive industry knowledge allows us to configure our software to meet unique business needs and seamlessly integrate with third party applications to deliver a best-in-breed technology solution.

QFM is offered as a fully managed cloud-based service, payable via an annual subscription. This includes provision of software, maintenance & support and hosting. Annual subscription costs are determined by the modules subscribed to, number of users required and the level of hosting required. Additional modules and user licenses may be procured at a later date.

Consultancy time as priced at a standard day rate as found in pricing document.

QFM is widely used by UK public sector organisations including Kettering NHS Foundation Trust, Cardiff University and Southern Health Foundation Trust. For full details on these public sector clients and many other customer case studies, please see www.swg.com/case-studies .

Associated Services

SWG offers a comprehensive range of services to complement its technology offerings. Our reputation is built upon a long-term commitment to offering the very best software and services to ensure that customers reap maximum return on their investment.

During the delivery and implementation phase, we can provide project management, implementation and installation services, consultancy, data management and software configuration/customisation. We offer a broad range of training services for all products, to cater for all levels of users. These include classroom-based training (either in person or online), bespoke training or a train-the-trainer approach. Please refer to our pricing for consulting rates.

To ensure successful ongoing usage of our software, we include a comprehensive help desk service, account management and annual upgrades for all clients as part of the software support and maintenance agreement. Please refer to our pricing document for details on software support and maintenance.

We provide hosting services for all products. Please refer to our pricing document for further details.

We offer a third-party API integration pack, SFG20 integration pack and PowerBI Connect pack, please refer to the pricing document.

Also, user forums and special interest groups ensure that user organisations have a direct route to escalate enhancement requests and to gain information about future product direction and release schedules.

2. Data Protection

Information Assurance

SWG is certified with ISO 9001 for quality management and ISO 27001 for information security management, having been continually certified since 2016.

Data Back-Up and Restoration

The QFM databases are stored on an Azure SQL managed instance which has 99.99% uptime with built-in high availability based on reliable Azure Blob storage and Azure Service Fabric.

Multiple clients' databases are stored on the same SQL managed instance and each client has their own dedicated database, logically segregated from each other using individual SQL server login accounts.

The QFM databases are backed up automatically and use SQL Server technology to create full backups every week, differential backups every 12-24 hours, and transaction log backups every 5 to 10 minutes. The backups are retained for 30 days for the Production databases and 7 days for the UAT databases. Backups are stored in geo-redundant storage blobs that are replicated to an Azure paired region. This helps to protect against outages impacting backup storage in the primary region and allow you to restore your server to a different region in the event of a disaster.

In the unlikely event of a node failure Microsoft SQL Managed Instance database infrastructure will failover transparently.

Disaster Recovery

The MHS solution is extremely resilient and, in the time operating on Azure (since July 2019), have never had to restore a backup for technical failure reasons (although these are tested). Without a specific DR solution in place, SWG target a Recovery Point Objective of 30 minutes and a Recovery Time Objective of 24 hours although in reality this could be significantly less.

The application server does not hold dynamic data however an image of this is backed up daily and is restored in a preferred location in the unlikely event of a significant interruption.

Business Continuity Statement / Plan

Business continuity (BC) and disaster recovery (DR) is an important part of our information security regime, certified to ISO27001:2022 standard. BC and DR procedures are reviewed least annually and form part of our annual external ISO audit and are also internally audited. SWG are happy to share and discuss our internal BC and DR process documents if required. It is part of our policies and practice to also test our disaster recovery plans annually and we evidence these tests for the external audits each year.

It should be noted that the service is provided in a Microsoft Azure hosted environment with considerable resilience built into the solution, so whilst the importance of precise and tested business continuity plans are important compared with many alternative solutions, the chance of needing to use the Business Continuity plans are very low.

Privacy by Design

SWG fully adheres to GDPR regulations throughout its business operations. Personal data is only be collected for specific, explicitly stated and legitimate purposes. Our published GDPR policy states how we collect and process personal data: https://www.swg.com/gdpr-policy/.

3. Using the Service

Ordering and Invoicing

Initial Engagement and Requirements Definition

Before placing an order, customers are required to engage with SWG to confirm service suitability and define requirements.

Customers could submit an initial request via SWG'S website www.swg.com, email info@swg.com or speak directly to a Sales Consultant +44 208 877 4080 to initiate a requirements discussion in relation to QFM software and associated services.

To support effective scoping, customers should include, as a minimum:

- Organisation name and sector
- Primary commercial and technical personnel contact details
- Description of the required software modules and/or services
- Anticipated number of users, sites, or assets (where applicable)
- Indicative commencement date and required contract duration
- Confirmation that the procurement will be undertaken via the applicable G-Cloud framework
- Any known technical, security, integration, or data migration requirements

This information will be used to confirm service suitability and inform the proposed scope.

Requirements Clarification

SWG may conduct a requirements clarification discussion (by meeting or call) to:

- Validate customer needs
- Confirm service scope and assumptions
- Identify any optional or additional services required

Following this, SWG could provide demonstrations and will confirm the applicable services and pricing in accordance with the G-Cloud framework listing.

Order Placement (call-off Contract)

Once scope and pricing are agreed, the customer places an order by completing a G-Cloud order form (call-off contract).

SWG will provide reasonable assistance to the customer in completing the order form, including:

- Confirming service descriptions and line items
- Validating pricing, service commencement dates, and contract duration
- Ensuring alignment with the agreed scope and framework terms

All orders are subject to the G-Cloud call-off contract terms and conditions.

Order Confirmation and Service Commencement

The order becomes binding once the completed order form has been submitted and accepted.

Service delivery will commence on the agreed start date, following any required mobilisation, onboarding, or implementation activities.

Invoicing

Software, maintenance and hosting prior to delivery and service days utilised invoiced monthly with 30 days payment.

Availability of Trial Service

Whilst we do not offer trial rates, our team will work closely with you during the procurement phase, including delivering comprehensive software demonstrations, to ensure that the software and services procured are fully aligned with your requirements.

Our pricing model is highly scalable, ensuring that your software investment can grow and adapt to changing business needs. Please refer to our pricing for further information.

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

Onboarding Implementation Process

SWG has over 30 years' experience in the delivery of CAFM / IWMS and Building Lifecycle Management SaaS Solutions.

SWG takes a partnership approach to installations, which involves a clear understanding of the client's requirements and objectives so that a structured implementation plan can be put in place, which includes the necessary steps for a successful and well-managed installation.

Typically, each project that is undertaken will first involve a sign-off by all parties on not only the scope of the project itself, but also the procedures and practices to be employed. SWG uses a Project Implementation template to define every area of the project including:

- Project control (risk, issue and change management)
- Project team structure
- Communication methods and reporting

Project planning is the key to success with any IT project and there are many areas to be considered in detail at this stage, a small selection of which include:

- Project definition, scope, timescales, resource availability
- Objectives of the new system and the results to be achieved
- Review of business processes to establish which elements should be retained and replaced
- Defining of project milestones
- Creation of a project team
- Review and cleansing of existing data for migration to the new system
- Review and update of data hierarchies and structures

- Hardware installation checks
- System testing and user acceptance testing
- Plan to parallel run the old and new systems together for the first few weeks
- Staff training
- System go-live
- Post project review

Usually, project plans are never static and we ensure that any changes and amendments and the consequences of these are reflected in the updated plans and agreed with the client. Using fully structured plans, the project is constantly measured and monitored, with progress reporting which is provided to clients on a regular basis.

The timescales of the plan are kept on track through project meetings initially on a weekly / fortnightly basis, moving to a less frequent basis depending on the length and progression of the project. SWG will also provide regular status reports to key stakeholders.

On the date that the system goes live, there is always SWG personnel available to help with any initial teething issues and questions.

SWG has developed an implementation methodology that is based on a combination of formal project management rigour and practical hands-on experience of delivering these projects in live user environments.

Every implementation is a joint venture between SWG and our client and the most appropriate approach is taken to suit each client's situation. It is imperative that the client is involved with the implementation as much as possible and allows appropriate time and resources to do so. The implementation process could involve a mixture of on-site and remote work by the SWG team.

The estimates for consultancy time required are based on the assumption that this will be a joint project between SWG and the client, the number of days could be lower or higher depending on the amount of work carried out so we should have a detailed discussion relating to the client's level of involvement at the earliest opportunity. The current estimate is based on having only necessary involvement e.g. time at vital system design meetings, presence at training and providing any raw data required in our predefined Excel formats.

Project Initiation

This is the start of the implementation process once you have formally selected SWG. The Project Kick Off meeting confirms the project team and responsibilities from Client and SWG and then moves swiftly on to the system design workshop. Typically, SWG will use a vanilla system with generic data at this stage and will walk through the range of functionality required in order to document the specific priorities and configuration choices.

SWG will also perform an initial Risk Analysis and discuss timescale and resource issues with the client. SWG often advise and assist regarding the details and timing of the communication plan that may be required to inform the rest of the organisation of any changes that may affect them.

The impact of implementing a new system can never be irradiated but with careful consideration and planning, it can be minimised.

- Agree project team who will be involved in making decisions about how the system is required to operate and ensure that these people have enough operation knowledge to do this effectively.
- Plan the project carefully at a task level clearly identifying who is responsible for each task.
- Minimise changes to the project plan so that the team can rely on following the project plan.
- Key decision makers must be available as required and make system decisions quickly
- Ensure project requirements in the initial workshops are comprehensive and minimise any subsequent change
- Ensure all team members are clear about what is expected of them for any project task allocated to them and that they have the appropriate skills and or training
- Ensure that the IT environment and installation is fully set up, tested and reliable prior to installation of QFM being required.

System Build

During this phase the SWG team take's your data and all the configuration requirements and ensure they are set up to reflect the client's working practices as agreed. This does not usually require much if any time from the client with the exception of providing the required data.

Testing

Typically, the client will get heavily involved in the system testing. This phase will commence with a walkthrough of your configured system with your data after which it is likely there will be a few minor changes required to the configuration and or data.

Following this, the user(s) who will be carrying out the testing will be trained, and their testing program can commence. SWG can help as much as is required at this stage, but often the client will carry out the majority of this testing internally. Normally SWG expect a few configuration changes as a consequence of the testing process, and these will be applied to the test system. Once the entire configuration has been signed off this will be applied to the production (live use) system and the Go Live phase can commence.

Go Live

This stage of the implementation includes the final end user training, whether carried out by SWG or the client's super user team.

SWG arrange for priority support at the first few days of live usage. This can take the form of on-site assistance or priority remote access to an SWG consultant who knows the project and configuration well. Any agreed communication for the rest of the business is also typically carried out at this stage.

Optimise

Once the system has been in live use for 2-3 months, we always recommend a follow up optimisation meeting. The reason is that much of the process has been defined before the users have gained a good understanding of the system, it may also be relevant to plan any subsequent phases that have been anticipated from the beginning of the initial project.

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If the client is used to implementing business systems and has an alternate approach, then we are very happy to adapt our methodology to work with you.

The management of risks is central to the planning of any software installation. SWG's extensive experience (which is a combination of the number of installations that it has completed over the years and the experience of the staff within the company) ensures that the exposure to risk is eliminated or minimised. Risk management is inbuilt into the system project plan. SWG, where possible, takes ownership of risks but typically requests assistance from clients, particularly in the following areas:

- Staff availability, including the recruitment of new personnel within the necessary timescales (i.e. it is difficult to launch a new help desk without the necessary personnel to operate it), although SWG can supply temporary help desk staff to assist if required
- Project sponsorship / ownership from a member of the client's team to drive the project forward.

Risk exposure in the above areas is reduced by introducing a clear and timely communication and escalation channel between the two parties and by ensuring that the relationship is based on a partnership approach. Part of the job function of the Project Manager is risk management, which includes ongoing risk assessment. Risks within a project are also reduced by the project planning method that SWG utilises and clear date related milestones in the project which are assessed at regular project reviews and require client sign-off for the software project to move forward.

Overview of Project Governance

Project progress is tracked at regular intervals throughout the project, with a structured meetings at regular cadences. Project quality is achieved through validation of data prior to upload into the system, and thorough testing prior to go live.

Key documentation is maintained also throughout the project. This helps to ensure not only quality and control during the implementation but also provides a useful reference point post-go live. Documentation is submitted for review and signoff via Docusign.

Summary of Key Decisions/Documents for Sign Off:

- Requirements Document
- Service Matrix, Geography and Personnel Data
- Asset and PPM Data
- Solution Design Document
- UAT Entry and Exit
- Go/No Go decision prior to Go Live

Project Meeting Structure

Meeting	Attendees	Purpose
Checkpoint Meetings (weekly)	Customer and SWG Project Manager (Other stakeholders ad-hoc)	To review progress over past week, work that has been completed Review up and coming work, planning ahead, ensure dates in diaries Review annual leave and any impact on plan Review days used to date and estimate to complete against budget Review risks and issues and agree mitigating actions
Steering Group Meetings (fortnightly)	Sponsors, Senior Stakeholders, Project Managers	Review progress of project against key milestones Confirm phase completions and authorise start of next phase Make decisions on escalated risks and issues Approve material changes to scope, resource or timelines Agree key communications to be made to rest of business
Customer Internal Team Meetings (weekly)	Customer Team	Review progress on customer related tasks Coordinate activity and resources Discuss SWG related risks and issues
SWG Internal Team Meetings (weekly)	SWG Team	Review progress on SWG tasks Coordinate activity and resources Discuss SWG related risks and issues

System Off-Boarding Process

Clients may terminate the service in line with the contractual notice period. Upon receipt of notice, SWG engage with the client to agree an off-boarding plan and timeframe.

During the agreed transition period, users retain access to the system to complete activities and export their data using standard export tools or SWG can assist with data extracts, as required. Data can be provided in commonly used formats typically CSV or Excel to support migration to an alternative system.

At the end of the agreed period, user access is removed, integrations are disabled, and the service is decommissioned. Client data is retained and securely deleted in accordance with contractual terms and data protection requirements, with confirmation available on request.

Training

SWG offers a wide range of training courses for all of our software products. Training is charged at a daily rate; please refer to our pricing document. Courses have been designed

to offer the best combination of product knowledge and hands-on training, carried out by professional and approachable trainers. The ethos of the organisation's training team is one of quality and flexibility.

Courses can be provided either at SWG's head office in Putney, London, on a client site or remotely; and are available in both a tailored and a public course format. Tailored courses may be set up using a client's own (training) database, so that delegates learn applications by using terminology that is both familiar and relevant to them. SWG also offers an optional bespoke training materials service which is a particularly useful facility for clients who have an extensively customised system.

SWG's courses are structured to support a wide range of users including foundation, intermediate and advanced levels. All training delivered is instructor-led, providing delegates with the opportunity to interact with experienced trainers with broad industry and sector knowledge. Delegates are introduced to new topics through demonstrations, discussions and hands-on practice sessions. Courses follow a step-by-step approach and our facilitators will pre-prepare an appropriate course structure; however, should delegates request a greater emphasis in a particular area then our facilitators are happy to adapt courses to specific requirements.

For all training sessions held at SWG's head office, full documentation, a PC workstation and a buffet lunch per delegate is provided (no additional lunch charge). At the end of the course, delegates receive a certificate confirming course attendance and completion. Accreditation courses are available upon request.

For larger implementations, SWG offers a train the trainer service, which provides organisations with a cost effective option for training a large number of personnel.

Implementation Plan

A detailed implementation plan can be provided to the buyer on request, based upon the products and services required.

Service Management

The Managed Hosting Service (MHS) from Service Works Global (SWG) provides a cost effective, highly resilient turnkey solution for clients to outsource their business-critical CAFM/IWMS & Building Lifecycle Management software. The service leverages SWG's product knowledge and FM expertise with industry-leading infrastructure engineering and management services. SWG is using the leading cloud service provided by Microsoft Azure to deliver a bullet-proof offering for platform and software management. Please refer to the section entitled "Hosting" in the pricing document.

The MHS delivers a highly secure, fully managed, solution for software hosting, including housing, serving, and maintaining remote servers and platform software and full management of the environment.

The service provides a virtualised, fully resilient, and disaster recovery (optional) ready platform, that is easily expanded should the need arise.

Users of SWG's MHS benefit from:

- Rapid deployment with no interruption to business continuity for other systems
- Optimised database and environment performance delivered by SWG's fully optimised and dedicated hosting platform

- High level of system security compliant with ISO 27001 standards as well as many other industry recognised accreditations – which are regularly audited
- Extensive resilience/redundancy built into the solution design
- Reliable critical business application support provided by SWG's specialist team of technical consultants
- 24x7x365 real-time performance monitoring and optimisation
- 24x7x365 engineer attendance to respond to monitored/alerted issues raised by the virtualisation platform
- Fully scalable environment capable of flexing to changing business demand
- The assurance of a service backed by Microsoft Azure
- Flexible disaster recovery options available
- Scheduled server patching process - monthly

SWG's MHS features end-to-end services for both IT infrastructure and FM software. As a result, it is possible for users of this service to increase efficiency and productivity while reducing cost of ownership and releasing valuable capital for use in their core business.

Users of this service need never worry about the technical implementation process and subsequent infrastructure upgrades and can focus on their core business.

The service provides standards of resilience that surpasses the majority of in-house systems at a fraction of the cost. In addition, the standard solution also offers database failover in the event of a database node failure. SWG can provide an optional tailored disaster recovery solution to match client requirements to reduce the risk of business-critical downtime further.

SWG also provides administration, management and operational services for the hosted infrastructure.

Microsoft Azure service management standards blend industry best practices like ITIL, global security certifications (ISO 27001/20000), and internal frameworks (Cloud Adoption Framework), focusing on automation, governance (Azure Policy, Microsoft Entra ID), security (Defender for Cloud, Sentinel), and operational excellence (24/7 support, clear roles) to ensure secure, compliant, and efficient cloud operations, with tools like Azure Policy enforcing standards and Azure Monitor/Sentinel handling security and operations.

Service Constraints

SWG hosts with Microsoft Azure on an environment that has been designed to offer high availability through advanced monitoring, incident response service, and backup failover capability. Geographically distributed Microsoft operations centres operate 24/7/365. The Azure network is one of the largest in the world. The fibre optic and content distribution network connect datacentres and edge nodes to ensure high performance and reliability.

Over and above the Microsoft infrastructure service layer, SWG partners with IBM Nordcloud to provide 24x7x365 monitoring and Azure skilled technical engineers for the SWG-specific implementations.

The monitoring includes technical and application-level monitoring of typical resources such as disk space, memory, application URL availability, to ensure potential issues are notified to our technical team prior to and avoiding any impact on user experience.

As part of software maintenance, SWG provides application support via our help desk service. Standard support time hours are Monday to Friday 8.30 am - 6pm UK time, excluding public holidays in England and Wales. .

The support relationship includes an Account Manager, access to the support portal 24/7/365, helpdesk staff working times as stated above. SWG manage the infrastructure 24/7/365 with a technical consultant available during standard support hours as stated above. These times can be extended if required as stated above.

Server maintenance is undertaken out of hours and if any service down time is required this will be communicated and agreed with the client.

Service Levels

SWG has designed the Azure environment providing between 99.95% and 99.99% availability.

SWG's application target response times are as follows:

Priority 1: 30 minutes
Priority 2: 1 hour
Priority 3: 4 hours
Priority 4: 8 hours.

Service levels can be discussed between both parties and will be documented within the Order Form.

There are 4 stages in our support process: triage, level 1, level 2, and level 3.

From triage to level 2 we are investigating the issues with you. This will commence with the triage of the case where we ensure we have enough information from you to evaluate the issue properly, and for simple or obvious issues these will be resolved at level 1.

If the solution is less obvious and detailed analysis is required, the issue will be evaluated at level 2, this may involve screen sharing to ensure absolute clarity of the issue. we will then try to replicate and assess the issue on our support systems at SWG. Our support product experts will present a work around at this stage if no immediate resolution is apparent or available. If we cannot replicate the issues we will evaluate a copy of your production database, and if necessary use SQL or other tools to assess the issue.

If this process does not present a solution it is escalated to level 3 where SQL and developer code experts will assess if the root cause is a bug in the code, or something else. If this is the result of a bug or inconsistency in the code, the impact of the problem is assessed with you and a patch will be created for the current version of the software as a matter of urgency, or as a fix in the next release if the work around is effective and leaves you without any critical impact on your day-to-day use of the system. Unlike many software companies, our support team and development team work from the same office and collaborate very closely regarding any client issues.

To avoid dependency on any individual, we encourage full communication to be carried out via our support portal (available 24/7/365) to ensure full visibility of issue progress to all support team members, client staff and management. Escalation processes are in place to ensure no support issue is dropped or overlooked and that SLAs are achieved.

SWG operate a strict change management process, so that any configuration or code changes must be carried out in the UAT system (depending on the nature of the change possibly in a development environment before being applied to UAT) and approved by the client prior to final approval for any change log to be applied in the production system. The

creation of change log requests, the related documentation and approval are all managed, tracked and securely saved in our CRM system. This is our standard working practice.

Outage and Maintenance Management

The environment is designed to avoid any single point of failure with automatic fail over (high availability) across the platform. In addition to the resilience designed as standard within the platform SWG has fine-tuned the technical configuration to maximise system availability. The infrastructure incorporates extensive system monitoring and altering to ensure that as much advanced warning for a potential outage is visible and can be avoided.

Experienced qualified engineers are available 24/7/365 to deal with any alerts produced by the monitoring tools.

SWG has designed the Azure environment providing between 99.95% and 99.99% availability.

Financial Recompense Model for Not Meeting Service Levels

Whilst we do not offer a service credits model, we are ISO9001 accredited, ensuring the highest standards of quality in all areas of the software delivery lifecycle and we provide robust project management. Should issues occur and SWG is at fault, we will always rectify the issue quickly and comprehensively at no additional cost to the customer.

4. Provision of the Service

Customer Responsibilities

The customer is responsible for ensuring that a sufficient personnel are trained adequately to be able to maintain the solution within the customer organisation. In the event that any personnel leave, it is important ensure that replacement personnel attend appropriate training.

For the project to be successful, it is very important to ensure that the implementation of the new solution is given sufficient priority within the organisation and that appropriate required resources are assigned to the project.

The customer should also consider how communications will be managed within the organisation to ensure that stakeholders are engaged and remain informed. Consideration also must be given to how benefits realisation will be managed. Whilst SWG can provide input and assistance with this, benefits realisation by its nature must be something that is owned and delivered through customer operations.

Technical Requirements and Client-Side Requirements

System requirements may change periodically as technology evolves, and SWG provide a system requirements document which is maintained 6 monthly. This information is always available to customers via our support portal. Below are the current supported browsers and mobile devices.

Web Client

Browser Support Levels	Desktop	iOS	Android / Other
Full *Current browsers fully tested and supported*	Firefox Chrome Edge		
Expected *Current browsers not fully tested but assumed to function correctly*	Safari 5 / 5.1 Opera	Safari iOS 9.2 or later 1GB RAM minimum	Chrome Firefox Opera
Unsupported *Browsers no longer tested and/or with known issues*	Internet Explorer 11 Internet Explorer 10 Internet Explorer 9 Internet Explorer 8 Internet Explorer 7 Internet Explorer 6	Chrome	Android 4 Browser

Mobile Device

Device type	Tablet or Smart Phone
Operating system	Android 7.0 minimum iOS 13 minimum
RAM	2 GB Android minimum 1 GB iOS minimum
Storage	32 GB minimum
Pre-requisite software	Image View, Document Viewer, PDF Viewer, File Manager
Screen resolution	1080 x 1920 pixels, 4.95 inches
Wireless connectivity	LTE
GPS tracking	For QFM Mobile QPS tracking functionality, a built-in GPS receiver is required
Pre-requisite hardware	Back camera, min 1.3 MP

Bluetooth Barcode Scanner

Device type	Omni-directional imager (2D / 1D)
Manufacturer tested	Socket Mobile

Client-side requirements

The quality and effectiveness of the professional services that support the deployment of our software are critical to the success of the project. Not only must the client have total confidence in the ability of the software to satisfy the organisation's requirements, but also

that the system's design and deployment is being undertaken by technology specialists who truly understand facilities management.

Typically, throughout the project we will structure the assistance into the type of work as follows: Please note the team may be subject to change to depending on resourcing when required.

Customer Team

Role	Responsibility
Project Manager	Manages project on day-to-day basis, maintaining and updating a project plan Assigns tasks and coordinates project team activity Reports on project progress, manages risks and issues, escalating to Project Sponsor as required Attends project team meetings and steering group meetings
Project Sponsor	Provides direction for the project, assigns & prioritises resources as required Manages escalated risks and issues Chairs project steering group meetings Reviews/authorises material changes to baseline project timelines, budget or resource Provide overall assurance to business that project remains on track
Senior User	Ensures that desired outcomes are met Ensures that expected benefits are realised Represents voice of the users at senior level Reviews and prioritises escalated user issues Leads on customer transition from project to business as usual
Subject Matter Expert (Data)	Provides specialist knowledge with respect to data handling Is responsible for ensuring data is prepared, cleansed and accessible in a consumable format Works with the SWG project team to assist with data related queries
Subject Matter Expert (Reporting)	Provides specialist knowledge on reporting Ensures specified requirements meet the needs of the business Takes part in testing to ensure that available reports are correct and in line with requirements
IT Lead	Assists with issues and queries relating to IT Deals with any user access issues relating to systems

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SWG Team

Role	Responsibility
Infrastructure Consultant	Provisions server environments Completes database and application installations Carries out connectivity testing Assists with any technical issues
Trainer	Completes training preparatory work and related administration Delivers formal training in relation to project
Project Manager	Manages the SWG team Coordinates activity in relation to SWG project delivery Deals with supplier related risks and issues Manages SWG delivery plan Provides regular status updates to customer project manager and attends steering group meetings Leads key meetings throughout the project from SWG perspective
SWG Sponsor (Senior Supplier Contact)	Oversees delivery from an SWG perspective Reviews/authorises material changes with respect to SWG delivery and scope Provides input and advice at senior level Manages escalated risks and issues, acts as senior liaison within SWG Attends internal team meetings and steering group meetings
Data Consultant	Completes validation and import of data Develops draft Service Matrix Reviews draft Service Matrix with customer Assists with Demonstration of import data
Infrastructure Consultant	Provisions server environments Completes database and application installations Carries out connectivity testing Assists with any technical issues
Trainer	Completes training preparatory work and related administration Delivers formal training in relation to project
Account Manager	Responsible for managing account on an ongoing basis. Undertake regular account management meetings with the customer Ensure that the customer is receiving maximum benefits from the system Liaises with SWG's Project Management and Support teams to ensure the timely delivery of services

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Development Lifecycle of the Solution

Our product design strategy allows rapid adaptation to an evolving workplace. SWG's software development methodology is well defined, reflecting market trends and the needs of our clients, as outlined below:

Software Development Methodology

We use an Agile, outcome-based development methodology, delivered using Scrum and Scaled Scrum where solutions require multiple teams. Work is delivered in fixed-length iterations, enabling incremental delivery while remaining responsive to changing user needs and priorities.

Security, quality, automation, and operational readiness are embedded throughout the development lifecycle, aligned with recognised secure development lifecycle practices. Our development, release, and operational processes are formally documented and governed through ISO-aligned management systems.

Development Stages

- Identify problems and user needs: We work with stakeholders to understand user needs, business outcomes, and constraints. Requirements are captured as prioritised backlog items focused on delivering value rather than fixed scope.
- Plan: Delivery is planned in iterative cycles made up of time-boxed sprints. Backlogs are continuously refined and reprioritised based on feedback, risk, and agreed outcomes.
- Design: Design is iterative and integrated into delivery. Solutions are designed to be secure, maintainable, and scalable, with architectural decisions reviewed throughout development.
- Build: Functionality is developed incrementally within each sprint. Automation and deployment considerations are addressed alongside feature development to ensure solutions are release-ready.
- Test: Testing is continuous and includes automated testing developed in parallel with functionality. Security assurance activities are embedded throughout development and prior to release. External penetration testing is undertaken and must be successful prior to release.
- Deploy: Deployments are designed to be repeatable and low risk. Where possible, releases are automated to support consistent and reliable delivery. Where manual steps are required, deployments follow clearly documented and controlled procedures aligned with our ISO-certified release and change management processes. A full regression cycle is completed prior to major releases, with support for patching live versions where required.
- Maintain: Post-release, we provide ongoing support and continuous improvement. Critical and high-severity defects or security issues are prioritised for immediate resolution, with lower-severity issues scheduled into subsequent releases.

After-Sales Account Management

SWG applies a tiered approach to the management of relationships with clients. This approach is designed to ensure all clients are provided with clear and effective channels of communication at every level of management.

The overall responsibility for account management rests with the Account Director, while operational (day-to-day) management is provided by the dedicated Regional Account

Manager, each of whom hold regular meetings (in-person or online) with their customer points of contact to discuss current issues and future opportunities.

SWG provides a comprehensive package of Technical Support and Product Maintenance which is the cornerstone of our client relationship. These services provide our clients with the confidence of knowing that they will be included in our future upgrade and enhancement programme, and the re-assurance of having access to our range of support services when needed.

SWG advocates a close working relationship with clients, and it believes that this delivers many positive benefits for both parties. Clients are able to proactively influence the functionality profile of the software to ensure it remains aligned to their business requirements. They are able to identify and escalate enhancement opportunities and gain information about future product direction and release schedules, allowing them to have direct influence on the software development roadmap.

Termination Process

Clients may terminate the service in line with the contractual notice period.

Most data is available for download by the customer whilst the subscription is still live. So in most cases retrieving data is a simple self-service process.

As part of the termination process we discuss and data extraction requirement if for any reason the standard tools are not adequate.

SWG will provide any or all available client data at (no extra cost required) within the subscription period.

SWG will typically provide data in CSV format. It should be noted that as standard, SWG will not perform any data transformation or manipulation.

Once the contract is terminated, any data will be processed in line with contractual and legal, requirements, either retaining or destructing data as appropriate.

5. Our Experience

Case Studies

Our software delivers real-world results across diverse facilities and estates projects, with may installations across the public sector, as well as private sector organisations. Our full case study library can be viewed here: [Case Studies - SWG UK]

National Oceanography Centre Case Study

Project
To implement a software solution to control maintenance and asset reliability across the site.

Objectives
To manage Planned Preventative Maintenance (PPM) and ensure the smooth operation of complex equipment.

Results
Improved efficiency, asset reliability, staff utilisation, and informed decision-making, delivering measurable cost savings.

Supporting a world-leading research facility
The National Oceanography Centre (NOC) is one of the world's leading oceanographic institutions, working with government, business, and scientists to provide essential knowledge and resources. Operating from sites in Southampton and Liverpool, the Southampton facility supports approximately 1,700 staff, students, and researchers and hosts several thousand visitors each year through seminars and conferences.

The Centre houses a wide range of complex technology and equipment, including laboratories, clean rooms, workshops, lecture theatres, and specialist testing facilities. Spanning more than 50,000 square metres, NOC's estates department manages all hard and soft facilities services, including maintenance, security, cleaning, room bookings, and reception services.

Maintenance control with QFM
Since the building's inception, NOC has used QFM, the computer-aided facilities management system from Service Works Global, to control building services. When facilities management was brought in-house, retaining QFM was considered essential.

"QFM had performed extremely effectively since the Centre opened and we therefore viewed it as an important tool to retain" - Lewis Rennison, Head of Estates

NOC's estates team of over 40 staff use QFM to manage planned and reactive maintenance. All requests are logged, prioritised, assigned, and tracked through to completion, with full auditability.

"QFM tracks labour and efficiency. It allows us to improve efficiency and utilisation of staff, and enables us to make informed decisions, which result in measurable cost savings" - Simon Stone, Deputy Head of Estates

Optimising assets, space, and sustainability
Given the specialist nature of NOC's equipment, asset reliability is critical. Calibration and preventative maintenance schedules are managed through QFM, ensuring accuracy and control.

"The reporting offered by QFM is comprehensive, accurate and informative. We can quickly identify repetitive issues and address underlying causes." - Lewis Rennison

QFM is also used to manage meeting and conference room bookings, avoiding scheduling conflicts and increasing utilisation.

"QFM has brought consistency to the room booking process and enabled us to deliver a professional experience for visitors" - Lewis Rennison

The system supports NOC's ISO 14001 and ISO 45001 accreditations by providing reliable maintenance records, audit trails, and reduced paper processes.

"QFM has given us great support in achieving and retaining these certifications. That level of auditability is making a real difference" - Simon Stone

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Kettering General Hospital NHS Foundation Trust Case Study

Project
Implementation of QFM and QFM Space to improve estates, maintenance, and space management across the Trust.

Overview
Following a competitive tender process in 2019, Kettering General Hospital NHS Foundation Trust selected QFM for its ease of use, alignment with NHS requirements, and ability to manage complex facilities management activity within a large acute hospital. As an older estate, effective maintenance and compliance are essential to supporting safe, efficient patient care.

Centralised FM and space management
QFM provides a single, secure system for managing building, asset, maintenance, and space information. Data previously held across multiple tools is now consolidated, improving visibility, accuracy, and control.

QFM Space supports space utilisation and patient relocation planning, enabling faster, evidence-based decisions while maintaining up-to-date estate information to support compliance requirements.

Compliance, maintenance, and results
Edward Payne, Chief Engineer at Kettering, identified QFM as one of the few solutions capable of meeting the Trust's operational and compliance needs. QFM supports accurate reporting for ERIC, PAM, PLACE, and other NHS frameworks, remaining aligned with evolving guidance.

QFM has transformed planned preventative maintenance by enabling dynamic scheduling aligned to SFG20. Reactive maintenance has reduced from approximately 1,500 jobs per month to fewer than 1,200, while PPM activity has increased from around 1,200 to 1,700 jobs per month. As a result, the Trust has experienced no unplanned or unmanageable service interruptions for over 12 months.

"By having all building information, cleaning plans and maintenance schedules in one place, the estates team can run an efficient and steady ship at the hospital with ease." - Edward Payne, Chief Engineer

Reporting and value
QFM delivers real-time visibility of asset performance, maintenance activity, and space utilisation. Within two months of implementation, out-of-hours callouts reduced from around 40 per week to approximately 10, delivering savings of £2,000–£4,000 per week. Integration with Microsoft Power BI provides live dashboards shared across linked NHS sites, supporting transparency and continuous improvement. QFM Space also simplifies annual ERIC submissions and supports faster space utilisation decisions.

Key outcomes include:

- One central system for FM, asset, and space data
- Improved compliance accuracy and audit readiness
- Increased PPM and reduced reactive maintenance
- Reduced service disruption and operational risk
- Measurable cost savings and productivity gains

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QFM has delivered measurable operational, financial, and compliance benefits for Kettering General Hospital NHS Foundation Trust, providing a robust platform that supports safe, efficient, and compliant healthcare delivery.

Southern Health NHS Foundation Trust (now part of Hampshire and Isle of Wight Healthcare NHS Foundation Trust) Case Study

Project
Implement a centralised CAFM to co-ordinate planned and preventative maintenance via a mobile app. The system needed to be flexible and scalable as the Trust's services expanded.

Objectives
Support service growth across a wide geographic area by centralising maintenance control, improving communication with remote staff, and enhancing customer service.

Results
Improved standards of patient care through enhanced workflow, task and lifecycle management, and the centralisation of business critical information - enabling the Trust to deliver greater value to the community.

Leveraging technology to support estate services
Southern Health NHS Foundation Trust provides specialist mental health and learning disability services across Hampshire and neighbouring areas, operating from around 280 sites. Its Works Department delivers facilities and maintenance services across approximately 60 Trust properties and several third-party NHS organisations. With many staff working remotely, consistent communication and visibility were essential.

A future-proof CAFM for a modern healthcare model
As services expanded, the Trust's 20-year-old maintenance system could no longer meet operational needs. Regional management created inefficiencies and poor visibility. To address this, the Trust sought a centralised CAFM to support a single help desk and improve communication with engineers and customers.

Carole Moor, Help Desk Manager, explains: *"The new system needed to be flexible, expansive and have the ability to grow with the demands of the Trust and the services we provide."*

Following a competitive tender and reference visits, QFM was selected for its ability to manage internal teams and contractors, support a high volume help desk, and deliver extensive reporting. Launched in 2008 via a phased rollout, QFM successfully handled 250 service calls in its first week. A self-service portal was later introduced, enabling secure 24/7 maintenance request submissions.

Efficiencies achieved through centralisation
QFM now manages all reactive, planned and preventative maintenance - from minor works to major capital projects. Maintenance, resource management and event costing are run through one integrated system supported by more than 200 reports.

Alison Edmundson, Head of FM Governance and Performance, notes: "*QFM allows us to manage events from inception to completion and has dramatically improved our reaction time and speed of service."*

Moor concludes: *"QFM is a critical part of our business operations, ensuring the ongoing provision of high-quality health services."*

Clients



Contact Details

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