



apex

Rowanwood - Apex Asset Management System, Compliance Management System, Energy Management System

G-Cloud 15 – Lot 2b

Service Definition

Rowanwood Professional Services LTD



apex a division of



rowanwood

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G-Cloud 15 – Apex Service Definition

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1. Introduction

1.1 Company Overview

Rowanwood Professional Services is a well-established, market-leading provider of cloud software and consultancy to the UK housing and public sectors. Our heritage spans more than 25 years, originating within the Innovation Group where the Apex asset management solution was first developed in 2000. This long-standing foundation gives clients confidence in a product and team with deep sector expertise and a proven record of delivery.

Apex is a mature, highly robust platform designed to manage the full asset lifecycle, from surveying, compliance and capital planning to reporting and analytics. Built on modern architecture and hosted securely in UK Microsoft Azure data centres, it offers resilience, scalability, and performance for business-critical operations. Our solutions are independently assured through Cyber Essentials Plus accreditation, and we maintain rigorous governance and risk management processes to protect client data and ensure service continuity.

Rowanwood is financially stable and strategically focused, with strong year-on-year performance and a growing pipeline of public sector projects. This financial robustness underpins our ability to invest in product innovation and maintain long-term partnerships with our clients. Our team combines decades of housing and technology experience, working in an agile and responsive way to deliver value early and adapt to evolving requirements. We prioritise collaboration, transparency, and measurable outcomes, ensuring that every engagement is aligned to client objectives.

Integration and interoperability are at the heart of our approach. Apex supports open standards, APIs, and secure data exchange, enabling seamless connectivity with third-party platforms such as housing management systems, finance solutions, energy tools and IoT devices. This ensures clients can leverage existing investments while benefiting from a single, trusted source of asset data.

With a proven track record, secure UK-hosted infrastructure, financial strength, and a culture of innovation, Rowanwood offers a low-risk, high-value partnership for organisations seeking to modernise asset management, strengthen compliance, and deliver sustainable outcomes for residents and stakeholders.

1.2 Value Proposition

Apex is a mature and widely adopted solution, recognised as the preferred choice among asset management teams nationwide. It is a strategic housing asset management product, purpose-built to address the business needs, drivers, and requirements of social housing providers in England, Scotland, and Wales. Apex achieves this by delivering modular functionality that provides a detailed asset register to support quality standard assessment (Decent Homes, Scottish Housing Quality Standard (SHQS), Welsh Housing Quality Standard (WHQS)), compliance,



servicing, health and safety, surveying, energy rating, programme modelling, contract management, investment and option appraisal assessment to inform comprehensive management decision making and business planning.. The solution is organised into a series of logical business modules, ensuring a high level of integration and synchronisation with all housing management systems. This modular approach enables housing providers to make informed investment decisions, improve compliance rates, and streamline service delivery, ultimately enhancing tenant satisfaction and operational efficiency.

We aim to establish a partnership where both parties collaborate for mutual benefit, promoting confidence and trust. Rowanwood's growth and performance are attributed to its professional practices, expertise, advanced software solutions, service quality, and customer support.

Apex empowers Asset Management business users to provide an intuitive, user-friendly, and customisable service that is both efficient and cost-effective. Key capabilities include:

- Managing a broad range of property assets within a fully compliant solution.
- Overseeing all aspects of compliance and risk management.
- Ensuring adherence to all relevant housing government legislation.
- Enabling a mobile workforce to operate flexibly from any location at any time.
- Producing, delivering, and managing short, medium, and long-term strategic maintenance plans.
- Achieving compliance with legislative, local, and aspirational quality standards.
- Profiling energy efficiency and investment needs to meet sustainability targets, integrated with SAVA Intelligent Energy and other leading providers.
- Serving as a sophisticated business decision support tool for informed and effective decision-making.
- Supporting financial sustainability through robust option appraisal profiling and modelling, including NPV assessments.
- Enhancing business processes, generating efficiencies, and targeting resources effectively where needed.

1.3 What the Service Provides

Apex is a highly integrated business solution designed to deliver complete visibility and management of your asset portfolio. With over 20 interconnected modules, Apex manages more than 700,000 UK social housing assets. Hosted securely on the Microsoft Azure cloud, the system is accessible remotely—no desktop application required—offering both flexibility and scalability as your organisation grows.

Rowanwood offers more than just software delivery and implementation. Our consultants bring extensive experience in asset management. They swiftly identify your organisation's



requirements and challenges, then develop tailored strategies that reduce operational costs and enhance asset performance. By working closely with our clients, we proactively foster enduring business partnerships that go beyond the standard customer–supplier relationship.

The service provides:

- Licences to use the Apex Asset Management software
- Implementation Services
- Maintenance and Support Services including future product upgrades
- Cloud-9 (Microsoft Azure)– Software as a Service
- Business training services

1.4 Social Value

Rowanwood is fully committed to delivering meaningful social value in accordance with the UK Government’s latest social value requirements, as set out in PPN 002. Our approach is designed to ensure that measurable and sustainable benefits are delivered throughout the life of each contract, aligned to the five National Social Value Themes. We work collaboratively with Buyers to ensure that all social value outcomes reflect local priorities, organisational objectives, and community needs.

Alignment to Social Value Themes

Rowanwood incorporates the following National Themes into the design and delivery of our services:

- **Kickstarting Economic Growth:**
We support regional economic resilience by promoting local supply chains, creating opportunities for skills development, and contributing to high-quality employment within the UK housing and public sectors.
- **Make Britain a Clean Energy Superpower:**
Environmental sustainability is embedded into our operations. We actively reduce our carbon footprint, utilise cloud-based infrastructure, and support Buyers in accessing accurate asset and energy data to inform sustainability and decarbonisation plans.
- **Build an NHS Fit for the Future:**
We adopt practices that promote the health, safety, and wellbeing of our staff, partners, and communities. Our services contribute indirectly to improved living conditions, building safety and housing quality—factors which support better long-term health outcomes.
- **Break Down Barriers to Opportunity:**
We champion inclusive employment practices, support staff development, and encourage the creation of skills pathways. We work with Buyers to ensure that



opportunities generated through the contract promote fairness, accessibility, and community benefit.

- **Take Back Our Streets:**

Through improved housing standards, compliance, and asset safety, our services support Buyers in creating safer neighbourhoods and strengthening community resilience.

Collaborative Delivery with Buyers

Rowanwood recognises that effective social value delivery depends on partnership. We work actively with Buyers to:

- Identify local priorities and community needs
- Co-design relevant and achievable social value commitments
- Monitor progress and report measurable outcomes
- Adapt initiatives as requirements evolve throughout the contract

This collaborative approach ensures that our contributions provide targeted, high-impact benefits to the communities our Buyers serve.

Governance and Oversight

Rowanwood has a dedicated Social Value Contact responsible for overseeing the governance, implementation, and monitoring of all social value commitments. This role ensures that:

- All commitments are operationally deliverable
- Buyers receive regular updates and evidence of delivery
- Social value activity remains aligned to the contract and national guidance

This structured governance framework ensures transparency, accountability, and effective delivery across every engagement.

Our Commitment

Rowanwood is committed to tailoring our approach to reflect the distinct needs of each Buyer. We welcome opportunities to work collaboratively to deliver impactful initiatives that contribute to sustainable, inclusive, and resilient communities. Our goal is to ensure that each contract generates lasting value for residents, local economies, and the wider public sector.

1.5 Overview of the G-Cloud Service

The service provides customers with a licence to use the Apex Asset Management solution on the Cloud-9 platform, delivering a comprehensive Software as a Service (SaaS) model built upon the secure and robust Microsoft Azure infrastructure. What sets the Apex solution apart is its suite of advanced reporting tools, real-time asset tracking, and seamless integration with housing management systems, empowering organisations to optimise their property management



processes with greater efficiency. Rowanwood's Apex asset management solution is trusted by a broad range of Local Authorities and Housing Associations and is fully scalable, capable of supporting small organisations managing fewer than 1,000 units through to large enterprises with over 80,000 assets.

Implementation Services:

- Access to the asset management software through the Cloud
- Solution Design
- Software Configuration
- Implementation support
- Cloud-9 on-boarding (user set-up, security set-up, infrastructure configuration)
- Standard Business Interfaces
- Overall Project Management to an agreed time plan

Initial Training

- Comprehensive set of training courses in the use of the software
- Training Services delivered by our business consultants using the customers real life data in a business context through online MS Teams
- How-to guides and bitesize videos

Maintenance and Support Services:

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

Cloud-9 Infrastructure

- Access to the application via the MS Azure Infrastructure
- Security Management
- Operational and Technical Support



- Execution of housekeeping routines and batch process
- Data back-up and recovery
- Access to a Production and Test environment
- Connectivity to end user network
- Multi Factor Authentication or customer SSO integration
- Cyber Essentials Plus certification accreditation.

Pricing details for the implementation, training, licences, cloud infrastructure, maintenance, and support can be found in the Licence & Hosted Business Packages section of the pricing document.

1.6 Extended Professional Services

Our clients sometimes require additional support post-mobilisation for bespoke configuration or consultancy. All requests for additional support will be quoted using the day rates outlined in the Extended Professional Services section of the pricing document.

Examples of additional support:

- Custom development
- Business process consultancy services
- Data cleansing & data migration services
- Third-party bespoke application integration
- Extended professional services to assist with fast-track business configuration
- General business consultancy services
- Additional training days
- Onsite support, plus travel and subsistence

Pricing details for extended professional services can be found in the pricing document. These are charged on a day rate basis, with a quotation provided for each project before commencement of delivery.

2. Data Protection

2.1 Data back-up and Restoration



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

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

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

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

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

2.2 Business continuity statement / plan

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

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

2.3 Privacy by Design

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

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



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

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

3. Using the Service

3.1 Ordering and Invoicing

The pricing document contains full details of the standard fees for the service, along with some optional services which are outlined in that document. If the customer requires system customisation, buyers can contact us for clarification by emailing sales@rowanwood.ltd. We can also provide guidance and answer any questions you may have when completing the Call-Off Order Form.

3.2 Availability of Trial Service

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

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

On-Boarding

The on-boarding process can be completed efficiently, typically within 6-8 weeks from the commencement of the project, depending on the specific needs and pace of the customer. Rowanwood assigns a dedicated Project Manager for the entirety of the project, whose responsibilities extend beyond standard project oversight to include tailored support, proactive problem-solving, and continuous adaptation to evolving requirements. By hosting regular progress meetings and providing detailed management reports, the Project Manager ensures not only that the project remains on track, but also that any emerging challenges are promptly addressed with flexible solutions that suit the customer's operational context.

Throughout the project, the Project Manager takes an active role in facilitating knowledge transfer, ensuring that customers and their teams gain a thorough understanding of the system and associated processes. This collaborative approach helps customers build confidence at every

stage, with clear communication about ongoing activities and readiness to adjust plans as needed to overcome obstacles. The joint development of the risk log with the customer further enables the anticipation and effective management of potential issues, reinforcing a culture of shared responsibility and transparency.

Rowanwood's hybrid project management methodology, inspired by best practices from PRINCE 2, is specifically designed to accommodate changes and support the customer through business process transformation. The use of an online project planning and collaboration tool enables real-time updates, clear documentation, and open channels for communication, helping both parties to respond rapidly to challenges and maintain momentum towards agreed deadlines and milestones.

Regular progress meetings, jointly attended by the customer and the Rowanwood Project Manager, provide ongoing opportunities for feedback, learning, and adjustment. The Project Manager, reporting directly to a Rowanwood Director, is empowered to escalate issues and seek solutions swiftly. At the outset of the project, all critical elements—resources, scope, responsibilities, milestones, deliverables, and success criteria—are clearly defined and agreed upon, ensuring that both Rowanwood and the customer are prepared to overcome challenges and achieve project success through a flexible, knowledge-driven partnership.

In summary, the following are key factors of the project:

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

The On-Boarding process provides:

- Assignment of a dedicated Rowanwood Project Manager
- A kick-off induction meeting with key team members
- Creation of a project implementation plan
- Business solution design based on customer needs
- Product and solution configuration and set-up
- Business training courses, either in-person or online
- Access to product documentation
- Access to how-to bite sized videos
- Project assistance and support
- Introduction to Helpdesk services
- Introduction to Account Management
- Service Management Plan

Off-Boarding

Upon termination of the service, an exit plan will be agreed including data extract arrangements. Where the customer is unable to successfully extract the data themselves this can be provided at an additional cost at the end of the contract, priced as per the Extended Professional Services section of the pricing document.

On completion of the contract, all customer live data will be deleted alongside any customer backups to ensure compliance with GDPR legislation.

3.4 Training

Training Services are offered either online via MS Teams or in person, according to the customer's preference. These services are available for each business module and are appropriate for participants at all roles and experience levels.

Standard implementation training employs a 'train the trainer' approach and is limited to six delegates per business course. Online overview courses can accommodate up to twenty users.

Mobilization training is included the Mandatory Implementation Services section of the pricing document.



Additional training, for example refresher training or for new starters, is charged on a Business Consultant day rate basis, priced according to the Extended Professional Services section of the pricing document.

3.5 Implementation Plan

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

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

3.6 Service Management

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

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

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

Service hours are defined as 08:00 – 18:00 Monday to Friday. Maintenance and housekeeping activities are undertaken outside of service hours.

Service Exclusions:

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

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

3.7 Service Constraints

- Service Availability – 08:00-18:00 (Business Hours)
- Mobile Technology – a list of approved / recommended Rowanwood devices is available
- Availability % - 98.63% during Service Hours
- Maintenance Activities typically performed outside of Business Hours
- Does not include bespoke application development or customisation

3.8 Service Levels

Rowanwood standard service levels are:

- Our solution is hosted on Microsoft Azure, our standard service hours are 08:00-18:00 Monday to Friday (excluding UK Bank Holidays).
- Organisations have access to the solution during standard service hours with an uptime availability of 98.63% against a defined service level agreement (SLA).

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

Severity Descriptions

The severity of an error shall be defined as:

Severity	Description
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Sev 1	∞ Service unavailable resulting in severe disruption to the Customer's business ∞ Means an error in the software that causes the system to fail and seriously impacts the Customer's business. ∞ Means an Error that affects all users
Sev 2	∞ A problem within the software having a noticeable impact on the service provided by the Customer where no work around acceptable to Customer is available. ∞ Means an error that allows the software to be used albeit in a limited or undesirable way and that must be corrected within a reasonable time. ∞ Error that affects operation for more than one user
Sev 3	∞ A problem within the software having a small impact on the service provided to the Customer affecting a small number of the Customer's end-users but where a workaround or alternative solution can be put in place. ∞ Means an error that is cosmetic by nature and will not prevent the successful operation of the Software. ∞ Minor error that does not affect operation of the software.
Sev 4	∞ General enquiry ∞ All other helpdesk requests that do not fall into one of the above categories such as general enquiry or consultancy requests.

3.9 Outage and Maintenance Management

As part of our Service Delivery capability Rowanwood:

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

3.10 Financial Recompense Model for not Meeting Service Levels

Rowanwood does not offer Service Credits.

4. Provision of the Service



4.1 Customer Responsibilities

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

4.2 Technical Requirements and Client-Side Requirements

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

Personal Computer minimum specification is detailed in the service listing.

4.3 Development life cycle of the solution

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

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

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

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

4.4 After-sales Account Management

As part of our Service Management Plan each customer is appointed a dedicated project manager for the duration of the on-boarding process, customers will also be appointed an Account Manager who will be responsible for building and maintaining the business relationship following successful on-boarding. Rowanwood organise monthly and quarterly review meetings with the customer to ensure and achieve high levels of customer involvement and satisfaction with the service and the business solution.



4.5 Termination Process

Rowanwood will provide the Buyer with a comprehensive exit plan no later than 8 weeks prior to the agreed termination date, ensuring a smooth and orderly transition in line with the G-Cloud 15 Call-Off Contract. The exit plan will outline key activities, responsibilities, timeframes, and any additional services the Buyer may require to support data extraction or transition to an alternative solution.

Under the G-Cloud 15 Special Terms, the Buyer may exercise a no-fault termination by providing the Supplier with 30 days' written notice, as defined in the Call-Off Contract. Either party may additionally terminate the agreement for specific contractual reasons, including (but not limited to) material breach, insolvency, or any other circumstances outlined within the G-Cloud 15 Framework and corresponding Call-Off provisions. This ensures both parties retain appropriate contractual protection while maintaining compliance with the updated GC15 termination requirements.

Upon receipt of a valid termination notice—whether for convenience or due to contractual grounds—Rowanwood will work collaboratively with the Buyer to support an efficient transition. The Buyer remains responsible for extracting their Asset Management data using the standard export capabilities provided as part of the Apex solution. Where the Buyer requests support beyond the standard tools, Rowanwood can provide additional assistance, priced in accordance with the rates set out in the pricing document.

Upon completion of the contract and confirmation that all agreed exit activities have been completed, Rowanwood will securely delete all customer production data and backups in line with GDPR requirements and our internal data retention policies, ensuring full compliance with statutory and contractual obligations.

5. Our Experience

5.1 Case Studies

Customer Example 1

Rowanwood supported England's largest specialist housing and care provider for older people through a major transformation programme, with Apex at its core. Our involvement began with migrating their system to our Cloud9 (Microsoft Azure) platform and upgrading to the latest web-based Apex version. We managed stakeholder engagement, overcame initial resistance, and delivered targeted demonstrations and training to ensure a smooth transition and improved user experience.

Next, Rowanwood led a comprehensive data audit, resolved inconsistencies, and established a repeatable data validation process to strengthen data quality for ongoing business use.



We integrated Sava Intelligent Energy, mapped essential energy data, and provided consultancy—enabling the bulk import of 25,000 EPCs and delivering training to maximise system use.

Rowanwood streamlined annual capital works planning by automating manual processes, building bespoke integrations with third parties using APIs and webhooks. This automation improved accuracy and efficiency, with regular meetings ensuring successful delivery.

To enhance data sharing across integrated systems, we converted all asset UPRNs, boosting operational efficiency and data accuracy.

Finally, Rowanwood began developing a data lake to centralise business information, improving access to analytics and supporting better decision-making.

Throughout, our team provided hands-on project management, regular communication, and technical expertise—helping the client achieve improved business performance and realise their strategic goals.

Customer Example 2

A Midlands based local authority underwent a rapid, full-scale implementation of Apex, replacing their legacy asset management system. By prioritising immediate legacy data migration, Rowanwood accelerated onboarding, enabling simultaneous setup of core asset management, compliance, and energy modules. The client benefited from early access to their own data in Apex, minimising disruption and ensuring business continuity.

Rowanwood's fixed-price migration service streamlined the transition, with detailed data mapping and recommendations to improve data structures. Training was delivered using the client's actual data, boosting user confidence and adoption from day one. Core modules went live just four months after project start, with subsequent phases integrating further modules and bespoke functionality.

This approach delivered significant business improvements: improved data accuracy, faster reporting, streamlined compliance monitoring, and automated integration with their housing management system. The client quickly gained the ability to analyse investment needs and remain compliant, with ongoing support as their requirements evolve. The project established a robust, future-proof platform that enhances operational efficiency and data-driven decision-making.

Customer Example 3

An Essex based local authority transitioned from an outdated, third-party managed service to Apex through direct onboarding. With teams previously relying on spreadsheets and lacking consistent data management, Rowanwood unified three departments onto a single, structured system—completing core asset loading and initial training within a month. This enabled staff to quickly take control of their data, dramatically improving asset visibility and operational efficiency.

Project Implementation Overview



Asset hierarchies were established in two to four weeks for the Housing and Corporate teams, providing a centralised and consistent view of property data. This rapid consolidation replaced fragmented spreadsheets, streamlining management and decision-making.

Survey definitions were created and external surveyors trained in three weeks, speeding up stock condition assessments and ensuring timely, accurate reporting—key for compliance and maintenance planning.

Team-specific training was delivered efficiently, with core system onboarding completed promptly and advanced modules planned for future needs. This approach boosted user confidence and adoption, supporting effective use of the system.

For compliance, Rowanwood automated the servicing records update process and delivered targeted training, improving regulatory tracking and reducing manual effort.

The council also opted to implement Apex's Energy module, with plans to bulk import EPCs and train staff—enabling better energy data management and supporting sustainability objectives.

Business Improvement: the client gained greater control over their data, improved operational efficiency, streamlined compliance, and enhanced their ability to manage assets and energy performance—all within accelerated timeframes.

5.2 Customers

Rowanwood have an extensive range of Public & Private Sector customers ranging from small housing organisations managing 1,000 assets through to the large city or national organisations managing over 80,000 assets. Our customers between them manage more than 700,000 social housing assets through our Apex Asset Management solution.





5.3 Contact Details

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

Dan Kujawski

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