Apex Systems Global dba GlideFast Consulting

G-Cloud 15 Service Definition Document



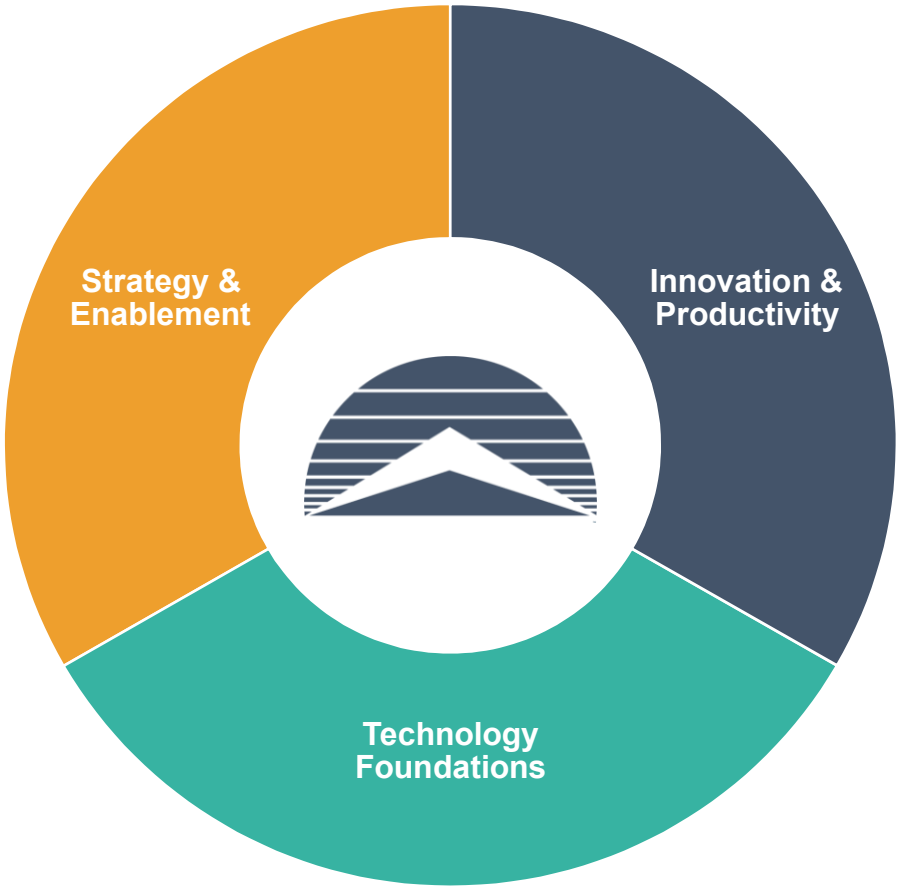
About Apex Global

Established in 2019 as a subsidiary of Apex Systems, **Apex Global** expanded into the European market, but heavily focused on the United Kingdom.

We are a **world class technology services business** that incorporates industry insights and experience to **deliver solutions that fulfill our clients' digital visions.**

We provide a continuum of services, including **Strategy and Enablement**, **Innovation and Productivity,** and **Technology Foundations** to drive better results and bring more value to our clients.

Apex transforms our customers with modern enterprise solutions tailored to the industries we serve.





Apex Global has established a strategic network across Europe to effectively serve our clientele. We maintain both physical offices and registered legal entities in the **UK, Ireland, Spain, France, and The Netherlands**.

Our expansive network enables us to deploy consultants across a broad range of European countries, including the UK, Spain, France, Italy, Switzerland, Ireland, Romania, The Nordics and Poland. We offer a diverse array of employment types within these regions to cater to the varying requirements of our clients.

In addition to our European operations, our parent company, **Apex Systems** has a significant footprint in North America and India, with a presence in **70 distinct locations** to ensure comprehensive coverage and support.

UK	The Netherlands	Spain	Ireland	France
London Birmingham	Amsterdam	Barcelona	Dublin	Paris

Apex Cloud Services

Apex has three main platforms, Innovation & Productivity, Strategy & Enablement, and Technology Foundations. Under our overarching platforms we have fourteen capability offerings, each containing numerous services and tailored solutions that are applicable to any cloud journey. Apex has a broad range of technologies, platforms, support services and client-specific solutions. We can blend and merge our capabilities together to meet your specific needs.

Apex Value

- **Innovation & Agility:** We stay ahead of the competition and drive continuous innovation with accelerated development and deployment processes. We're able to match evolving demands and embrace new opportunities.

- **Scalability & Reliability:** Our team quickly adapts to changing needs and can scale without the need for physical infrastructure. This ensures our clients have a dependable and uninterrupted operation.

- **Cost-Effective Solutions:** Our solutions improve efficiency and optimise costs with strategic automation and continuous monitoring, underlined by strong governance frameworks. We balance performance with financial caution to support our client's business objectives.

Our Tech Partnerships

The Apex advantage incorporates industry insights, experience, and tech partnerships to deliver solutions that fulfill our client's digital visions.

Enterprise Platforms







Cloud Platforms







Data and Analytics





AI / Automation



Service Overview

ServiceNow Solutions as a Service and ServiceNow Licensing

APEX SYSTEMS



Hello, welcome to **GlideFast**

GlideFast Consulting, a division of Apex, provides award winning services for public sector organisations on ServiceNow, backed by extensive platform experience and commitment to customer success.

Our public sector expertise, positive reviews, and dedication to improve citizen services GlideFast as a “go-to” partner for ServiceNow, recognised by our invitation to be just 1 of 9 global customer and industries workflow partners.

Whether through deep platform knowledge, standardisation of processes, or innovative solutions, we prioritise delivering the best customer experience, every time.

Exclusively focused on ServiceNow

The Best Employee Retention & Culture in the ServiceNow ecosystem



Fully certified by ServiceNow in all platform workflows

>5,000	>650	4.7+/5	>3,000	>4,000
ServiceNow Certifications	Expert Consultants	CSAT Score	Successful Projects	Years of ServiceNow Experience

Solutions as a Service

A world class platform deserves world class services

01

Implementation

Our implementation services encompass consulting and development strategy, led by certified ServiceNow consultants and architects. With real-world experience, we prioritise collaboration to deliver exceptional ServiceNow environments. We adhere to the ServiceNow Implementation Methodology for consistent outstanding service delivery.

02

Application Development

Take your ServiceNow investment to new heights with personalised applications that not only accelerate your internal processes but solve some of your most complex problems. GlideFast's experts have produced multiple store applications including: PhishBait, FirmFast, CRM Pro and FastTrack Recruiting.

03

Advisory & Change Services

Our strategic advisory practice provides an avenue for you to have clearly defined policies, procedures, and ensure your ServiceNow strategy aligns to delivering operational excellence with structure and an accountability-based model.
Our Change Enablement services provide you with guidance and support to ensure adoption and value realisation as quickly as possible.

04

Managed Support

Free up your time and use our reliable and responsive certified ServiceNow consultants. We have worked on both sides of the table — on the customer side and the consulting side — and have unique perspectives and skill sets when it comes efficiently managing, maintaining, and innovating your ServiceNow environment.

Solutions as a Service

A world class platform deserves world class services

05

Expert Design Services

We understand Software applications are only as valuable as the number of employees who use them. Our UI & UX design specialists are certified ServiceNow consultants who modernize your workflows and applications and increase productivity by delivering your applications through a modern digital self-service experience, accessible from any device, any time.

06

Cloud Hosting Services

Save money and resource using our specialized services for complex cloud migration and hosting needs. Our service leverages our Managed Services and Azure cloud hosting to drive cloud efficiency and align with the highest level of Cloud Security, IT policies and regulations.

07

GlideFast Remote Services

Let the experts optimise your ServiceNow platform remotely with a flexible resource model so you can dedicate your time to your top priority tasks. Our remote services support you to maximise your ServiceNow investment. GRS delivers development, integrations, enhancements, upgrades, maintenance, migration and training activities at a pace which suits you.

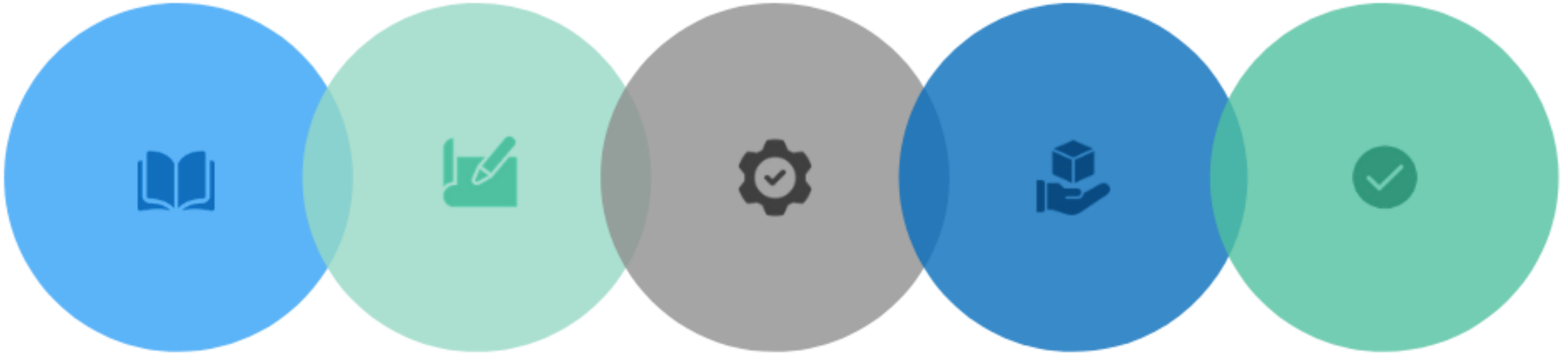
08

Training/Enablement

When you implement new technology or processes, it's vital to train your users and employees on how to use it. Just because you build it, doesn't mean they will come. As an authorised training partner, we provide bespoke training services before, during and after go-lives to ensure user adoption and engagement and expand your internal skill sets.

GlideFast Project Delivery Methodology

5-Step Process



Initiate

Understand the customer

Begin preparation work

Staff the delivery

Formally kick-off engagement

Hold workshops to understand the process and platform needs

Plan

Finalize engagement timeline

Refine configuration requirements (stories)

Execute

Run Agile Scrum cycles

Realize business objectives and value through rapid configuration

Provide transparent reporting & traceability

Deliver

Support user acceptance testing

Provide client support readiness

Go-live

Provide post-Go-live support

Close

Formally close engagement

Solicit internal feedback for lessons learned

Our principles

At GlideFast we are driven by these core principles.

These core principles underpin your success and allow you to maximise your operational efficiency through the ability to adopt leading capabilities in ServiceNow.

01

Improve your knowledge

We will educate your people with a focus on key enablement on best practices for process, governance, strategic planning and execution for long term success.

02

Improve your skills

We will train and enhance your ServiceNow skillset to optimise adoption and digital experiences.

03

Improve your services

We will ensure ServiceNow delivers operational value to you with automation and logical adoption of AI and GenAI capabilities.

Thank You

Contact Information

If you have any questions about GlideFast Consulting or Apex Systems & the services that we offer or if you wish to contact us, please email us at:

ukcontracts@glidefast.com

APEX SYSTEMS