Umbraco Support

Service Type: Cloud Support Services

Service Overview

Our Umbraco support and maintenance service for your Umbraco website provides a cost-effective and convenient way of looking after all your Umbraco content management system (CMS) website support needs whilst assuring you of a quick turnaround for any changes you request. Our Umbraco support service can be applied to Connect-hosted, client-hosted and third-party-hosted sites.

Connect is a Certified Umbraco Partner.

Flexibility

Whether you want to make improvements to your Umbraco site, fix a problem, simply keep it up-to-date or even plan for its future, the Umbraco support and maintenance service provides easy access to a multi-disciplinary team of Umbraco certified people. All or any of the following can be undertaken:

- Enhancements
  For example, implementing changes to branding or look-and-feel, template/page layouts, manipulating or scaling images, generating banners, etc or adding new functionality, fixing problems, database changes, integration, adding plug-ins, upgrading components, liaison with third parties, etc

- CMS support and content services
  For example, advice on using the CMS, support for CMS editors, content updating/editing, user management, housekeeping

- Consultancy
  For example, accessibility testing, cookie checking, social media strategy, website analytics, search engine optimisation etc

All members of our Umbraco support team are employed by Connect within the UK; we don't use subcontractors.

How it works

You decide how much Umbraco support time you are likely to require on a monthly basis. This forms the basis of your **Drawdown Contract**.

When you require any work doing you log an Umbraco **Support Request** with us. We then let you know what's involved in the work and how much of your contracted support time it would use to investigate and/or perform the work. We only proceed once you've told us you're happy to go ahead. This way, you choose exactly how your Umbraco support time is to be spent. Support time can be used for any of our services, as listed above.

We send you a monthly **Status Report** showing you how your support time has been used and how much remains.

If you require work in excess of your contracted Umbraco support time, the additional time is charged at our standard hourly rates.

Normally, any unused hours may be carried forward from previous month(s) subject to availability of resources. Unused time may not be carried forward beyond the end of the contract.

As with all our work, any support work we do for you will be fixed free of charge if problems arise within 45 calendar days of handover to you for user acceptance testing.

Features

- » Convenient and no-fuss to request Umbraco Support
- » Umbraco Support requests completed quickly and within agreed response times
- » Experienced Umbraco support team
- » Dedicated Service Manager and Help Desk
- » ISO 9001 accredited process
- » Transparent, online issue-logging
- » Clear monthly reporting and audit trail of support activities performed
- » Connect holds Cyber Essential certification
- » Wide range of services from adding new functionality to liaison with third parties

Benefits

Our Umbraco support and maintenance services offer:

- » Certified Umbraco Partner
- » Economical solution Umbraco website support
- » Quick turnaround
- » Benefit from the Umbraco experience and recommendations of Umbraco certified technical team
- » Wide service range: software upgrades/patching, accessibility testing, consultancy
- » Flexible distribution of support time over contract term
- » Flexible contracts – each contract is tailored to customer need
- » Secure access to remote hosting, if required

Information Assurance

No accredited IL information assurance. However, the majority of our service delivery staff have worked at Connect for over 12 years, working on public sector contracts involving personal, confidential and sensitive data appropriately and to the satisfaction of our clients. Connect ensures that only individuals with the highest levels of integrity are employed on public sector contracts. Many of our staff hold current security clearances.

Connect is registered with the ICO as a data controller for its own personal data. We are also GDPR compliant for client personal data where we act as data processor.

Connect's information security management system is ISO27001 accredited.

Backup/Restore and Disaster Recovery

Any data held on Connect's infrastructure is backed up on a daily basis and can be restored to any day within the past week, any week within the past month and any month within the past year.

On-boarding and Off-boarding

On-boarding
On-boarding is as per Ordering details below.

Off-boarding
Off-boarding occurs on sign-off of pre-agreed deliverables.

Service Management Details

The service is managed using Connect's internal management processes and subject to ISO9001 quality standards.

Your own **Service Manager** will look after your support and maintenance service who you can telephone and email at any time.

We also use an on-line **Help Desk** where you log support requests and where responses are posted, giving you a ready audit trail if you need to report on support activities. You can also see your **Status Report** here at any time.

One of the main benefits of having a support and maintenance contract in place, as well as favourable pricing, is that we agree response times with you, so you are confident of turnaround times for your support requests.

The response times we aim for are as follows, for Umbraco-based websites[*]:

type of request	target response time	target resolution time
Critical support requests e.g. system not usable	2 hours	4 hours
Non-critical support requests e.g. improvements, enhancements	4 hours	4 days

[*]*we can also support complex, business solutions underpinned by Umbraco.*

Standard support times are between 9 a.m. to 5 p.m. Monday to Friday, excluding bank holidays. Additional support times including out-of-hours and 24x7 are available at additional cost.

Service Constraints

There is a minimum contract period of six months.
Minimum number support units (one unit = 30 mins) per month: Two
Minimum contract value: £450 ex vat.

Please note: for a website that is not hosted by Connect, the support contract does not include support in its hosted environment.

Service Levels

The service is delivered within normal working hours of 9am-5pm.

Financial recompense model

Payment is based on delivery of the service within the agreed timescale.

Training

Training is dependent on the services procured.

The following training support can be provided:
1. In-line help within the CMS interface
2. A structured walkthrough on system set-up (delivered either remotely or face-to-face)
3. Umbraco CMS training manual
4. Simple User Guide for using the issue-logging system
5. Face-to-face training options are also available. We offer training off-site at customers' premises
6. Train-the-trainer options are also available

Ordering and Invoicing Process

Ordering
- » Client places GCloud order
- » Client provides Connect with a Purchase Order Number
- » Connect raises Sales Order to be signed by client

Invoicing
- » Client signs off that service has been delivered
- » Connect invoices client
- » Payment terms 15 days

Termination Terms

Termination of this service governed by GCloud Call Off Terms and then by Connect's terms & conditions.

Data Restoration / Service migration

All data collected is returned to the customer.

Consumer responsibilities

The client is required to provide relevant resource, for example, user acceptance testers etc.

Technical requirements

The Umbraco content management interface supports the following browsers: latest versions of Firefox, Chrome, Internet Explorer 10+, Safari, Opera, Microsoft Edge.

A hardwired broadband or wireless LAN connection is recommended, however 3G connections can be acceptable dependant on reception/mobile coverage.
End users can access the website on port 80 (web/http) and port 443 (secure web/https).

Trial Service

None

Testimonials

100% of respondents to our recent support and maintenance survey would recommend the support service and consider it value for money.

Get in Touch

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Other GCloud services provided by Connect:

Environmental/Climate Research Mapping Tool
GDPR Healthcheck
Google Analytics
Headless CMS
ISO 27001 Virtual Server Hosting
Off the Shelf Intranet
Open Source Directory Website
Search Engine Optimisation (SEO)
Sightseer Website
Umbraco App Content Manager
Umbraco Content Management System (CMS)
Umbraco Intranet
User Experience (UX)
Web Application Managed Hosting
Website Accessibility Audit
Website Accessible Content Training
Website Migration to Open Source CMS
WordPress App Content Manager
WordPress Content Management System (CMS)
WordPress Intranet
WordPress Support