Open Source Directory Website

Service Type: Cloud Software

Service Overview

Connect provide an Off the Shelf, open source Directory Website including listing pages, advanced search with filtering and membership registration with Dashboard that is driven by categories and listing attributes. Using our Directory Website solution, you can manage both service providers and end users from a single administration interface. Users have access to services and products via either a public or private front-end Directory Website.

Your Directory Website can be built using either of the WordPress or Umbraco Content Management Systems, providing flexible, end-to-end, access-from-anywhere which is easy to use and maintain. Using open source LAMP (WordPress) / WAMP (Umbraco) based architecture, honed through many years delivering CMS services to the public sector, this modular, scalable, affordable Directory Website provides the perfect platform to build your directory of services, businesses or activities.

A Directory Website with excellent search functionality is the perfect way to quickly signpost your users/ customers to the information and products they need and prompt action. With our Directory Website you can provide easy access to data including:

Places
People
Products
Services
Skills
Courses
Businesses
Community groups
SEND Services

CMS Editor
Allows CMS editor to:

- » Specify a data source - data sources can include:
  - o A CSV file uploaded
  - o A database table
  - o A WordPress / Umbraco CMS post type
  - o REST API (Additional cost may apply)
- » Create and edit a listing
- » Select a template for listing
- » Specify features and fields for the listing

Directory Website User
Allows a Directory Website user to:

- » View listings of information
- » Search listings of information
- » Filter listings of information

End-to-end

Connect provides a flexible, end-to-end, access-from-anywhere solution for Directory Website management with inclusive hosting.

All of the above features of the Directory Website are provided whether you choose to select a WordPress Directory or Umbraco Directory. WordPress and Umbraco are in our opinion the most user friendly of the open source CMS platforms available on the market today. This is why our team includes experienced specialists in both.

Open source

The service uses the open source WordPress Content Management System or Umbraco Content Management System. Both are renowned for their ease of use and expandability.

Flexible

The service has been designed and honed through many years' experience delivering WordPress and Umbraco based, hosted solutions to the public sector. The result is a flexible, modular, affordable and forward-looking approach to Directory content management.

Customers receive a pre-defined set of functional components delivering a Directory Website. The Directory solution can be easily and quickly configured to meet customers changing needs, with many bolt-on additions and enhancements available. The Directory is easily customised with customer branding and logo; customer-specific templates and design are also available. The Directory also renders on PCs, tablets and mobile devices through the use of Responsive Design.

Infrastructure

Customers can opt for a Connect hosted solution, internal hosting or 3rd party hosting.

Sitting on our virtual, cloud-based infrastructure, content management can be performed from anywhere via a standard web browser. Systems operate entirely within our UK based data centres.

The service model used is public cloud. All equipment is owned/operated by Connect from within our data centre and access to systems is via the public internet.

Main features:
- » Powerful Directory search
- » Member management, registration and dashboard
- » Full Directory Content Management System (CMS) for administration and editing
- » Allows an unlimited number of Directory Content Management Users
- » Directory workflow management
- » Directory reporting dashboard and analytics
- » Bulk import of both users and services
- » Designed to your brand guidelines
- » GDPR compliant
- » Provider managed catalogue of services
- » Comments, feedback and star ratings
- » Interactive polls, questionnaires, surveys and feedback forms can be included throughout the site
- » A WYSIWYG editor supporting the embedding of links, images, sound and video
- » Full metadata support, optimised for search engines

Main Benefits:
- » Easy access to a directory of data through powerful search capability
- » Manage both administrators and front-end users using a single interface
- » Full control over site content and personality
- » Enables self-service and process automation reducing administrative burden
- » Keep content relevant with information on popular search terms and zero result returns by users
- » Create and grow communities and relationships
- » Users receive a platform for feedback and testimonials
- » Publish your Directory as a stand-alone website or existing website feature
- » No ongoing licence costs
- » No supplier tie-in
- » Easy-to-use CMS minimises training requirements
- » Mobile responsive website minimises barriers to use
- » Expertly designed templates compliant with government accessibility standards
- » Connect's staff includes WordPress experts and Umbraco certified developers
- » Suitable for websites requiring integration with external systems, including single sign-on

Applications
We can provide you with an open source Directory solution including integration with external systems.

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.

Your Directory platform can be up-and-running within just four weeks, with all its in-built features configured and ready to go.

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. Project management is typically based on PRINCE2 (our Project Managers are PRINCE2 Practitioners), although we are also happy to use agile methodology.

Each customer's service delivery is supported by:

- » A board level sponsor (i.e. company director)
- » A named PRINCE 2 accredited Practitioner Service Manager – directly responsible to the customer for the accuracy, timeliness and quality of the service delivered (first point of contact)
- » A named, second point of contact
- » A Help Desk offering:
  - Direct telephone line
  - Email support
  - Online logging of issues with tracking (24x7)
  - Enhanced support (e.g. outside of office hours, around key events etc) is optionally available
- » Help Desk available 9am-5pm Mon-Fri (ex Bank holidays)
- » 24x7 Help Desk also available (additional charge)
- » Monitoring system and alerts

Change Requests

Requests for Change can be made using our online logging system. Customers will be provided with password-protected access to Connect's web-based logging tool to make requests and thereafter track the progress and status. Each request is logged, categorised and prioritised.

Service Constraints

Any routine downtime required for system maintenance is scheduled outside normal office hours. A maximum 1 hour per month window is provisionally allocated for system maintenance, if required. In any month when the maintenance window is to be used, customers are notified at least seven working days in advance.

Service Levels

Availability – 99.9%

We perform the following target response and resolution times for hosting support requests during supported hours:

Priority Level	Response Time (0800-1800 M-F ex bank hols)	Target resolution time
Priority 1 – Emergency: Complete loss of an entire service for all users, or severe degradation resulting in inability to function	<= 30 mins	<= 1 hour
Priority 2 - Urgent: Site functioning improperly resulting in some loss of service/system failure removing service from a number of users	<= 1 hour	<= 4 hours
Priority 3 – Non-Critical: Site functioning at less than optimal performance/system problem impacting but not removing service, resolve minor bugs/site errors	<= 2 hours	<= 4 days
RFC (Requests for Change)	<= 4 hours	<= 10 days

Financial recompense model

In any calendar month in which we have unscheduled down time that causes the service level to drop below agreed performance level, the basic monthly charge is reduced by 10% for each full percentage below the agreed level, up to a maximum credit in that month of 100%.

Training

We provide training so your team has the knowledge they need to ensure the success of your Directory Website and indeed champion it.

The following training support is available:
1. In-line help within the CMS interface
2. A structured walkthrough on Directory Website set-up (delivered either remotely or face-to-face)
3. 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. Train-the-trainer options are also available.

Ordering and Invoicing Process

Orders can be placed by email (gcloud@connectinternetsolutions.com) or by phone (0151 282 4321). The order will be activated on receipt of a purchase order or signed sales order.

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

Invoicing
- » Client signs off at each milestone
- » Connect invoices client for payment milestone
- » Payment terms 15 days

Termination Terms

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

Service migration

Where the service requires inward content migration, the following options are all supported:

1. Identical (Simple) Migration – where migration is from an existing site with information architecture, content and data attributes all to be retained

2. Partial Migration – where some aspects of the existing site are to be copied across

3. Reordered Migration – where the existing information architecture is not to be retained in the new site

If migration is required, Connect can produce a Site Mapping Document which reflects the customer's requirements in terms of:
- » the relationship between the old site architecture and the new
- » a mapping of page content from old site to new

Determined by the system from which migration is to be done, migration will be performed in accordance with the Site Mapping Document via:
- » Automated migration. Connect deploys a range of programmatic methods of automatically and quickly moving data from one site to another. Methods applicable are identified following inspection of the site.
- » Manual migration. This is used where automated migration is not possible or appropriate.

In our experience, most migrations are most easily and cost-effectively managed by automated means supplemented by some small amount of manual migration.

Consumer responsibilities

The client is required to provide the relevant resource throughout the delivery phase, for example project management support, user acceptance testers etc.

Technical requirements

The WordPress and Umbraco content management interfaces support the following browsers: latest versions of Firefox and Chrome, Internet Explorer 11+, 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

A demonstration of the service can be provided.

Support Service

45 calendar days' free support is offered following handover for user acceptance testing. Thereafter support contracts are available, subject to requirements.

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
Search Engine Optimisation (SEO)
Sightseer Website
Umbraco App Content Manager
Umbraco Content Management System (CMS)
Umbraco Intranet
Umbraco Support
User Experience (UX)
Web Application Managed Hosting
Website Accessibility Audit
Website Accessibility Content Training
Website Migration to Open Source CMS
WordPress App Content Manager
WordPress Content Management System (CMS)
WordPress Intranet
WordPress Support