



G-Cloud 14

Service document

LEADING WEB DIGITAL
EXPERIENCE
AGENCY



LEEDS, LONDON &
MANCHESTER

PART OF
msq
a B Corp Group

200
DIGITAL
SPECIALISTS

DXP
IMPLEMENTATION
EXPERTS

Experience

We have worked with many of our clients for over 8 years and value long term, value driven partnerships



Your team.
Extended.

Reach further.
Faster.

Creating better.

Umbraco CMS support and continuous improvement

26 DX are established Umbraco Gold Partners. We have significant expertise in the support and continuous improvement of Umbraco CMS and associated stacks. We are experience and outcomes lead, enabled through our skilled Umbraco specialists who have an excellent understanding of the product, composable architectures, future roadmap and new releases. Our success is rooted in the belief that every Umbraco project is far more than just a technical implementation and one that each of our service teams can use to realise superior customer experience, better performance and client operational efficiencies.

We are perfectly placed to help you achieve the most effective digital solution from this platform.



GOLD
UMBRACO PARTNER



Support

26 DX offer a comprehensive and flexible support model to ensure the smooth operation and continuous improvement of our clients' digital solutions. Key aspects of our support model include:

Reactive and Proactive Support:

We provide both SLA-based reactive support and proactive strategic support. Our reactive support includes a ringfenced support resource to enable rapid issue resolution based on agreed SLAs, along with a ticketed triage and support service. Our proactive support offers annual strategic roadmap planning with quarterly reviews and meetings, weekly reports, monthly progress meetings, and access to our full agency services.

Managed Service and Monitoring:

Our support services cover various areas such as platform maintenance, performance audits and enhancements (security, speed, and journey optimisation), content management, platform training, and hosting support.

Flexible Support Hours:

We offer extended support services and full 24/7/365 support alongside our standard offering which runs during UK office hours (9 am – 5:30 pm), excluding weekends and bank holidays.

Dedicated Support Team:

Support is managed within the client's dedicated Client-Focused Team (CFT), ensuring project and knowledge continuity. The CFT includes a designated Project Manager, Client Services representative, and developer access.

Service Level Agreements (SLAs):

We have well-defined SLAs based on issue priority levels, with target response times ranging from 30 minutes to 1 week and resolution times ranging from 2 hours to 2 months, depending on the priority.

Escalation Process:

We have a tiered escalation process, with clearly defined routes for account team escalation and senior sponsor escalation. Senior sponsors are also available for escalation on more sensitive or critical matters.

Continuous Improvement:

We focus on continuous improvement and maintaining high levels of client satisfaction. We conduct root cause analyses for recurring or critical issues and use insights gained from issue escalation to enhance team performance, update processes and ensure service delivery excellence.

Client partnership

We mirror.

We immerse ourselves in your organisation and partner mix. We understand and mirror your structure & frameworks to best support account success.

We collaborate.

We believe in true collaboration and transparency. Shared, understood goals, priorities and results support collaboration and empower all team members to make a positive impact.

We evolve.

We bring best practice to the table but understand that flexibility is key to finding the right working rhythm. We evolve to ensure efficient and effective working practices and an enjoyable partnership.

Contact

Whether you're looking for a new agency partner or want to know more about who we are and if we'd be a good match, we're always happy to chat.

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