



Website Express Limited

G-Cloud 14: Service definition document

Drupal cloud upgrade service

Updated 05/05/2024

Service overview

We provide discovery and project specification consultancy services.

Since our inception in 2008 we have specialised Drupal development. We provide tailored solution design & development and current solution upgrades. A key reason for our successes in this area is due to our discovery strategy and the care we take to understand the problem and the stakeholders before developing any solution. This discovery consultancy service is available as part of our normal development services or as a stand-alone offering for both new projects and for the redevelopment of existing projects.

The consultancy process is undertaken by the senior team at Website-Express, all of whom have multiple decades of experience in the fields of internet solution development.

If you'd like to discuss the best options for your project directly, please email William Velasco, Website Express' Sales Director on sales@website-express.co.uk or feel free to telephone 029 2000 4547.

Service details

Service features include:

- Stakeholder Analysis and Identification of Stakeholders and Roles
- Stakeholder Engagement Plan
- Survivor Bias Mitigation
- User Research, Needs Assessment and User Story Development
- Persona Development
- Executive Summary and Business Case
- Workshops, Focus Groups and Collaboration Sessions
- Requirements Gathering and Prioritisation
- Current Service Analysis
- Road Map Development
- User Testing and Feedback
- Change Management Planning
- RACI Matrix Development
- Project Steering Committee
- Risk Analysis, Mitigations RAID Log Development and Risk Communication

Service benefits include:

- Regular Executive Updates
- Tailored Communication
- Documentation/Traceability
- Respect/Appreciation
- Conflict Resolution
- Data Privacy and Security Considerations
- Celebration of Successes
- UK based agency, Drupal team and hosting provision. No freelancers
- Extensive English/Welsh bilingual Drupal experience - Government and Education sectors

Company details

Website Express Ltd. is an established technology company specialising in the design, development and customization of open source technologies to create world-class web, mobile and intranet solutions for financial, nonprofit and educational institutions.

Established in Cardiff, the Capital city of Wales, in 2008, we have achieved year-on-year growth and now field a team of dedicated and highly experienced technical analysts, architects, designers, developers and project managers to realise the full potential of your project.

Notable clients of ours include HM Treasury, Estyn, Bath & North Somerset Council, Essex County Council, Gloucestershire County Council, Equiniti, The International Baccalaureate (IB), The Global Alliance for Improved Nutrition (GAIN) and Cardiff University.

As industry leaders in Drupal development and design, we have the skills and experience to create a bespoke user-centric Drupal-based solution and can offer upgrades and custom migrations of your data from previous versions of

Drupal or other content managed solutions.

We have extensive experience with a wide range of Drupal projects, from the design and development of Responsive Mobile Sites to E-Commerce Sites and everything in between.

We specialise in multilingual solutions, having delivered complex yet friendly-to-administer systems for both the IB and GAIN. Taking our role in the Drupal community seriously, we donated a complete translation of Drupal core and the Acquia Drupal distribution into the Welsh Language.

We also offer Drupal Maintenance and Support to keep your site secure and running well, and even a Drupal SOS service if your site hits an urgent problem and needs a fast resolution.

Our optimised Drupal hosting platform is able to deliver 100% scores on Google's "Test my site" tool, and all our hosted sites sit behind a global Content Delivery Network which serves content to your users from the closest possible worldwide location and also provides outstanding protection against Distributed Denial-of-Service (DDoS) attacks.

Website Express are organisational members of the Drupal Association, in May 2011 became the first Acquia partners in Wales and also have ISO 9001 accreditation and Investors in People (IIP) status.

Contact us today to see how we can help bring your project to fruition.

Notable clients

We have worked with a number of clients across the government, education, enterprise and third sectors.

Notable clients in these sectors include:

Government

- HM Treasury
- Estyn - His Majesty's Inspectorate of Education and Training in Wales
- The Royal Mint
- Bath & North East Somerset council
- Essex County Council
- Gloucestershire County Council
- The Welsh Government
- Business Wales
- Wales Centre for Pharmacy Professional Education

Education

- The British Council
- The University of Wales
- Cardiff University
- Cardiff Business School
- The Aga Khan Academies
- The International Baccalaureate Organisation
- The Wales Rural Observatory

- The Wales Deanery
- The Welsh School of Architecture

Enterprise

- The Equiniti Group - Selftrade.co.uk
- The Equiniti Group - Saga Share Direct

Third Sector

- The Welsh Pediatric Society
- The Association of Breast Clinicians
- The Global Alliance for Improved Nutrition (a UN Agency)
- Round Table Great Britain and Ireland
- The Provincial Grand Lodge of Gloucestershire
- Early Years Wales

James Forbes Keir

Technical Director