G-Cloud 14
Kentico Support

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Date: May 2024

Kentico Support Overview

We provide world-class Kentico support through our dedicated Client Success team. We are specialists in the Kentico platform – supporting large-scale, business critical, Kentico web estates for several leading UK organisations.

We are a long-term Kentico Partner and have several Kentico Certified Developers within our engineering teams. Each of these developers have been certified through official Kentico training courses and certifications to ensure we have the skillset to deliver outstanding solutions on the platform.

Dedicated Teams

Of our circa one hundred clients, over sixty are engaged on a monthly contracted basis. As our outstanding annual client retention rate of 95% – and our consistent record of clients choosing to broaden and deepen our engagement over time – would suggest, we maintain an exceptional reputation for providing the highest levels of customer satisfaction in the industry. Our Net Promoter Score of +65 is well beyond even the 'Excellent' mark over double that of the industry average of +30.
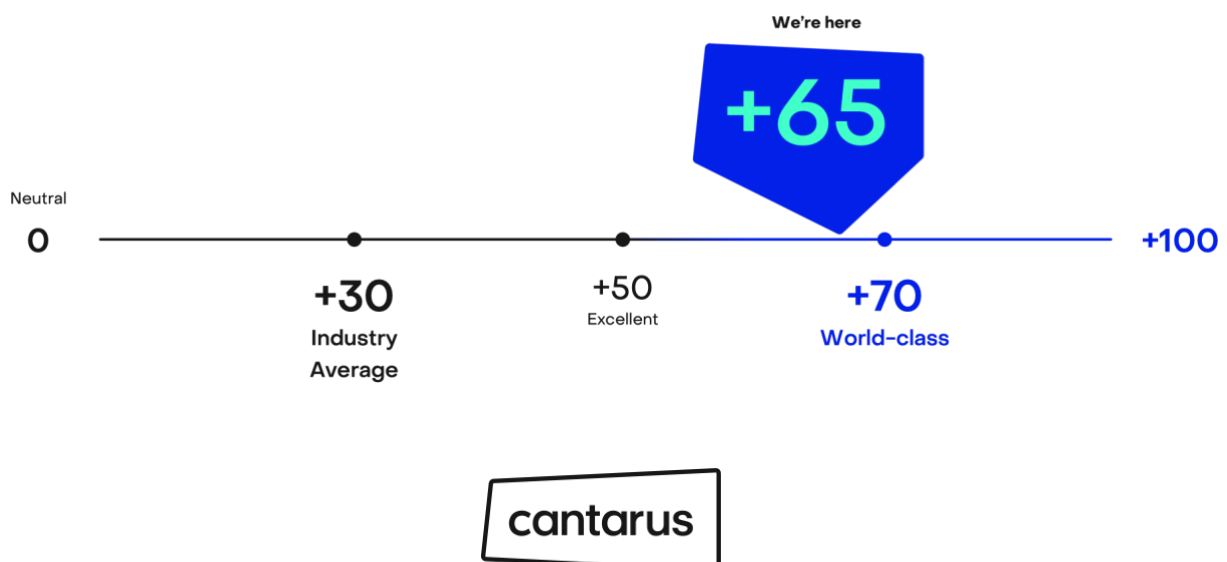
Our Client Success and Service Desk Teams provide a dedicated pool of resources that are tasked solely with servicing our existing client base. These are made up of a blend of Kentico-experienced Client Success Support Engineers, Developers, Data Analysts, and Consultants, who are all focused on providing exceptional levels of support.

Support Channels	Online, phone, email
SLAs	Critical issue response within 1 hour
Monitoring	Full application and server level monitoring
Backup & Restore	Full off-site backups
Security	Optional, automated vulnerability scans

All authorised client personnel will be issued with online service desk credentials that will allow them to create and manage support tickets through our dedicated, ITIL-compliant, client portal. Authorised personnel can also email support@cantarus.com which will automatically create a support ticket on their behalf.

Where support issues are raised via our dedicated support phone number, our support engineers will create a ticket on the online helpdesk so that it can be tracked to resolution.

Support Hours

Our standard support is provided between the hours of 0900 and 1730 British time, Monday to Friday excluding public holidays. We can also provide, optional, dedicated 24/7 Business Critical support.

Service Levels

All support tickets are assigned a priority based on the scope, impact, and immediacy of the associated issue.

Business Critical	A catastrophic production problem which may severely impact client production systems, or in which client production systems are down or not functioning. Loss of production data has occurred, and no procedural workaround exists.
High Priority	Client system is functioning but in a severely reduced capacity. The situation is causing significant impact to portions of the client's

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	business operations and productivity. The system is exposed to potential loss or interruption of service.
Medium Priority	A medium-to-low impact problem which involves partial non-critical functionality loss. One which impairs some operations but allows the client to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to the client's operation or issues in which there is an easy circumvention or avoidance by the end user.
Low Priority	General usage questions or a request for a modification. There is no impact on the quality, performance or functionality of the solution.

It is recommended that Business Critical and High Priority issues are raised via the telephone support channel to ensure minimum response times.

Service Level Agreement (SLA) Targets

Service level targets – specifically the time within which we aim to be actively working on a resolution – for support are as follows (excluding on-site support):

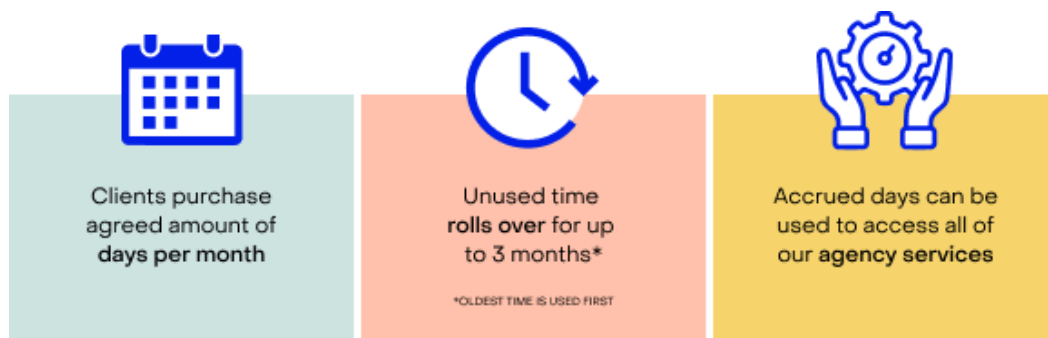|	
Business Critical	**Within 1 business hour**
High Priority	**Within 4 business hours**
Medium Priority	**Within 2 business days**
Low Priority	**Within 5 business days**

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Timebank Support Model

Our Timebank support is an extremely popular support model with our clients as it provides a clear, predictable, and flexible support package covering user/operational support, and technical support as well as development and creative design professional services.

The Timebank model requires a client to purchase a set amount of time per month, with that time going into the Timebank and having a lifetime of three months. Clients can then draw down on that time (the oldest time is always consumed first) as required.

Visibility of Timebank consumption is assured via several methods:

1. On-demand visibility of Timebank status, including on a time log entry basis (i.e., how much time has been consumed, when, by whom and for what purpose), is available via https://my.cantarus.com.
2. Monthly PDF reports can be emailed to authorised recipients; and
3. A request can be made to the service desk for the current status of the Timebank at any time.
4.

Clients purchase agreed amount of **days per month**

Unused time **rolls over** for up to 3 months*

*OLDEST TIME IS USED FIRST

Accrued days can be used to access all of our **agency services**

Onboarding Process & Kentico Health Check

Our onboarding process is simple and transparent. We will assist you throughout the process using our well-defined methodology. Whether you are migration an existing Kentico solution or starting from scratch, we'll lead the setup process from initiation to go-live.

As part of any migration to Cantarus we can, optionally, conduct a solution health-check on any existing Kentico website. The goal of this is to gain an understanding of the work that has been undertaken to take and gauge the quality of design and development that underpins the website.

Broadly, we undertake three distinct processes in order to migrate a customer to Cantarus support. A suitable analogy is that of assessing the car before buying it. Three key questions a discerning customer might ask are:

1. Are there any underlying problems under the bonnet?

2. Is it intuitive to drive and operate?

3. What is the process for purchasing?

These naturally link to the following three areas when operating in the domain of a digital solution.

Code Review

Wherein we have access to the solution's codebase, a Senior Developer or Consultant will review the code. This process involves a structural review and a code-style review. The first aspect allows us to evaluate whether a solution has been correctly architected with industry best-practice in mind. The latter is an evaluation of code readability and checks for practices such as defensive programming (including error-handling) and performant code.

Further, we'll leverage our automated code-quality checks (that we deploy for all our in-house code) and scan the codebase against a series of quality and security rules that will allow us to determine an overall quality score.

We'll also run security, performance and SEO scans against the website and feedback the results of these to you.

Once these checks have been complete, our development team is able to highlight any high-risk code – whereby a security vulnerability may be present, as well as a high-level description of the code quality. This aims to answer questions such as:

1. How long would it take a skilled developer to begin adding to the codebase?

2. Would we host the solution on our infrastructure without any security/performance changes?

3. Is the architecture extensible?

Solution Suitability Review

Following the main code review, we conduct an overall suitability review. This allows us to determine if the solution presented to us is a good fit for the problem being solved. Leveraging our expertise across many sectors and the entire digital ecosystem, we can evaluate whether a different approach might make sense, and the distance such an approach is from the current solution.

Migration Plan

A member of our team will work with the buyer to put together a migration plan for the site. This may involve remediating any issues which were discovered in the previous stages, a hosting migration, or if you're starting from scratch with a new Kentico website, we can set this up for you and provide you with immediate access.

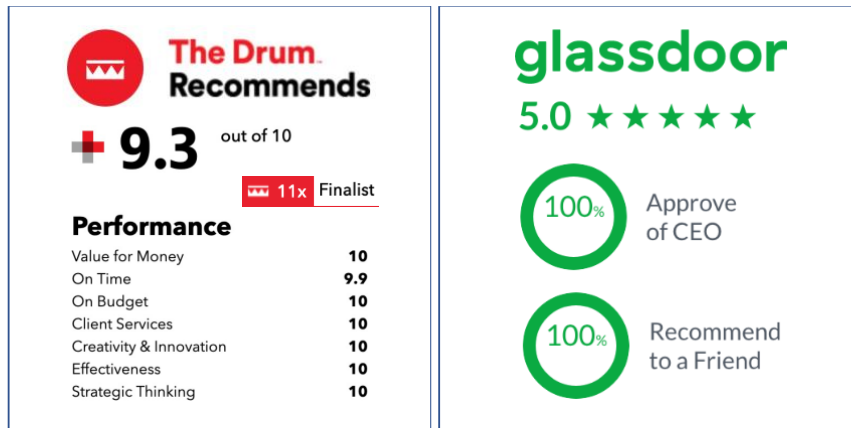| Net Promoter	Founded	Headcount	Happy Clients
+65	**2003**	**70**	**95**
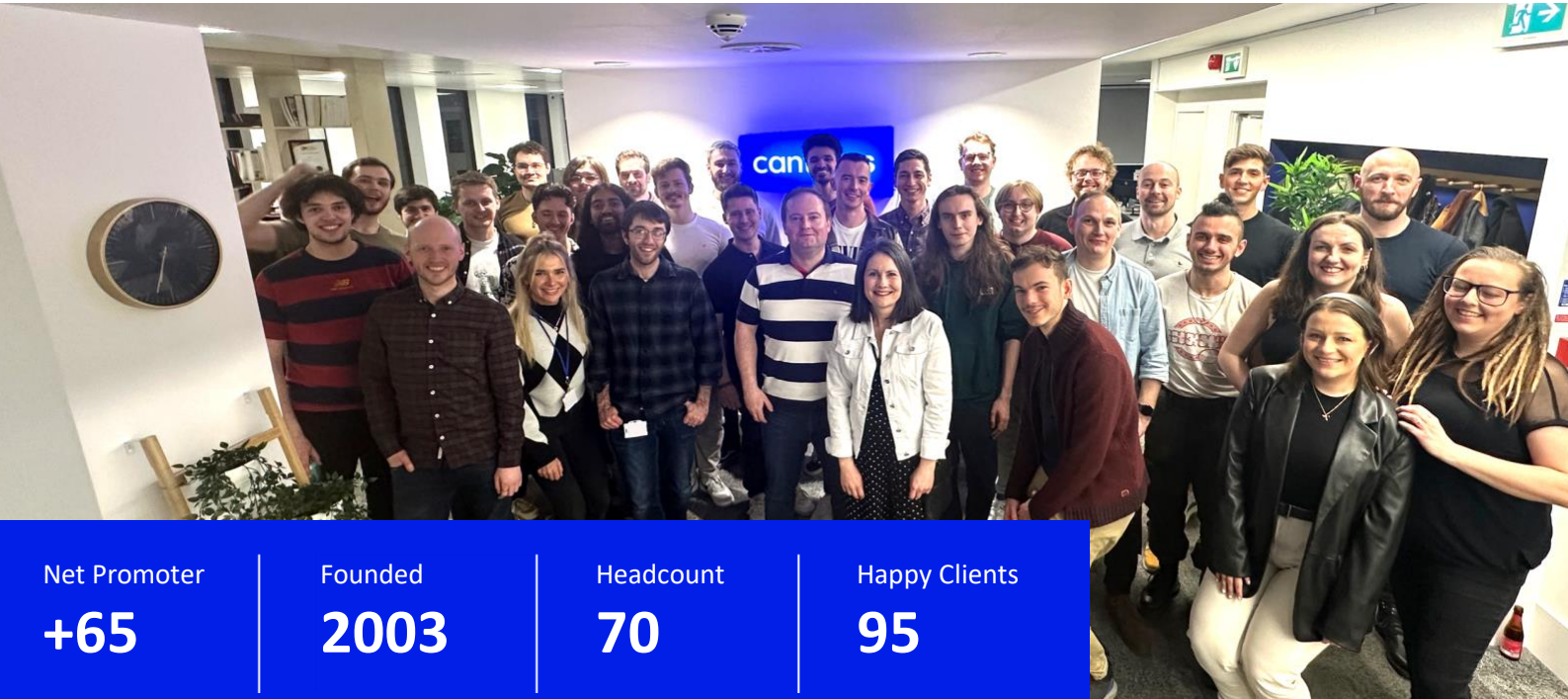
Hello, we're Cantarus, a collective of strategic consultants, creatives and technologists blending digital strategy with craft to act as an amplifier for our client's ambitions. We help our clients understand their audiences' needs, optimise their investment in technology, drive meaningful engagement and offer deeply personalised end-user experiences. Our experience enables us to work across the entire digital ecosystem and we thrive on challenging projects that require a diverse skillset and close collaboration with our clients.

We're an independent, full-service agency wholly owned by our employees and with locations in the UK (London and Manchester) and Europe. Our ownership structure is highly advantageous; we have no tactical pressure – e.g., short-term financial targets – from external investors and zero bank debt. This facilitates strategic thinking combined with rapid decision-making and agility, enabling us to make long-term investments in our relationships with clients, our people, and our technology; we believe this ultimately leads to dramatically better results for all parties.

Our people are at the heart of everything we are and we're extremely proud that so many talented and diverse individuals have elected to work and grow with us. We provide a true meritocracy where skillsets are continually honed, challenged, and expanded; a place to do the best and most rewarding work of our people's careers whilst having a great time doing so. As a testament to that, our COO, Mike Cundall, joined for his university placement year as our first employee and has since risen through the business to his current position. Our Glassdoor rating (which is aggregated from anonymous reviews by staff both current and former) is a sector-best of 5 out of 5, buttressed by 100% approval of our CEO.

The Drum Recommends — 9.3 out of 10 — 11x Finalist

Performance

Value for Money	10
On Time	9.9
On Budget	10
Client Services	10
Creativity & Innovation	10
Effectiveness	10
Strategic Thinking	10

glassdoor — 5.0 ★★★★★

100% Approve of CEO

100% Recommend to a Friend

Our strategy and the effective execution thereof have delivered an average annual revenue growth rate of 25% since 2008 – expanding from 2 to circa 70 people over that period – making us one of the largest digital agencies headquartered in the North of England. This growth is coupled with a +65 Net Promoter Score, reflecting that our success has not come at the expense of clients but instead reflects the success we consistently deliver for them.

We believe our deep cross-sector expertise, including membership, commercial, government, public sector, charitable and not-for-profit organisations, is truly unique in the UK. This experience gives us the ability to offer our clients knowledge and best practice from outside their sector.

Our client portfolio includes diverse commercial, Not for Profit (NFP) and public sector organisations in the UK, EMEA and the USA; names of note include the British Army, the NHS, Nottinghamshire County Council, Leicester City Council, the Youth Sport Trust, Worldpay, WHSmith, Office for Students, BigHand, and Hartpury College & University.

In the UK, we are proud to have been accepted onto the UK government's Crown Commercial Services (Digital Outcomes & Specialists) and G-Cloud frameworks, enabling us to offer our services to UK governmental organisations and the public sector. This level of trust is further strengthened via our accreditation to the Cyber Essentials Plus standard and our membership of the UK Cyber Security Association.

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Security Accreditation

We are Cyber Essentials Plus certified and place security and compliance at the centre of the services we provide. Our data protection, communications and freedom of information practices are reviewed on an annual basis. We maintain and execute a number of internal policies around GDPR and Data Protection that each team within the business is responsible for executing, with managers of each team accountable for implementation.

We work closely with a number of government bodies and local authorities. As such, we're well-versed in the extensive regulatory and compliance standards imposed upon suppliers, including GDPR and the DPA. Our work with the Ministry of Defence and The British Army is a testament to our commitment to operational excellence in this arena.

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