

Service Definition Document:

Development of Custom Drupal Websites and Intranets

1. Service Overview:

Our service specializes in the development of custom Drupal websites and intranets tailored to meet the unique needs of our clients. Leveraging the powerful capabilities of Drupal, we create scalable, secure, and feature-rich digital solutions that drive business growth and enhance user experience.

2. Data Backup, Restore, and Disaster Recovery:

We implement robust data backup procedures to ensure the protection and integrity of our clients' data. Regular backups are conducted with multiple redundancy levels to safeguard against data loss. Our disaster recovery plan includes comprehensive measures for business continuity and swift recovery in the event of unforeseen incidents.

3. Onboarding and Offboarding Support:

We provide comprehensive onboarding support to help clients seamlessly transition to our services. This includes assistance with platform setup, user training, and customization as per specific requirements. Similarly, offboarding support is offered to ensure smooth transition and data migration upon termination of services.

4. Service Constraints:

Maintenance windows are scheduled in advance to minimize disruption to service availability. While we prioritize flexibility and customization, service constraints may include limitations on extensive customizations that could impact system stability or compatibility with future updates.

5. Service Levels:

Our service commitment encompasses performance optimization, high availability, and responsive support. We strive for optimal performance, with target uptime exceeding 99%. Support hours are extended to accommodate global clientele, with guaranteed response times for critical issues.

6. After Sales Support:

We provide ongoing after-sales support to address post-deployment needs, including troubleshooting, bug fixes, and platform enhancements. Our dedicated support team is readily available to assist clients with any technical queries or challenges they may encounter.

7. Technical Requirements:

Technical requirements for our service include compatible web hosting infrastructure, PHP compatibility, and adherence to Drupal best practices. We collaborate with clients to ensure their systems meet these specifications for seamless integration and operation.

8. Outage and Maintenance Management:

We proactively manage outages and scheduled maintenance activities to minimize disruption to service. Regular communication and updates are provided to clients regarding maintenance schedules and any potential impact on service availability.

9. Hosting Options and Locations:

Clients have the flexibility to choose hosting options based on their preferences and requirements. We offer both cloud-based and on-premises hosting solutions, with data centers located strategically to optimize performance and data residency compliance.

10. Access to Data (Upon Exit):

- Upon termination of services, clients retain full access to their data. We facilitate data extraction and provide assistance with migration to alternative platforms as per client requirements.

11. Security:

- Security is paramount in our service delivery. We implement industry-standard security measures, including encryption, access controls, and regular security audits, to safeguard against data breaches and unauthorized access.

This Service Definition Document outlines the key aspects of our service offering for the development of custom Drupal websites and intranets. We are committed to delivering high-quality solutions that meet the evolving needs of our clients while upholding the highest standards of performance, availability, and security.