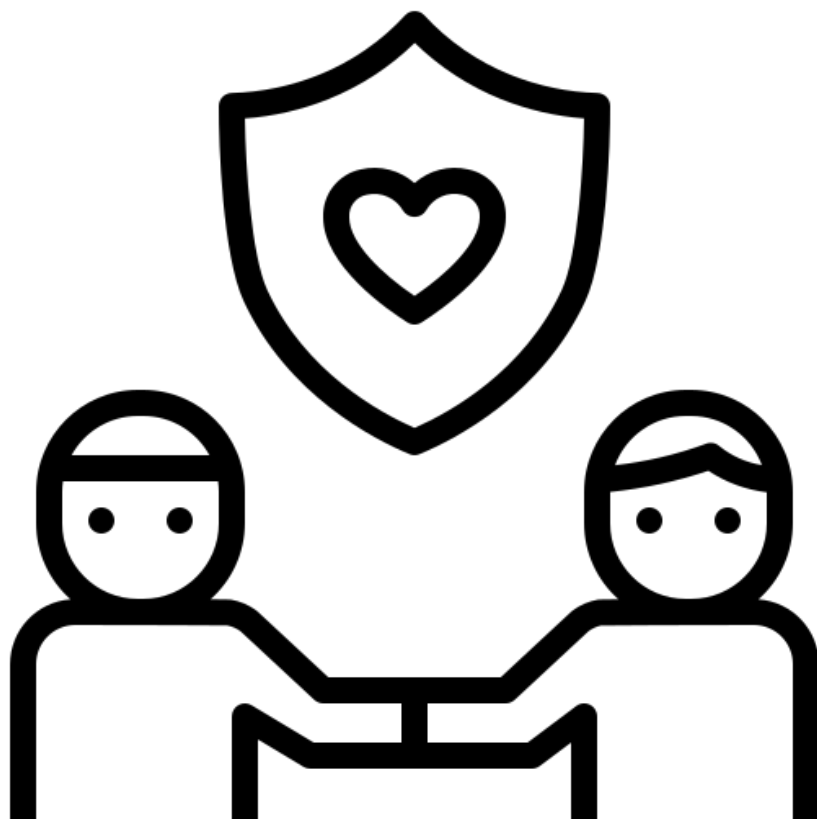# We're Code Enigma

**The experts other Drupal specialists come to for help**

We have a strong history of working with various agencies of the UK government leveraging the Drupal content management system. Those clients include:

- [Welsh Government](#)
- [London Borough of Hammersmith and Fulham](#)
- [Croydon Council](#)
- [North Yorkshire County Council](#)
- [Hackney Education](#)

All of these clients have relied on Code Enigma to provide Drupal expertise and/or best in class managed hosting environments for more than 5 years. But we believe no one size fits all, which is why we tailor every solution to client needs.

In this brochure you'll find a list of all of Code Enigma's services available through G Cloud. Our mission is simple: "Be recognised as a community of creative souls and the technically brilliant, dedicated to building a better world wide web". We hope we'll have the opportunity to work with you in delivering this along with your key objectives.

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# Manage, support, enhance

## Managed infrastructure

We're platform agnostic, but normally default to basing clients on AWS. Our fault-tolerant, highly available layouts employ the latest in load balancing technology, custom EC2 instances across availability zones (AZs) and the highly available database service AWS RDS.

We can manage Linux servers, with whichever provider you choose (AWS, Azure or others). We'll develop a portable solution, with automated alerting and monitoring systems and robust backup / disaster recovery procedures.
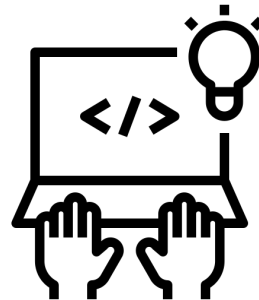
## Ongoing maintenance

Our website support and maintenance services are multi-disciplinary, so you'll have access to our skilled systems administrators and developers. For example, you could ask us to help investigate issues with your application's Linux hosting environment, or ask us to fix broken links or request new features for your Drupal website.

We can offer all the troubleshooting and technical assistance you need with Support time bought in blocks of 5 hours a month.
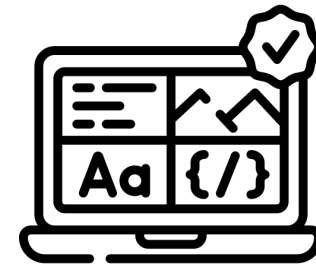
## Monthly retainers

A retainer is a planned block of time (from 2 - 5 days), coordinated by our Project Management team. Depending on how many days you buy, our team will scrum with you to gather continuous feedback and ensure the work stays in line with your priorities.

As Drupal and hosting experts, our understanding of your site is accelerated, meaning we offer a fast and reliable service that guarantees your CMS is optimised to meet your business objectives.

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# Certificates and affiliations
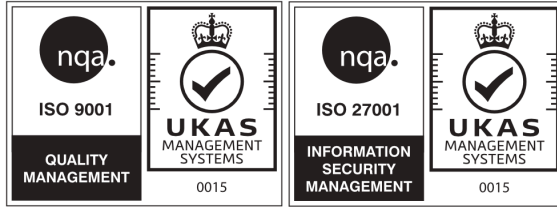
## Quality and Information Security

We have an ISO 9001 and ISO 27001 certified quality and information security management system. We're regularly audited by UKAS accredited external auditors to ensure our strict compliance with these standards.

We also carry the UK government's Cyber Essentials certification, which augments our security management and provides an additional layer of assurity for our clients.

## AWS certified

We're a Select tier Consulting Partner on the AWS Partner Network and a member of the AWS Public Sector Partner Program, endorsing us as specialists in delivering services to national and local government, education, national and international NGO and not for profit clients.

Our Systems Administrators currently hold the following certificates from AWS:
- Solutions Architect (Associate)
- SysOps Administrator (Associate)

## ITIL 4 Foundation

Members of our operations and delivery teams hold the ITIL 4 Foundation certificate. This has contributed to the development of our Service Desk. It ensures that we're implementing best practices to ensure that we're delivering value through the service chain. Our Service Desk is backed by our Service Level Agreement.

In combination with our management systems, we constantly review the effectiveness of our policies and processes to ensure we are continually improving.

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## Acquia certified

Our developers are continuously honing their Drupal skills, not just through the experience of developing for, and supporting our clients, but through structured learning.

Our team currently hold the following certificates from Acquia (the originators of Drupal):
- Certified Developer - Drupal 7, 8, 9 & 10
- Certified Grand Master - Drupal 8
- Certified Back End Specialist - Drupal 8
- Certified Front End Specialist - Drupal 8
- Certified Site Builder - Drupal 9

## Drupal hosting partner

Code Enigma is an official Drupal hosting partner. To join the hosting partners programme you must demonstrate long-term commitment to Drupal and tangible Drupal hosting expertise and portfolio.

By accepting us into their Hosting Partners ecosystem the Drupal Association recognises Code Enigma as an expert Drupal hosting company with a level of knowledge in the system that exceeds other companies.

## Living Wage Employer

Code Enigma is proud to be an ethical employer. It's rooted deep in our values to be fair and open. That's why we're members of the Living Wage Foundation in the UK.

Our pledge not only to pay our staff, in all territories, a fair living wage, but also to ensure our supply chain does the same and support the Living Wage Foundation in their mission to improve the pay, and thus the quality of life, for everyone.

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# Services

## Development services

- Drupal Support
- Symfony Support
- Drupal 7 migration
- Drupal security updates
- Accessibility audits and development services
- Drupal website audits
- Drupal development services (retainer/sprints)
- Symfony development services (retainer/sprints)

## Managed hosting services

- Managed Drupal hosting
- LocalGov Drupal on AWS
- Managed AWS hosting
- Managed Linux hosting services
- Managed Azure hosting
- DevOps support
- Ansible support and development

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# Drupal Support

## Description

Get Drupal Support from Code Enigma's dedicated team of Drupal experts. Flexible arrangements for PAYG or guaranteed monthly hours, with optional carry over of unused time. Service Desk available 24/7. Ask us anything about Drupal - break/fix response, feature development, minor amends, editorial queries

## Service features

- Dedicated Drupal Support team
- Flexible options - PAYG, 5 hour blocks or monthly retainers
- Carry over of unused time available
- 24/7 Service Desk for raising requests
- ISO 9001 and ISO 27001 certified systems

## Service benefits

- Onhand support to your in-house editors and developers
- Easily maintain and improve your Drupal application
- You can ask our Drupal Support experts anything
- Direct contact with the team providing support
- Get access to other Code Enigma experts such as in design, accessibility, managed hosting/DevOps

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# Symfony Support

## Description

Get Symfony Support from Code Enigma's dedicated team of Drupal experts. Flexible arrangements for PAYG or guaranteed monthly hours, with optional carry over of unused time. Service Desk available 24/7. Ask us anything about Symfony - break/fix response, feature development, minor amends.

### Service features

- Dedicated Symfony Support team
- Flexible options - PAYG, 5 hour blocks or monthly retainers
- Carry over of unused time available
- 24/7 Service Desk for raising requests
- ISO 9001 and ISO 27001 certified systems

### Service benefits

- Onhand support to your in-house editors and developers
- Easily maintain and improve your Symfony application
- You can ask our Symfony Support experts anything
- Direct contact with the team providing support
- Get access to other Code Enigma experts such as in Drupal, design, accessibility, managed hosting/DevOps

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# Drupal 7 migration

## Description

We'll plan, execute and provide ongoing support for your Drupal 7 migration to the latest release of Drupal. An initial audit will recommend the best route for migrating the content and functionality of your Drupal 7 site. We'll take you through the process of managing resources, security, transfer and testing.

## Service features

- Experienced migration from Drupal 7 to the latest version
- Site audits include performance, security, core, contributed and custom modules, theme (including accessibility), code quality, hosting and SEO.
- Potential transfer routes from Drupal 7 include site rebuild or migration
- Robust quality assurance reviews and testing
- Ongoing support and updates available

## Service benefits

- Improved performance (including accessibility) and scalability
- New features to Drupal Core and backwards compatibility features arriving every 6 months
- Full multilingual support in all content and configuration
- Routinely supported by security fixes
- Mobile-first UI

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# Drupal security updates

## Description

We'll keep your Drupal application secure with regular updates of both core and supported modules. Single monthly fee per Drupal core. Automated monitoring for update releases. Hands-on process to apply relevant updates and ensure your site isn't adversely affected. Approval stage before deploying to align updates with other development activity.

### Service features

- Fixed monthly fee per Drupal core, no matter how many updates
- Emergency Drupal security updates implemented immediately
- Other security fixes implemented within 5 or 30 working days depending on their severity
- Service Desk for update notifications and testing feedback
- ISO 9001 and ISO 27001 certified systems

### Service benefits

- Consistently protect your site from threats and vulnerabilities
- Save your internal team by outsourcing basic maintenance
- Quality assurance testing ahead of deployment to production
- Access information and security advice from Drupal experts

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# Accessibility audits

## Description

Ensure your Drupal website is inclusive to all your users. We'll conduct an accessibility audit, providing a comprehensive report and accessibility statement for your website. Testing of key URLs will include high-level keyboard-only testing, Google Lighthouse and Deque aXe developer tools. Drupal experts available to apply amendments.

## Service features

- Fixed fee audit
- 10 - 20 pages of automated testing
- Comprehensive report of findings
- Accessibility statement for your website
- Ongoing Drupal development and support available

## Service benefits

- Demonstrate your commitment to inclusive web experiences
- Work towards a site that complies with WCAG 2.1 AA
- Easily prioritise your efforts to make quick progress towards compliance
- Benefit from engaging with a partner who can deliver continuous improvements

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# Drupal website audit

## Description

Comprehensive audit of your Drupal website. We'll investigate your codebase for performance and security issues within core, contributed or custom modules. We'll provide feedback on code quality, particularly in custom code. We'll report on recommendations to align with Drupal best practices, and a summary of findings according to severity.

## Service features

- Fixed fee audit
- Comprehensive audit, with findings identified by severity
- Assessment of quality, performance and security
- Audits performed by experienced Drupal developers with more than 10 years experience, and Acquia qualified

## Service benefits

- Impartial third party perspective
- Easily prioritise your efforts to make quick progress towards improvement
- Benefit from engaging with a partner who can deliver continuous improvements
- Combine with accessibility an audit for a wider review of your Drupal website

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# Drupal development services

## Description

Continually improve your Drupal website with regular sprints from our specialist Drupal development team. We specialise in developing custom applications where design, security, and performance are essential. Reserve a regular number of days each month and line up the feature and functionality development you want to see.

## Service features

- Experienced with creating and maintaining Drupal modules
- Professional development techniques: git, CI, multi-stage deployment
- Code inline with Drupal standards for accessibility and security
- Specialists at integrating Drupal with external applications, services, and APIs
- Agile project management for iterative development

## Service benefits

- Regular development time enabling continual improvement of your Drupal website
- Access experts not just in Drupal, but also design and DevOps
- Get us working alongside your internal teams to increase productivity
- Work with experienced Agile project managers to prioritise your development backlog

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# Symfony development services

## Description

Continually improve your Symfony application with regular sprints from our specialist Symfony development team. We specialise in building custom applications where design, security, and performance are essential. Reserve a regular number of days each month and line up the feature and functionality development you want to see.

## Service features

- Experienced with creating and maintaining Symfony applications
- Professional development techniques: git, CI, multi-stage deployment
- Code inline with Symfony standards for accessibility and security
- Specialists at integrating Symfony with external applications, services, and APIs
- Agile project management for iterative development

## Service benefits

- Regular development time enabling continual improvement of your Symfony application
- Access experts not just in Symfony, but also , Drupal, design and DevOps
- Get us working alongside your internal teams to increase productivity
- Work with experienced Agile project managers to prioritise your development backlog

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# Managed Drupal hosting

## Description

A fully managed Drupal hosting service featuring a highly optimised web server software stack, Debian Linux as a base and leveraging the latest web server and caching technology. Typically based on Amazon Web Services (AWS), but we can manage your Drupal application on private infrastructure or with alternative hosting partners.

## Service features

- Official Drupal hosting and AWS Select Tier Consulting partner
- Fully managed CI/CD tools provided using GitLab
- Real-time intrusion and service monitoring systems
- Rapid response to emergency security incidents
- 24/7/365 monitoring available
- SLA back support response times

## Service benefits

- Tailor-made for high performance / high uptime requirements
- Disaster Recovery built in
- Host multiple applications on one platform
- Dedicated utility server management included
- Access our expert team of Drupal hosting and development specialists

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# LocalGov Drupal on AWS

## Description

A fully managed AWS hosting service for LocalGov Drupal sites. We can provision and configure a highly available, high performance server layout. Alternatively we can take over the running of your existing AWS services. We'll manage your environments, manage your backups, manage your users, audit your security, manage incidents, etc.

## Service features

- Official Supporting Partner for LocalGov Drupal
- AWS Select Tier Consulting and Public Sector partner
- Dedicated hosting team in four timezones
- Real-time intrusion and service monitoring systems
- Rapid response to emergency security incidents
- 24/7/365 monitoring available
- Rapid scaling options available
- SLA backed support response times

## Service benefits

- Tailor-made for high performance / high uptime requirements
- Disaster Recovery built in
- Infrastructure changes strictly controlled
- High level of security in both software and hardware configurations
- 10 years of experience hosting some of Europe's busiest websites
- Streamlined invoicing through a single supplier

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# Managed AWS hosting

## Description

A fully managed AWS hosting service. We can provision and configure a highly available, high performance server layout for your PHP application. Alternatively we can take over the running of your existing AWS services. We'll manage your environments, manage your backups, manage your users, audit your security, manage incidents, etc.

## Service features

- AWS Select Tier Consulting and Public Sector partner
- Dedicated hosting team in four timezones
- Real-time intrusion and service monitoring systems
- Rapid response to emergency security incidents
- 24/7/365 monitoring available
- Rapid scaling options available
- SLA backed support response times

## Service benefits

- Tailor-made for high performance / high uptime requirements
- Disaster Recovery built in
- Infrastructure changes strictly controlled
- High level of security in both software and hardware configurations
- 10 years of experience hosting some of Europe's busiest websites
- Streamlined invoicing through a single supplier

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# Managed Linux hosting services

## Description

We can take over the running of your existing Linux based infrastructure. We'll manage your environments, backups, users, audit your security and handle any incidents, etc. Alternatively, we can provision and configure highly available, high performance server layouts for PHP applications, typically based on Amazon Web Services (AWS).

## Service features

- Dedicated hosting team in four timezones
- Real-time intrusion and service monitoring systems
- Rapid response to emergency security incidents
- 24/7/365 monitoring available
- Rapid scaling options available
- SLA backed support response times

## Service benefits

- Tailor-made for high performance / high uptime requirements
- Disaster Recovery built in
- Infrastructure changes strictly controlled
- High level of security in both software and hardware configurations
- 10 years of experience hosting some of Europe's busiest websites
- Streamlined invoicing through a single supplier

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# DevOps support

## Description

We have a specialist team of Linux and DevOps experts who can help you build the tools your developers need to efficiently build, test and deploy your applications. We are experienced across a range of CI tools, scripting languages and services. Services available by hour, day or monthly retainer.

**Service features**

- Experienced at creating and maintaining custom DevOps scripts
- Fluent with Ansible, Python, Terraform, Bash and more
- Experienced with mentoring internal teams
- ISO 27001 certified security in development and devops practices
- Professional development techniques: git, CI, multi-stage deployment

**Service benefits**

- Regular development time enabling continual improvement of your tools and processes
- Team strongly committed to Open Source software and principles
- Broad base of skills and expertise
- Get us working alongside your internal teams to increase productivity

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# Ansible support

## Description

We have a specialist team of DevOps experts who can help you build the tools your developers need to efficiently build, test and deploy your applications. We can create and/or maintain Ansible scripts to streamline the development processes of your organisation. Services available by hour, day or monthly retainer.

## Service features

- Experienced at creating and maintaining custom DevOps scripts
- Fluent with Ansible, Python, Terraform, Bash and more
- Experienced with mentoring internal teams
- ISO 27001 certified security in development and DevOps practices
- Professional development techniques: git, CI, multi-stage deployment
- Open source Ansible scripts always available to customers on GitHub

## Service benefits

- Regular development time enabling continual improvement of your tools and processes
- Team strongly committed to Open Source software and principles
- Broad base of skills and expertise
- Get us working alongside your internal teams to increase productivity

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# Managed Azure hosting

## Description

A fully managed Azure hosting service. We can provision and configure a highly available, high performance server layout for your PHP application. Alternatively we can take over the running of your existing Azure services. We'll manage your environments, backups, users, audit your security and handle any incidents, etc.

## Service features

- Dedicated hosting team in four timezones
- Real-time intrusion and service monitoring systems
- Rapid response to emergency security incidents
- 24/7/365 monitoring available
- Rapid scaling options available

## Service benefits

- Tailor-made for high performance / high uptime requirements
- Disaster Recovery built in
- Infrastructure changes strictly controlled
- High level of security in both software and hardware configurations
- 10 years of experience hosting some of Europe's busiest websites
- Streamlined invoicing through a single supplier

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# Ordering & invoicing

Ordering can be done via email to [sales@codeenigma.com](mailto:sales@codeenigma.com)

The agreement we enter into with a client is made up of two documents, in this order of importance:
- Service Description (or any Service Description Amendments) - the Service Description defines what services we're delivering, the relevant dates (Minimum Term, milestones, delivery date) and associated costs
- the Master contract (General Terms) - the agreement (Master contract/General Terms) is signed as an overarching document of terms. It doesn't have an expiry date. In normal circumstances, it only terminates when we're no longer delivering services to the client (see clause 11)

There are additional policies like the Third Party Security Policy and Acceptable Use Policy that come into this, but these are the top two.

Invoices are issued monthly on the same day of the month as the first invoice.

Standard 30 day payment terms apply.

Code Enigma is VAT registered.

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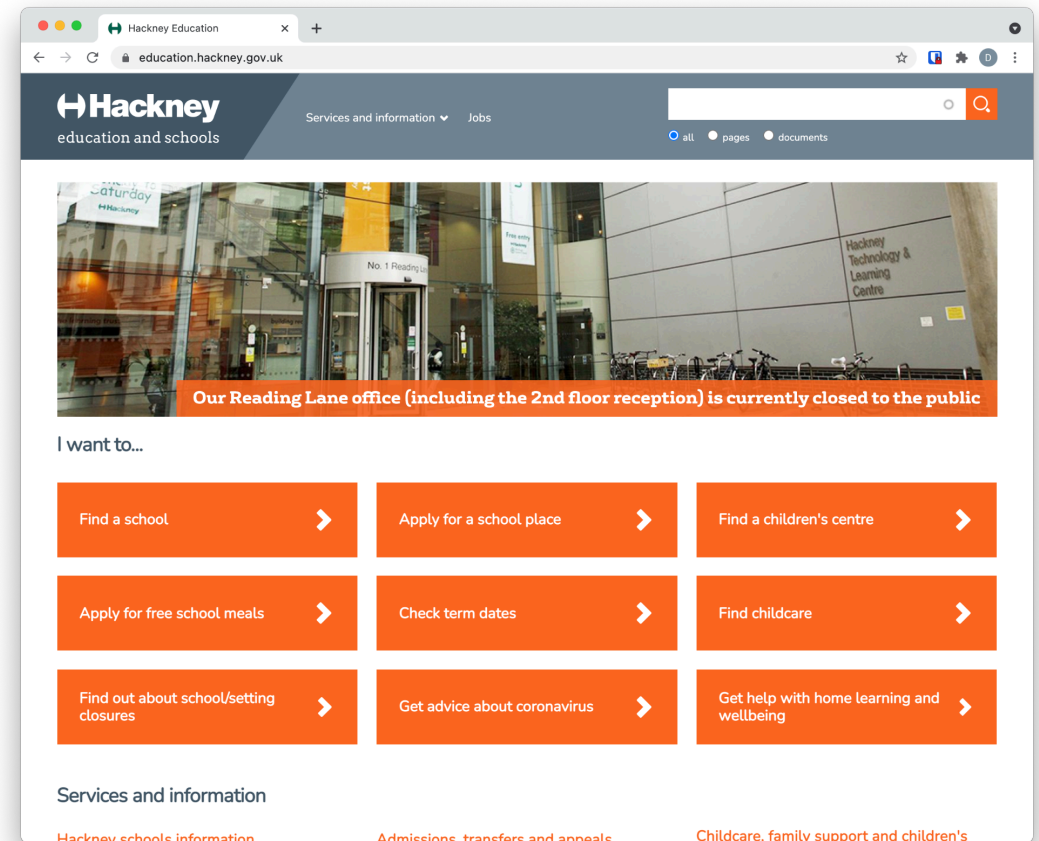# Case study 1

## Hackney Education

**Providing support to an organisation achieving positive social impact**

Hackney Education supports young people to achieve their lifelong opportunities. We've been fortunate to work with them since building their site in 2016. They've used our ongoing Drupal support service, security patching and managed hosting services since that was released. Over the course of our time working together we've delivered:

- A powerful, easy to use content management system
- A clean and efficient user experience across all sites and device types
- eCommerce functionality (using Drupal commerce)
- Secure extranet service
- Faster searching through structured filtering of results
- A single, scalable platform hosted on a cloud-based server infrastructure

**"We are extremely happy with the professional service we receive from Code Enigma. Initially, we collaborated on a major migration project of our existing suite of websites to Drupal. Code Enigma has subsequently provided ongoing development support to enable the continued transformation of our sites to meet changing user needs. An effective working relationship is assured by regular communication, a responsive approach to issues and diverse technical competencies".**
A.P - Web Manager (Hackney Education)



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# Case study 2

**Providing automated flexibility during exam results time**

The RCPCH is at the forefront of both medicine and education. Founded in 1928 and receiving Royal College status in 1996, they are the UK's foremost experts on children's health. A few times a year, the RCPCH releases exam results to students and medical professionals who have taken their courses. The release of results places an enormous load on an otherwise moderately busy website.

- Using AWS AutoScaling Groups, we automate the expanding of EC2 capacity to cope with exam time spikes
- Preconfigured alerts and rules scale this capacity both up and down
- We worked out accompanying scaling strategies for the RDS (database) and Elasticache instances
- We discovered and optimised external services used by the website to, for example, avoid any back end API calls becoming a bottleneck
- As RCPCH is a registered charity in the UK, we also enabled them to benefit from specific discounts AWS offer to non-profit organisations

With this solution, we've eliminated the prospect of the website crashing and students getting frustrated at not being able to retrieve their results.



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