



G-Cloud 15 Service definition document

Umbraco support, Umbraco upgrades and Umbraco Migration & Implementation - ISO 27001

A bit about us

S8080 are an employee owned, ISO 27001 certified independent digital agency established in Wales in 2000. We are service led, not sales led, so we don't have a sales team, we don't use account managers; just very experienced and pragmatic technical project managers who act as the conduit between our clients and our design and development teams.

Expertise includes digital strategy and transformation support, user research; creative UX, visual, content and service design; agile, test-driven, open-source development; fully managed cloud hosting; and pan-disability, usability and security testing. Clients include No.10, Welsh Government, ministerial and non-ministerial departments, emergency services, local government and education. We are also on the Digital Outcomes and Specialists framework and spent 10 years on the COI Digital Roster. We are a carbon neutral agency.

Some of our clients

Please see our [Case studies | S8080](#) section for more information.

Umbraco support, upgrades and migration

Umbraco 13, 14, 15, 16, 17, 18, 19, 20, 21 through to current version upgrades, support and Umbraco CMS migration. Helping with content management system optimisation, updates, maintenance, hosting, Umbraco security patching and hardening, development, training, 24/7/365 support. Umbraco migrations: S8080 assist with pre-migration transition planning, Umbraco code reviews, security, accessibility, usability and privacy audits of your existing websites or digital services.

We are a highly experienced Wales based Umbraco development agency, solving complex design and build, integration, single sign-on, configuration and workflow problems cleanly and efficiently. We have developed many high-profile websites and digital services for public-sector and private sector clients including the National Highways, Construction Industry Training Board (CITB), UK Police Forces, Welsh Government, Business Wales, Careers Wales, Welsh Parliament, CADW, Local UK Government, and HM Cabinet Office to name a few.

Seasoned Umbraco developers

Our seasoned team of Umbraco developers, all fulltime employees have a vast wealth of experience. S8080 is a very technical agency with expertise in open source CMS hosting, complex integrations, security hardening and systems performance and we provide consultancy on server infrastructure requirements.

Our project management and development teams will guide you every step of the way – making sure you get a lean but functionally rich solution. We are well known for straight talking, so if we feel an external 3rd party web service will do a better job than a custom extension, we'll advise accordingly.

Umbraco support

Due to our extensive experience working on the most important websites in the UK, including National Highways, Welsh Government and the Construction Industry Training Board (CITB) we are often called in to help breathe new life into an existing Umbraco website, helping update the site, perhaps migrate to the latest version of Umbraco, secure it and increase its performance.

This is often combined with a rethink of the information architecture and streamlining and modernising the user experience and Umbraco functionality. We've done this for some very significant clients.

Umbraco setup and migration

We will assist with transition planning and can provide code review, privacy, security, accessibility, and usability (UX) compliance audits of an existing website or digital service before helping you with migration.

If you'd like us to migrate or support a CMS, website or digital service that has been built by another provider, we will need to check a few things first to validate existing compliance, security, accessibility, and usability. Once these checks have been made, we'll assist with any remedial technical, UX, privacy or security actions.

We'll then be able to help with software setup, configuration, and optimisation, cloud hosting setup, incorporating branded accessible templates that work across different browsers and mobile devices.

Finally, if required, we can help you with your existing content; assisting with a content audit, mapping existing content to your new system and developing a migration plan. Once live, we'll support you with maintenance, hosting, security patching, system hardening, upgrades, development, training and 24/7/365 monitoring.

Most website projects we work on involve migration of content from one system to another – either between two different content management platforms or moving between old and new versions of an upgraded CMS. This generally includes user migration (for example, full user accounts and privileges), data migration (for example, purchase history data or application process data) and content migration (pages, downloadable documents, digital assets, etc.).

The way we approach content migration depends on many factors, including:

- Is a content audit required / has a content audit been undertaken?
- Is the content going over as-is, mapping to a like-for-like information architecture?
- Is content being edited or rewritten as part of the migration strategy, and inserted into a new IA?
- Can we automate or semi-automate all or part of the migration process?
- Client resource available for any manual migration and UAT testing tasks?
- Length of process and embargo periods

If the client has available resource, manual elements of content migration are generally shared to keep costs down, with S8080 training the client content team and supporting them throughout the migration process. The migration / loading piece is a distinct phase in the project Gantt chart and the time allocated is discussed with the client, considering the above bullet points, and planned accordingly. Progress is communicated via your weekly status report and weekly status call.

Our creative team generally migrate / load and style your content to make sure your CMS pages not only look great, but also to provide examples for your editorial team to follow in the future. We usually help our clients with the more complex top-level pages and examples of all lower level pages templates, sharing the content loading with your team once they have been trained, but it's all very flexible and we can do as much or as little as you need.

Depending on the CMS system, content and data being migrated and migration strategy, we may be able to automate, or at least semi-automate content migration from existing websites. We will discuss this during alignment and investigate options during technical meetings.

Custom and off-the-shelf Umbraco Extensions

The Umbraco framework is infinitely extensible using 'extensions' that are developed in a coding language called .Net. This flexible system means that you can add very specific features and functionality to your core Umbraco website. There are many robust and well supported 'off-the-shelf' extensions available;

They are generally free of charge or very good value for money. This ensures a quick and easy upgrade process - for security patches and version updates. This also means your Umbraco website is transferable - so no vendor tie-in, as we will do everything we can to try and keep things 'standard' for you.

So whatever features you want on your site or digital service, the chances are that there's already an extension for it, but sometimes 'off-the-shelf' doesn't cut the mustard.

As we have worked on many types of websites and digital services across many sectors – extranets and intranets, corporate websites, information portals, triage and self service tools, application systems and ecommerce. We have extensive expertise in creating custom Umbraco extensions and bespoke Umbraco themes. We've developed Umbraco extensions for clients including National Highways, Construction Industry Training Board (CITB), UK Police Forces, Royal colleges and many more.

Artificial Intelligence (AI) Umbraco integrations

Umbraco has a strong collection of prebuilt AI enabled modules and services. We've successfully enabled AI in Umbraco to make search, chat and personalisation feel effortless for our clients end users. For search and chat, we blend Umbraco Search API and large language models via OpenAI or Azure OpenAI. That lets users ask natural questions and get precise, cited answers drawn from your content, while respecting consent, language (English / Welsh) and accessibility needs.

On the admin side, Umbraco plan to release "AI Assistance for Content Teams for Umbraco MCP" in Q2 2026. Umbraco indicates the Editor MCP provides a narrow, purpose-built set of AI capabilities designed for editorial and content teams.

The Editor MCP is optimised for real content tasks, such as drafting, rewriting, translating, analysing, improving SEO, generating metadata, and working with media, all without technical steps or configuration. The Editor MCP is optimised to handle all underlying steps in one action, instead of requiring multiple technical commands like "get content by ID", "update property," and "save node". Instead, editors simply describe what they need, and the MCP handles the entire process behind the scenes. Examples of editor prompts include:

- "Create a new landing page for our autumn campaign, draft the hero copy, and pull in the latest product images from the media library."
- "Rewrite this page to match our tone-of-voice guidelines and generate a meta description under 150 characters."
- "Review this page, highlight potential accessibility issues, and fix any missing or weak alt text."
- "Translate this page to Spanish and adapt culturally sensitive phrases for a Latin American audience."

The result is a powerful, approachable AI assistant that feels natural, secure, and fully integrated with Umbraco (roles and permissions), enabling editors to get high-quality results quickly without needing technical knowledge.

GOV.UK Notify and One Login Umbraco integrations

We connect Umbraco websites to GOV.UK Notify so you can send emails and text messages straight from your site — confirmations, reminders, newsletters and alerts. Editors use your existing forms and workflows; messages pull from your Notify templates so they're consistent

and on-brand. The system handles queues and retries in the background, and every message is logged so you can see what was sent and when. It supports Welsh and English.

We also integrate Umbraco with GOV.UK One Login so people can sign in with their government account. It uses open standards (OpenID Connect) and follows GOV.UK patterns, so it's secure and familiar for users. We map roles to the right permissions in Umbraco, manage session and logout flows, and only request the minimum data needed. That reduces password-related support, strengthens security and gives you clear audit trails without locking you into a proprietary identity system.

Headless Umbraco implementation

Umbraco can be used as the secure content hub and expose your pages, news and data through APIs for other applications to consume. That means your editors publish once into a 'single source of truth', and one or more front-ends render that content for users. Teams often choose React (Next.js) for the front-end because it gives faster interfaces and fine-grained control over user experience. This approach reduces duplication, improves content governance, and avoids vendor lock-in by using open standards.

We've delivered headless Umbraco instances to power separate React applications: a main public website and separate tools. These pull from the same Document types, tags and media, so editors update once and the change appears in all apps immediately.

Authentication and permissions are handled centrally in Umbraco; the React apps focus on speed, search and presentation. The result is simpler workflows for staff, faster front-ends for end users, and a platform that can add more channels later (for example, another React app or a native mobile app) without re-building the CMS.

Complex bespoke API Umbraco integrations

We design, build and run secure, standards-based integrations between Umbraco and many complex and bespoke APIs, turning upstream data and business rules into reliable, user-friendly services and tools. Umbraco native API support and flexible extension system give us a clean foundation to connect to anything that speaks REST or GraphQL, while avoiding vendor lock-in. We take a contract-first approach using OpenAPI/Swagger, so interfaces are clear, versioned and testable from day one, whilst allowing separate teams to work on solutions independently. All whilst ensuring authentication and authorisation are implemented and aligned to security standards.

What key Umbraco services do we provide?

We have been designing, developing and managing business-critical, complex websites, and digital services since 2000, working with some of the UK's most important organisations. We offer the following services:

- Umbraco website and digital service design and build including bespoke themes and templates
- Umbraco migration, development, support and consultancy services
- Umbraco version updates
- Headless Umbraco implementations
- Custom Umbraco and API development
- Umbraco Engage implementation, including A/B testing
- Umbraco Form builder implementation
- Umbraco Workflow integrations
- SEO package integrations
- Digital Asset Management (DAM) integrations
- Custom Site Search implementations
- Member area / SSO and preference centre
- Accessibility tool integration
- Integrating Umbraco with business systems including linking into 3rd party web services
- Microsoft CRM integration, SharePoint integration and many more
- And of course, supporting you – both technical support and 24/7/365 hosting support

Below are a few examples of our work that goes beyond simple CMS deployment

- Bilingual websites and multilingual websites
- Multi-site development – that means that many sites, sub sites and services with different branding can run off the same Umbraco CMS installation, each with their own unique URL
- REACT (Node.JS) development for Umbraco based systems
- C#, JS, TypeScript development

- XML integration into 3rd party systems
- JSON integration with GOV.UK delivery platform / R.E.S.T. services
- Microsoft SharePoint integration
- Complex forms
- Experience integrating enterprise directory and identity providers including LDAP for authentication/sign-in, as well as SAML-based and OpenID Connect based identity flows. (Implementations include Azure AD and other common IdPs for both SSO and delegated authentication.)
- Extremely complex workflow, moderation and secure access areas with distributed content management across hundreds of publishers within an organisation
- News, blogs, events systems, publications databases, document libraries, surveys and polls
- Social media integration
- Integration with many CRM systems including MS CRM / Dynamics, SugarCRM and Integra
- Integration with 3rd party bespoke systems, APIs, XML importers and JSON feeds and of course bespoke module development
- Design and development of robust REST APIs for internal systems and third-party integrations.
- Setup of hosting, security hardening, PEN testing and provided consultancy on server infrastructure requirements
- Future implementation on planned "Umbraco AI Assistance for Content Teams for Umbraco MCP" – target release Q2 2026

Umbraco Cloud hosting

With our support, most clients procure their own hosting so they hold the contract and ultimate control of the account, reducing agency dependency, but for those that don't, we partner with leading cloud hosting providers (Azure), using UK data centres, providing a fully managed service.

Choosing the right hosting provider and specification will be driven by your requirements. We will help you and your IT Team (where applicable) choose a suitable, right sized hosting platform, and design a solution for you during the discovery phase.

Onboarding & planning

We've managed GOV.UK Discovery, Alpha, Beta and Live projects and will tailor onboarding services to suit the relevant stage. If required we will set up the agile environment and lead mobilisation workshops to recap/agree on roles and responsibilities, refine project schedules and develop a shared understanding of the project goals and vision.

For support services, we will undertake a technical discovery process to understand your current cloud infrastructure and setup (including website, hosting, interactions with third party systems and services) to plan the right level of support provided for your project.

We will provide you with a detailed method statement and accurate costs specific to your project requirements and, if required, the hosting requirements.

Once we begin working together, we can assist with all aspects of planning for your new system, including:

- Technical alignment meetings with your other service providers and internal IT team
- Cloud strategy, business analysis, and stakeholder requirements
- User research
- Content audit and inventory
- Migration strategy
- Information architecture
- Technical and security architecture (ISO27001)
- Hosting planning, server configuration, and hardening
- Prototyping, user journeys, and solution design
- User testing planning
- Platform recommendations
- Training and user documentation

Project management

S8080's team of project managers adopt and scale relevant elements of **Agile** and **PRINCE2 Waterfall** methodologies, depending on your project scope and specific requests. This means your project proceeds in an Agile manner, but with an agreed plan, agreed

deliverables, and that all risks are monitored and communicated to your project team. During initial scoping, we ensure that all deliverables are clearly defined so that everyone is clear as to their responsibilities and the expected outcome of the project. The devil is always in the details.

Most of our clients prefer a mix of Agile and Waterfall. This generally translates as...

- Agile development based on user stories
- Daily stand ups
- End of sprint demo / show and tell and reprioritisation of user stories
- Retrospectives (lessons learned) But with
- A project plan and an itemised and costed scope of work
- Weekly status reports and updates
- Project logs (action, issue and risk logs) and change request process documentation

Training

Our training sessions for your CMS or digital service typically last between half a day and a full day, depending on functionality. You will be trained by your S8080 project manager and the lead developer for your project. These two people will have been intimately involved in your project from inception and will have a detailed understanding of every aspect.

They will prepare easy to read, concise documentation for you and your team and also brief video tutorials for common tasks. These videos will always be available to you as 'reminders' for tasks that you may only perform occasionally.

We encourage a 'train the trainer' approach to keep your training costs low, and we'll typically train up to six members of your team in the session. If you'd like larger groups trained, we may split the training into several smaller groups to retain the ideal trainer/trainee ratios.

If the website is being handed over to your inhouse technical team, then During alignment, S8080's developers can meet with your IT team for frank and open discussions so we can understand your in-house capability and likely resource availability and how they would like

to handle knowledge transfer throughout the project, and specifics on code share and workflow. We find this agile and collaborative way of tailoring handover and working together makes life much easier for everyone.

What else can s8080 offer?

Specialist technical skills:

- Digital strategy and transformation support
- Digital service, website, intranet and extranet design and build
- Functional specification and technical specification
- Secure technical web development and integrations (Microsoft and PHP)
- React (Node.JS) based development
- Network infrastructure and development security hardening (experienced at Ministerial Department level) ISO 27001
- Commissioning and hardening of cloud hosting
- CMS deployment - content management systems
- Open source platform development including Drupal and Umbraco

Discovery and UX, user experience, design, end user testing

Our aims are simple, to tightly align your organisation's objectives and your audience's needs. This ensures that whatever we build is optimised for users and will perform as expected. A truly agile, user-centred design approach.

We need to understand:

- Who your likely users are
- What they're trying to do
- How they're trying to do it now
- How their life or work influences what they do and how
- How they use and experience existing services

User research

During discovery, depending on the size and scope of your project, we'll run a number of research exercises with you, your stakeholders and your users. In these sessions, we spend time learning about you, your objectives and your users. We'll begin gathering user 'needs and wants', all the while helping you to define your objectives and digital strategy.

We are able to run user research sessions with real world users to ask non-leading questions to identify pinch points in the existing system, what their wants and needs are and general feedback.

Discovery & user experience design services

S8080 employ qualitative and quantitative research methods including:

- Usability consultancy, accessibility consultants, UX and user research
- Expert reviews - usability, accessibility and compliancy
- Bilingual stakeholder and user engagement, requirements gathering workshops, depth interviews
- Competitor and peer analysis
- Content audit, content inventory, analysis and content plan for migrations
- Surveys and analytics research to help inform user journeys
- Persona workshops and persona development; scenarios of use; user journey design, process flow and service development
- Card sorting; information architecture
- Iterative prototyping and wireframes
- Lab / online user testing and eye tracking; Pan disability user testing
- Pop-up / guerrilla user testing; Test and iterate; Analysis and sharing findings
- User experience design
- Creative - including UI design; Digital branding, campaign creative
- Digital component libraries – Typically designed in Figma. Allows you to share a "single source of truth" for how your digital products should look across your digital estate.
- Creative content development (including copy, mapping, animation, video, illustration, infographics and interactive)

S8080's user experience design process

We work rapidly using Figma (Industry standard online collaborative wireframe and design tool), it's quick and inexpensive to review and iterate, continuously updating our understanding of users and their needs.

We work collaboratively with you and your users to create sets of user needs, a very detailed experience map and technical personas that will inform your user journeys, information architecture diagrams, prototypes, engagement mechanisms and processes.

This thorough and research driven, step-by-step approach allows us to test and iterate the usability of your service or website or in various levels of detail at key stages through the project.

Outputs from this discovery phase can be tested against with real users using services such as maze.co, allowing users actions to be recorded. From this, we can iterate and retest.

Project Rescue & Recovery

When a digital project hits problems, stalled delivery, slipping timelines, or the unexpected loss of key staff or suppliers, we can step in quickly and stabilise the situation. This service is designed for teams who need a dependable, senior technical partner to regain control and get delivery back on track without adding complexity or noise. Our experienced Microsoft and PHP developers, UX and technical project management specialists are used to joining projects mid-flight. We work confidently in environments where requirements have shifted, the technology stack is outdated, or the user experience simply isn't meeting expectations.

We bring a clear, evidence-led recovery process:

1. Rapid assessment - We quickly build an accurate picture of the current state — technical health, delivery risks, governance gaps, resource constraints, and any blockers affecting your service or users.
2. Prioritisation that makes sense - We separate what must be addressed now from what can be scheduled later. You get a practical, defensible set of priorities rooted in risk, user needs, accessibility, security and performance.
3. A clear, actionable recovery plan - We produce a straightforward plan outlining the steps required to stabilise, modernise or complete the project. No jargon, no lengthy reports, just the actions that move you forward.

4. Hands-on support to deliver - Our technical and UX teams can take ownership of key workstreams: fixing critical issues, refactoring code, tightening accessibility, hardening security, or re-establishing a sensible delivery cadence.

With S8080 you get a team used to working in high-assurance, public-sector environments, ISO 27001, Cyber Essentials Plus, WCAG-aligned, user-centred and evidence-driven. We focus on outcomes: stabilise the project, reduce risk, rebuild confidence, and help you deliver a service your users can rely on.

Rapid prototype / Agile development

Our rapid prototyping service gives organisations a fast, low risk way to explore ideas, validate assumptions and shape services before full development. Everything is delivered inhouse by our senior UX, design and engineering specialists, following the same IS aligned, evidence led processes we use to support complex public-sector platforms.

We start with fast visual prototyping in Figma. This gives stakeholders something concrete to react to within days - not weeks. Early screens map user journeys, content structure and key interactions. As the sprint progresses, these evolve into interactive, high-fidelity clickthrough's that behave much like the final product. Because Figma is collaborative and browser based, your team can comment directly on designs, test flows independently and see changes in real time. This supports genuinely Agile working: short cycles, constant feedback and rapid improvement.

Where services require deeper validation, such as form logic, workflow rules, integrations or conditional behaviours, we move beyond pure design prototypes into technical prototyping. For Microsoft environments, we build lightweight functional proofs using Microsoft technologies such as Power Apps, .NET components or prototype Azure functions to explore feasibility early. For opensource stacks, we use PHP based prototyping, often in stripped back Drupal or Laravel environments, to test data models, permissions, editor workflows and performance considerations. These prototypes derisk delivery by answering technical questions before build begins, and they prevent hidden complexity from surfacing late in the project.

Throughout, we work in short, focused sprints with daily check ins, end of sprint playbacks and ongoing stakeholder involvement. We are straight talking and pragmatic: if a feature introduces unnecessary complexity, raises maintainability concerns or increases risk, we'll explain the trade-offs clearly and offer alternatives. Prototypes remain platform agnostic and follow open standards to avoid lock in and keep future development options open.

Every engagement concludes with an actionable pack: validated Figma prototypes, technical proofs, accessibility considerations aligned to WCAG 2.2, user journey maps, a prioritised backlog and a practical roadmap. This gives your team a confident foundation for discovery, procurement or full development, whether with S8080 or another supplier.

Our rapid prototyping service is ideal for organisations that want clarity early, value transparency and prefer a user centred, Agile approach that reduces waste and accelerates delivery.

Azure Security Services

Our Azure Security Services give organisations a dependable, evidence led foundation for protecting cloud hosted applications and data. Everything is delivered inhouse by senior technical architects and security cleared engineers, using the same ISO 27001aligned controls we apply across all managed Azure environments. We focus on practical risk reduction, clear guidance and transparent operations.

We begin by understanding the shape of your Azure estate: App Services, SQL databases, VNets, storage accounts, container registries, identity boundaries and monitoring configurations. From there, we harden the platform systematically. This includes enforcing secure transport, reviewing and tightening firewall rules and Network Security Groups, validating TLS and cipher configurations, and applying least privilege access across service principals, managed identities and role based access control. Where Defender for Cloud highlights misconfigurations or vulnerabilities, we triage and remediate them early to keep your estate in a healthy, compliant state. Our approach is shaped by experience managing complex Mult environment setups (production, staging and development) where uptime, resilience and predictable operations matter.

Secrets, credentials and certificates are stored and rotated using Azure Key Vault, with explicit controls over who has access and why. Logging and monitoring are handled through Azure Monitor and Log Analytics, configured to provide alerts for performance anomalies, suspected intrusion attempts and infrastructure health. We prioritise clarity: all alerts are routed to your nominated teams, and we provide straight talking guidance on what each alert means and what action is appropriate.

For organisations undergoing migration to Azure, or expanding existing workloads, we provide early technical validation. This includes reviewing infrastructure topology, identity architecture, application dependencies and compliance obligations. Where risks are

identified, whether overly permissive rules, missing backups, weak encryption defaults or unpatched services, we outline the impact and provide pragmatic remediation steps.

Our Azure Security Services are designed for organisations that want a secure, dependable cloud platform without unnecessary complexity. You gain a hardened environment, transparent controls, clear documentation and ongoing guidance shaped by real operational experience.

Code review

Our developers and technical consultants regularly deliver code reviews for major public-sector organisations, including UK police forces. A thorough review is an essential first step whenever we take on the support and ongoing improvement of an existing system.

We carry out a detailed assessment of the codebase — whether the project is new, long-running, internally developed, or produced by another supplier. The review identifies opportunities to improve performance, scalability, and maintainability, and it highlights any security concerns. We also check adherence to coding standards and industry best practice, supported by automated security and vulnerability scanning using market-leading tools (such as Invicti)

A key part of the review focuses on how easy the system will be to support and extend — whether that's onboarding new members of your internal team or transitioning work to external developers. All findings are presented in a clear, accessible report with prioritised recommendations, followed by an online walk-through to ensure everything is fully understood.

Performance testing and QA

Before anything goes live, we put your website or digital service through a thorough test cycle to make sure it behaves exactly as expected in real-world conditions. This includes:

- Functional testing against your specification, user stories and prototype
- Creative and brand compliance, graceful browser degradation, and full accessibility testing to WCAG2.2 AAA
- Validation and compliance checks, cross-browser and cross-device testing, and automated link checking
- Automated security and vulnerability scanning

- Load and performance testing, covering scaling behaviour, stress conditions, and redundancy in the hosting infrastructure

We can also provide a clear, step-by-step manual test plan, including UAT scripts based on your user stories, requirements and functional specification. This supports smooth client-side testing and helps teams sign off with confidence.

DDoS attack Prevention

Distributed Denial of Service (DDoS) attacks are one of the most disruptive threats facing online platforms today. In this year alone we have noticed a dramatic uptick in DDoS attacks across our public sector clients. They work by overwhelming your servers with malicious traffic, making your website slow or completely inaccessible to genuine users. For organisations that rely on digital services, even a short outage can damage reputation, erode client trust, and lead to significant financial loss.

We strongly recommend implementing robust DDoS prevention tools, such as Cloudflare, to provide a critical layer of defence. These solutions intelligently filter harmful traffic before it reaches your infrastructure, ensuring your site remains fast, secure, and available - even during an attack.

Business continuity test

A business continuity plan is designed to keep your organisation running during unexpected disruptions, but its effectiveness depends on regular validation. Testing once a year helps confirm that processes work as intended and that everyone involved understands their role should an incident occur.

These exercises highlight areas for improvement and provide an opportunity to refine recovery strategies before they are needed in a real situation. By reviewing and updating plans annually, organisations can reduce downtime, maintain operational stability, and ensure critical services remain available when challenges arise.

We can run a simulated server outage to check how quickly systems can be restored, running a data recovery drill to ensure backups are accessible and accurate.

- Deletion and Restoration: Delete and then restore selected articles.
- Evidence: Provide screenshots as evidence of both the deletion and restoration processes.
- Failure Handling: In case of any failure, S8080 will ensure the website can be restored promptly and share the evidence for that.

Data and Privacy review

We perform an automated scan of your site using a tool called CookieBot. CookieBot crawls the site to pick up on the cookies that are being used. Using its large database of cookies, it will automatically categorise the cookies and provide descriptions. Any strictly necessary cookies required for the function of the site can be manually categorised (as these would not appear in their database).

We will also run an automated scan using a product called Screaming Frog to identify where possible, all forms on your website that collect personal information and provide you with the opportunity to review whether the collection of this data is necessary, to review where and how this data is stored and if it is encrypted / held off-site.

Automated - WCAG 2.2 content accessibility scan

From experience, once a website has been up and running for a period of around 12 months then accessibility issues can creep in via new pieces of content being added (or existing content edited). Whilst the page templates themselves might pass accessibility criteria, the content itself might not. This can be caused by a large number of reasons, common examples that we come across are simple items like alt text not being added to images or page heading structure being ignored (e.g. H3 appearing before an H1).

We use a trialled and tested automated accessibility crawler called SortSite, this product is recommended and used by Government. This tool has been updated to include the new items from version WCAG 2.2. Below is an outline of the work involved:

- We setup the tool and scan settings specific to your site.
- We then perform the automated scan of site.
- Using the inbuilt SortSite tool, we then generate a .CSV export.
- Using our inhouse knowledge we then analyse the results to check for duplicates / false positives and highlight any issues caused by 3rd party content e.g. X(Twitter) that you don't have access to.
- We then output an Excel document with a final list of issues and suggested fixes for your content editors to correct.
- A call is scheduled to walk through the issues, providing initial guidance on how your content team should fix the issues.

Any accessibility issues unearthed as part of this automated content scan would be fixed by your inhouse content team. If the scan picks up any issues with the templates themselves then S8080 will be able to provide development support for these.

Manual guided - WCAG 2.2 accessibility audit of site templates

Some clients wish to increase the accessibility scan coverage. Axe Dev tools states that their automated scans on average can point out 57% of accessibility issues, therefore we can offer this manual scan on top which brings the issues found to 80% or more. S8080 can perform a manual scan of your site's key templates, this is done on a template level as to identify the issues without needing to do a complete scan of every page on the site.

We perform this manual scan using the Axe dev tools pro manual guided audit along our inhouse accessibility knowledge to review the output. The process is generally as follows:

1. We choose templates and subset of content pages
2. We then run the automated Axe dev tools report
3. The outputs are then Export into CSVs
4. We will then merge these outputs together into a single source
5. We will remove any 3rd party content e.g. X (Twitter) that you don't have access to
6. Using our inhouse knowledge we will then consider removing duplicates from the report
7. We then split out to WCAG and non WCAG issues
8. Once we have this, we then run the manual guided reports (on a per template basis)
9. We then review this and provide a consolidate report of both the Automated and manual scan results, along with a full report which identifies the pages along with any accessibility issues found.
10. A call is scheduled to walk through the issues with our developers to give an idea of how simple/complex it would be to fix the issues.

Any additional accessibility issues unearthed as part of this enhanced discovery would be discussed, prioritised and agreed. We can help with development support for any changes to code required.

Priority Support and 24/7/365 monitoring

- Training across our specialisms

- Knowledge transfer and building capability in your organisation
- Web chat, email, video and telephone support – a single point of contact, you always have guaranteed access to a named project manager and /or a developer. Along with online ticketing support.
- 24/7/365 technical support for our development and hosting services with SLAs and support response times.
- Tailored support packages for special high load events or heightened security periods

Your S8080 technical project manager will be your single point of contact for the duration of your support, who will liaise with developers and engineers on your behalf.

Standard Support:

Work is billed to the nearest 10 minutes and charged at our standard rates with no surcharges. Support will be provided during office hours, Monday to Friday, 9.00 to 5.00pm. For extended cover, see our 24/7/365 support below. Support time can be used for absolutely anything, it's very flexible.

24/7/365 Support:

For clients who demand an extended level of service. It's 24 hours a day, seven days a week, 365 days a year and available as an addition to our Standard Support.

Our standards – ISO 27001 and many more

Our certifications can be used to demonstrate due diligence when working with us. You can be certain we will manage your information providing assurance of data confidentiality, integrity, and availability.

ISO 27001

ISO/IEC 27001:2022 information security standard for the protection of client and company sensitive data (ISO 27001 certified since 2006).

Cyber Essentials Plus

S8080 achieved the Cyber Essentials Plus Information Security certification in December 2017.

Cyber Essentials

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SC (Security Check) Clearance

Due to the nature of our work all s8080 developers, technical architects and head of operations have SC (Security Check) clearance for government.

Quality, Environmental, Health & Safety and Social Value

Quality Management System - ISO 9001 quality standard (ISO 9001 since 2006)

Environmental Management System – ISO 14001 (ISO 9001 since 2007)

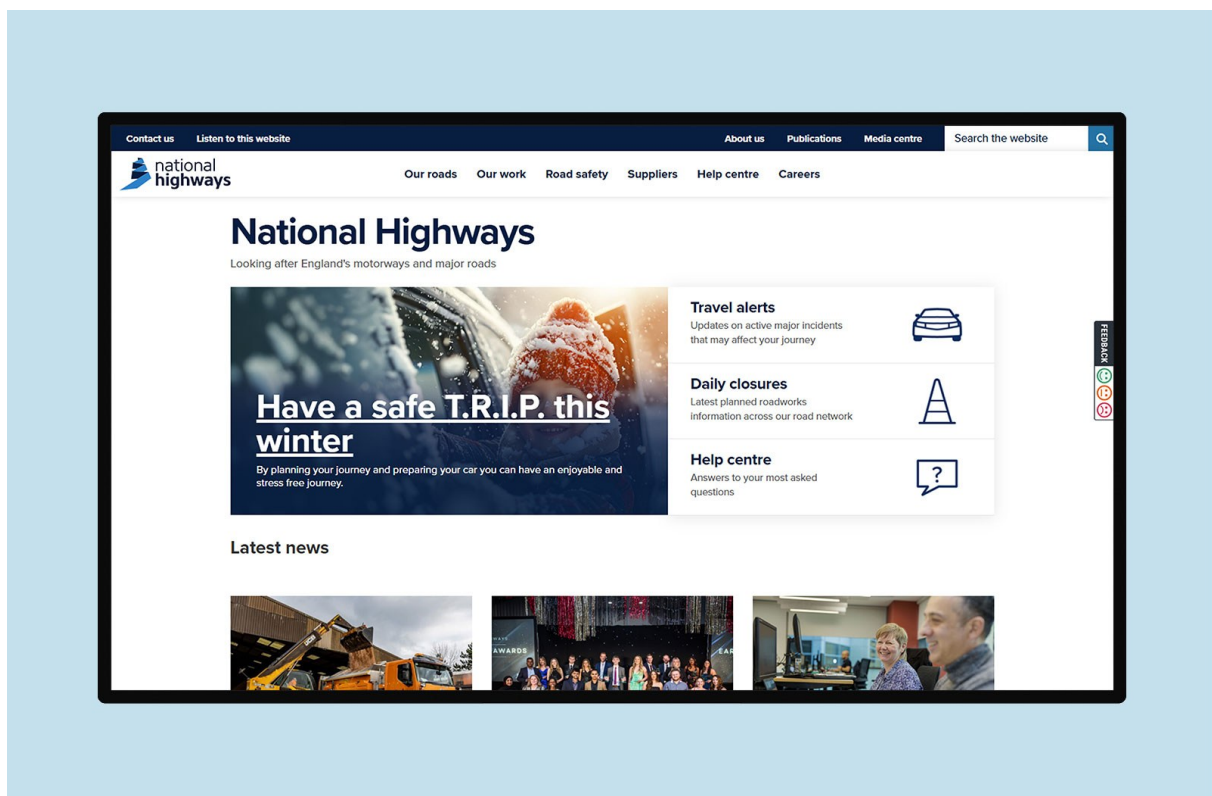
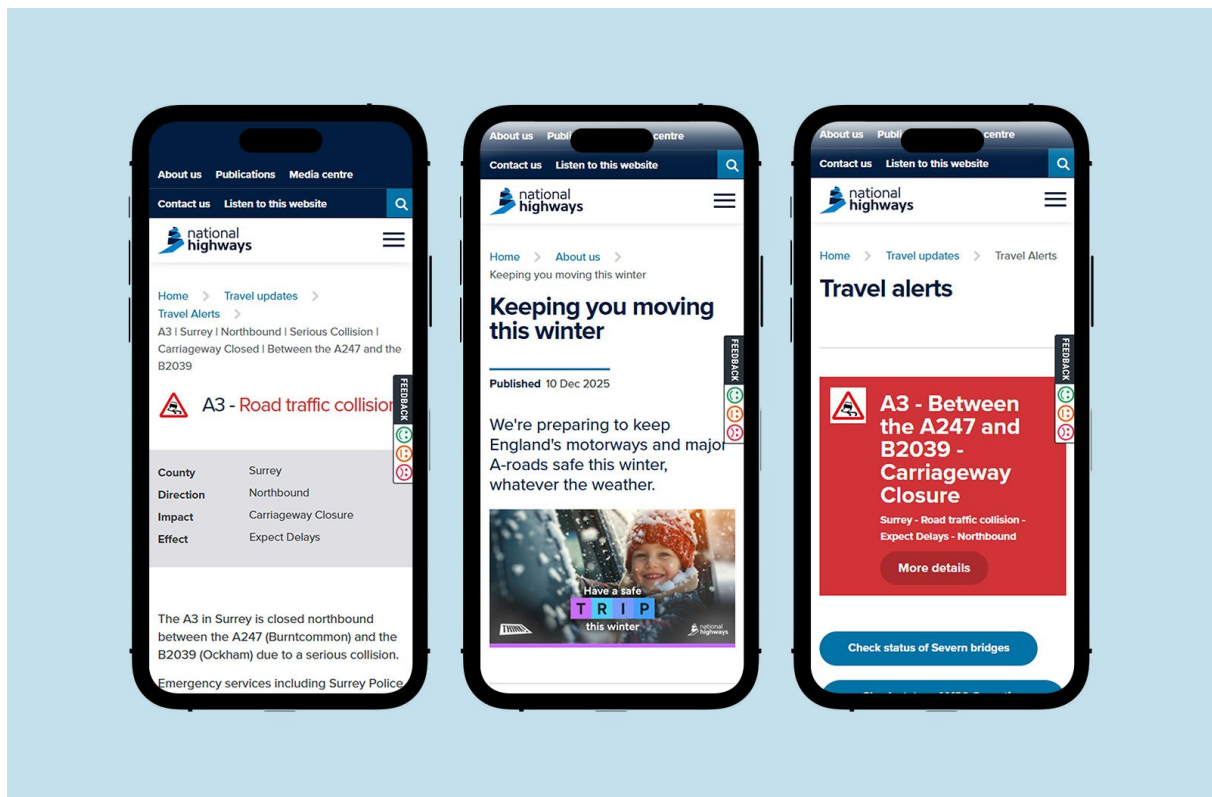
Occupational Health and Safety Management System – ISO 45001 (ISO 9001 since 2007)

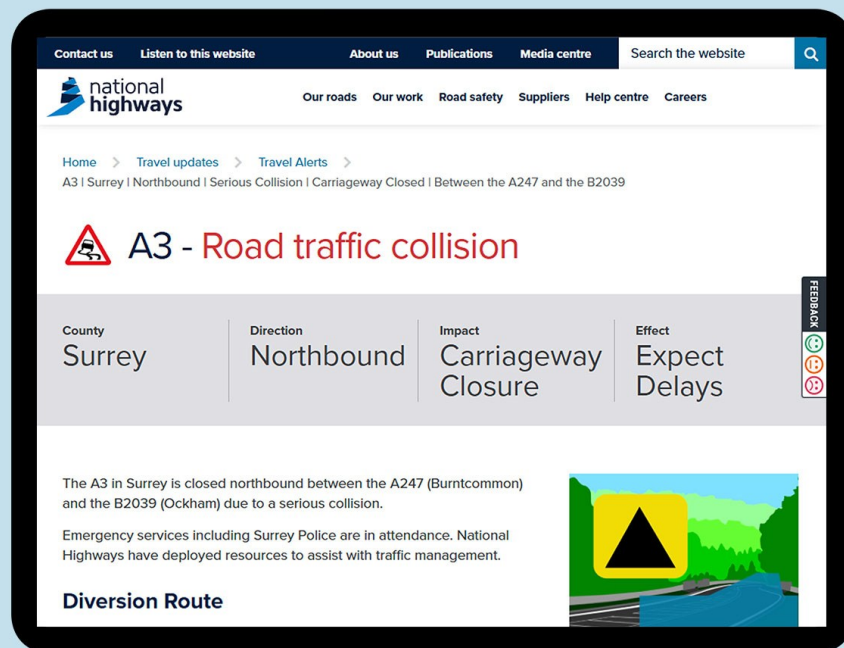
Social Value Framework - ISO 26000 (Since 2025)

To see all our standards visit: www.s8080.com/about-us/our-standards

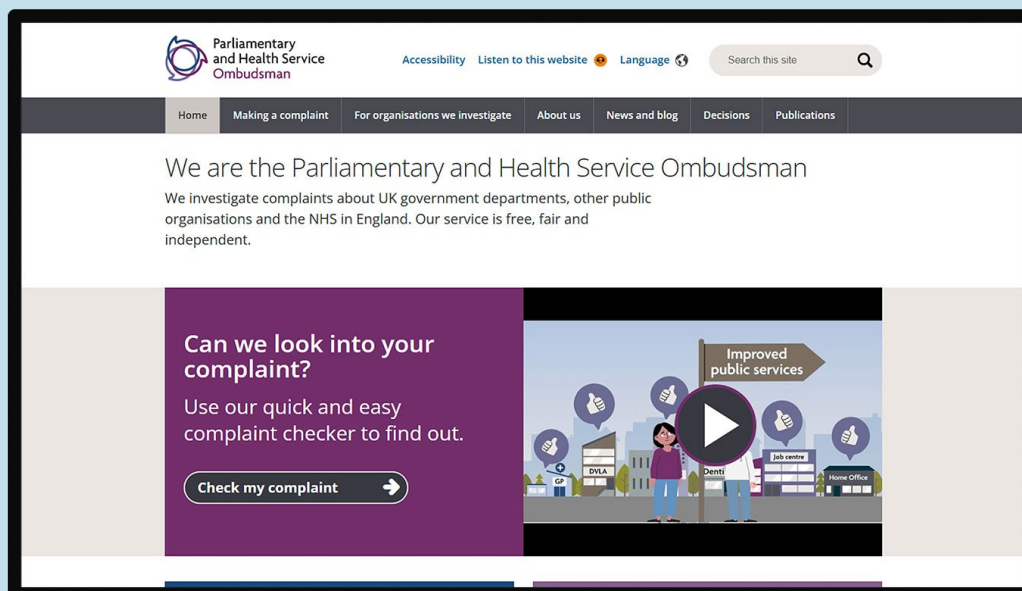
A few examples of our work

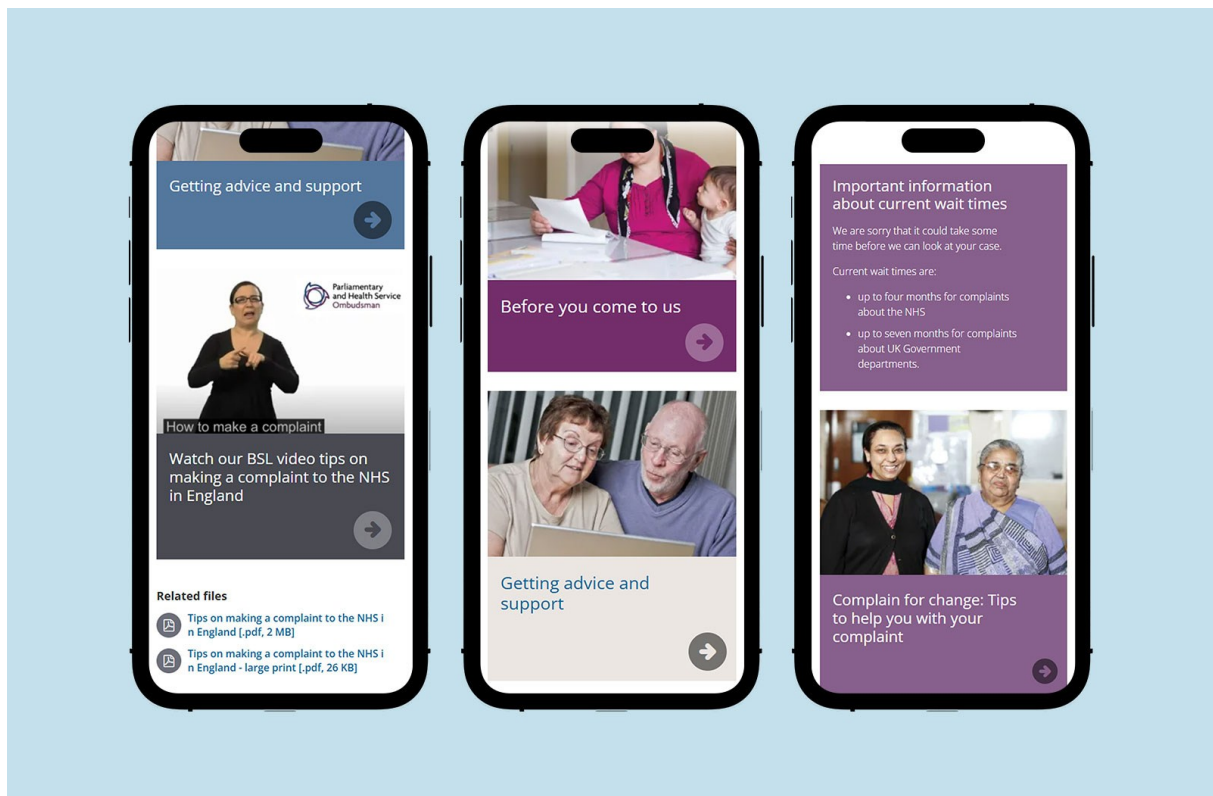
National Highways



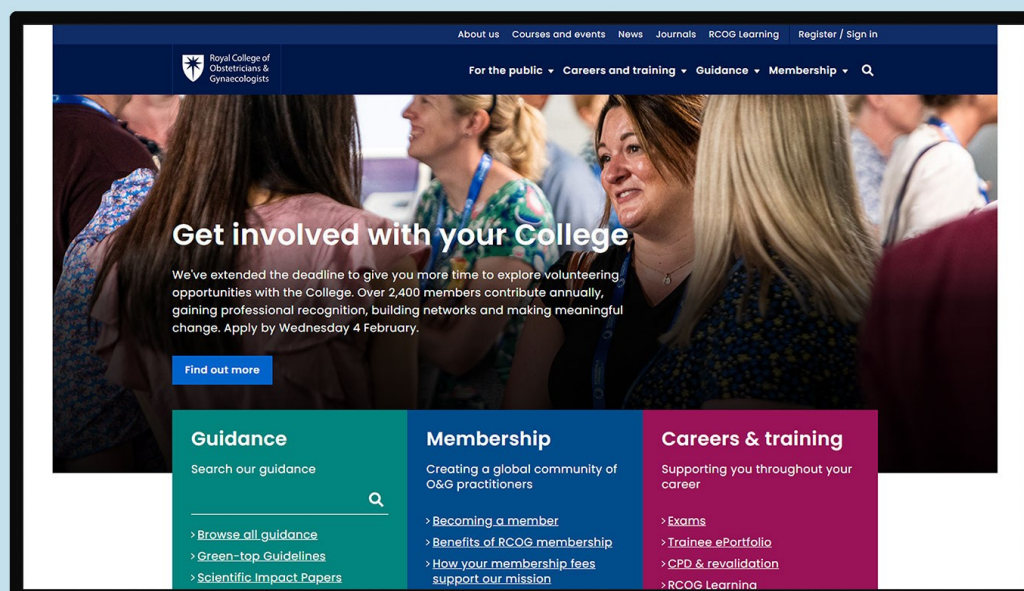


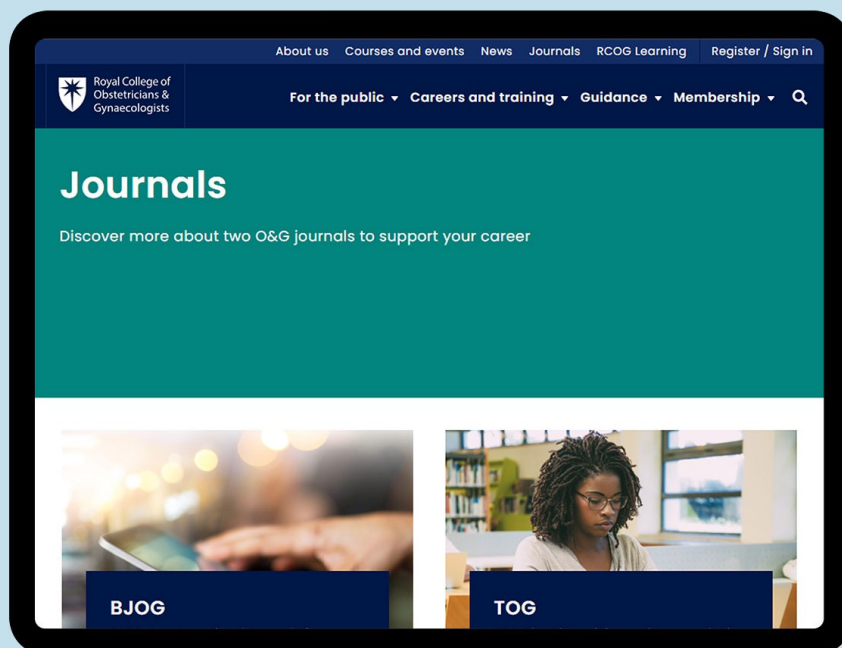
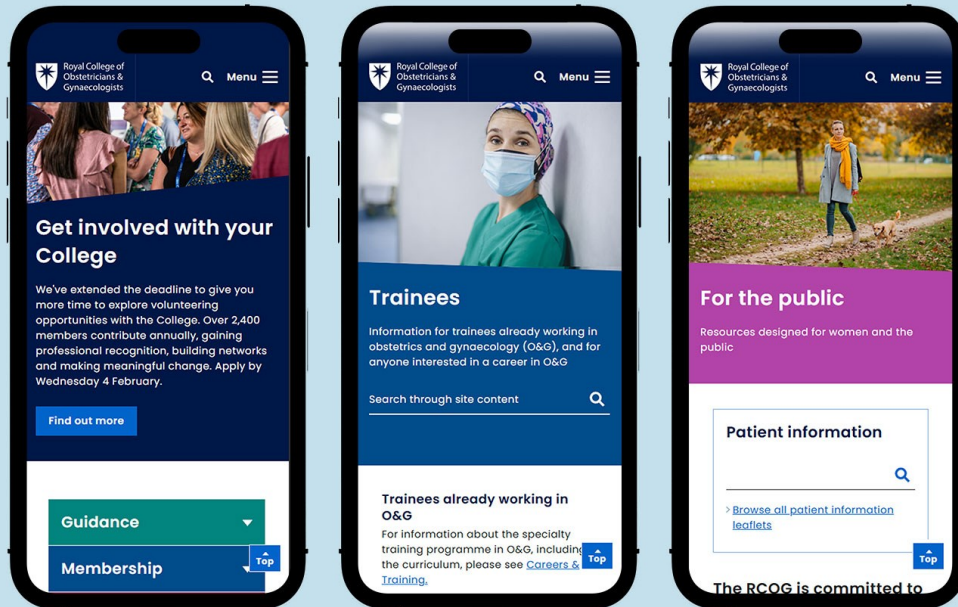
Parliamentary and Health Service Ombudsman

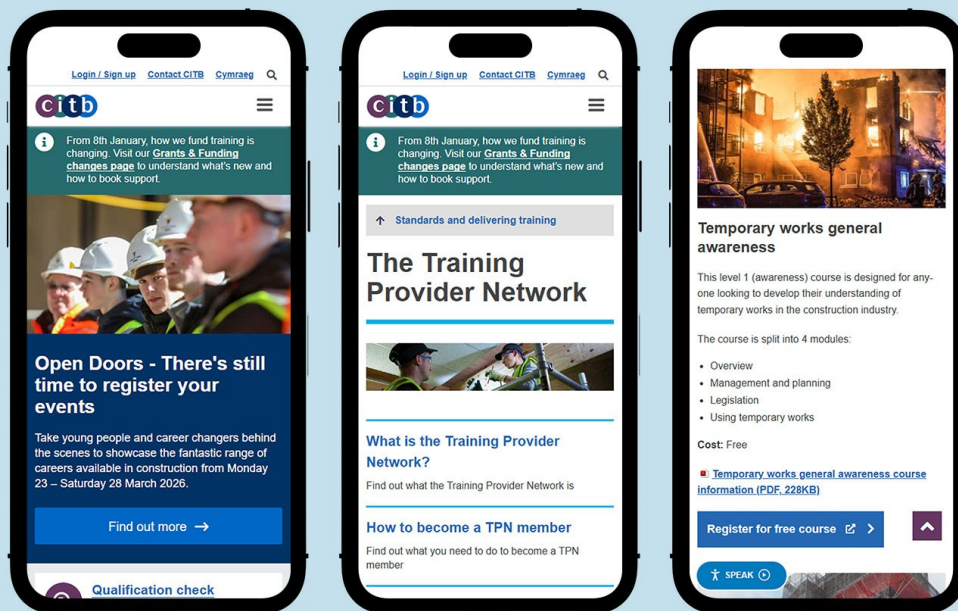
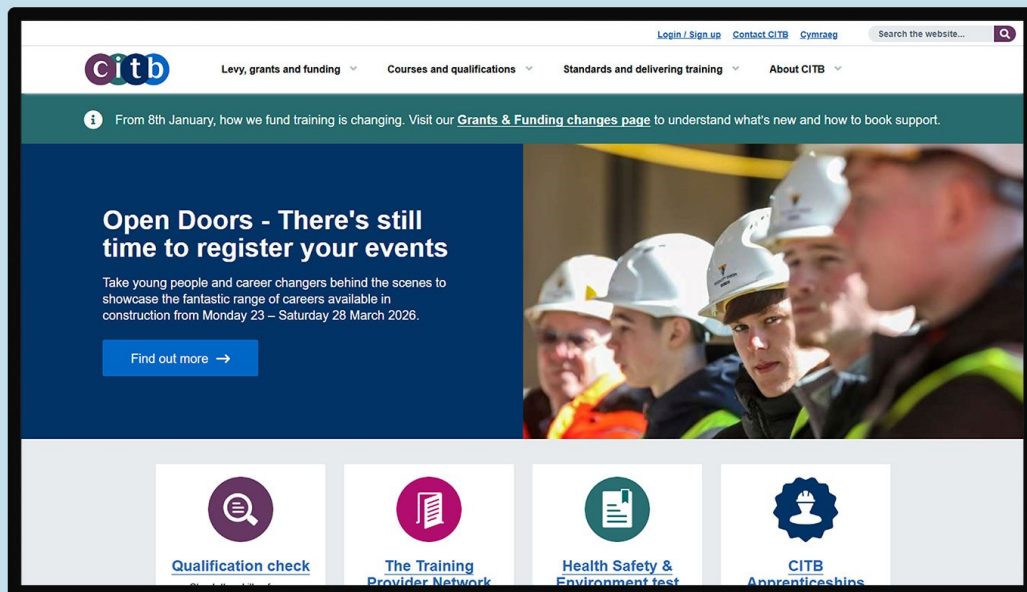




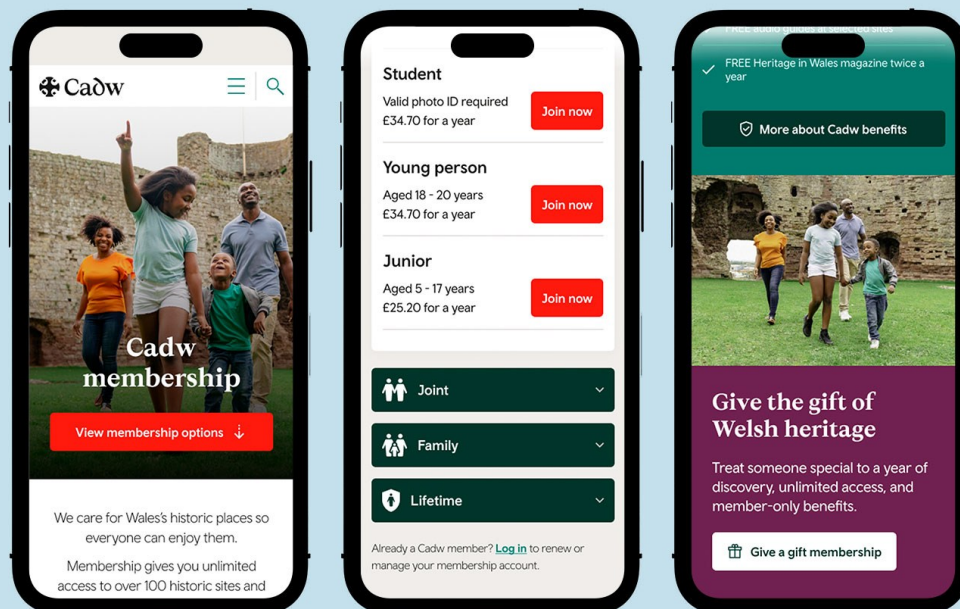
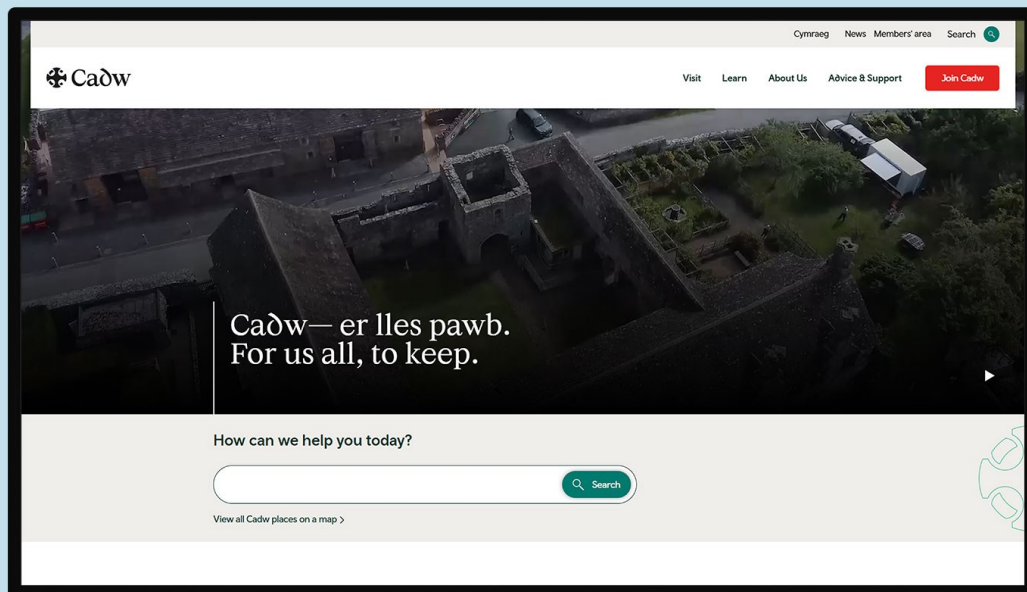
Royal College of Obstetricians & Gynaecologists (RCOG)

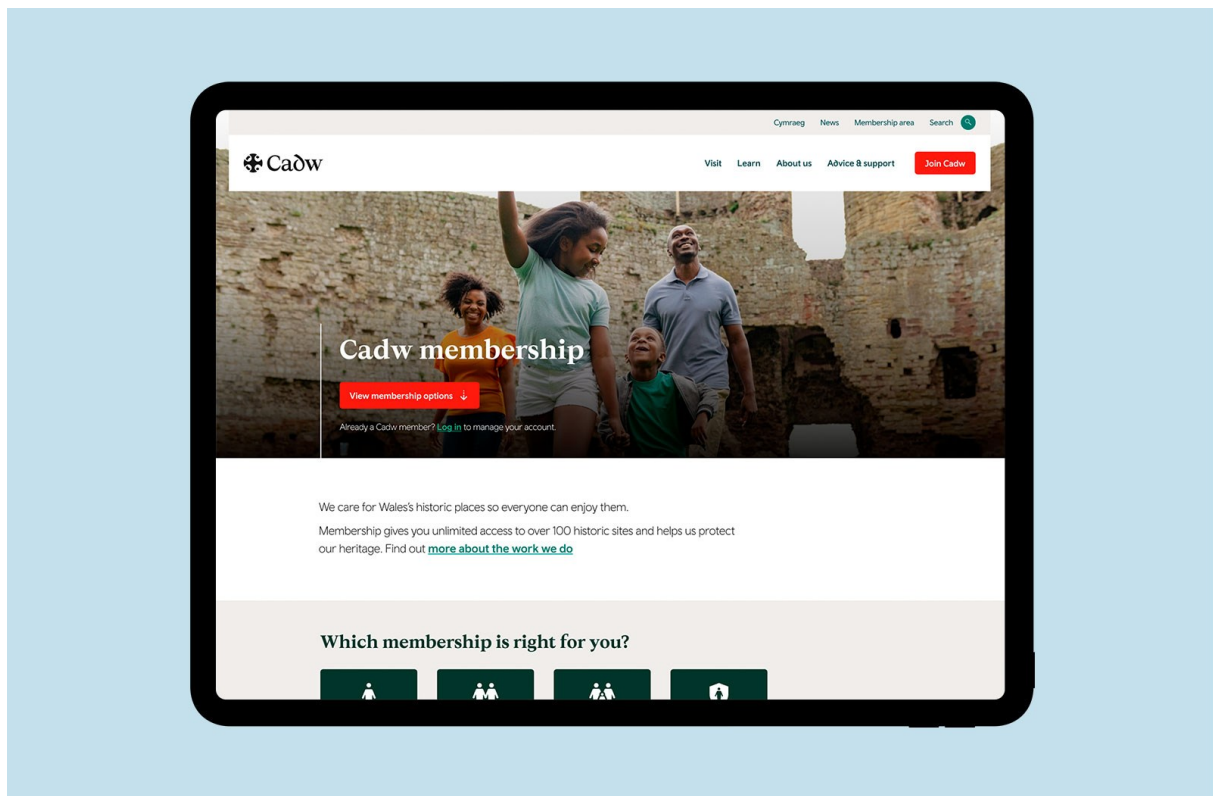




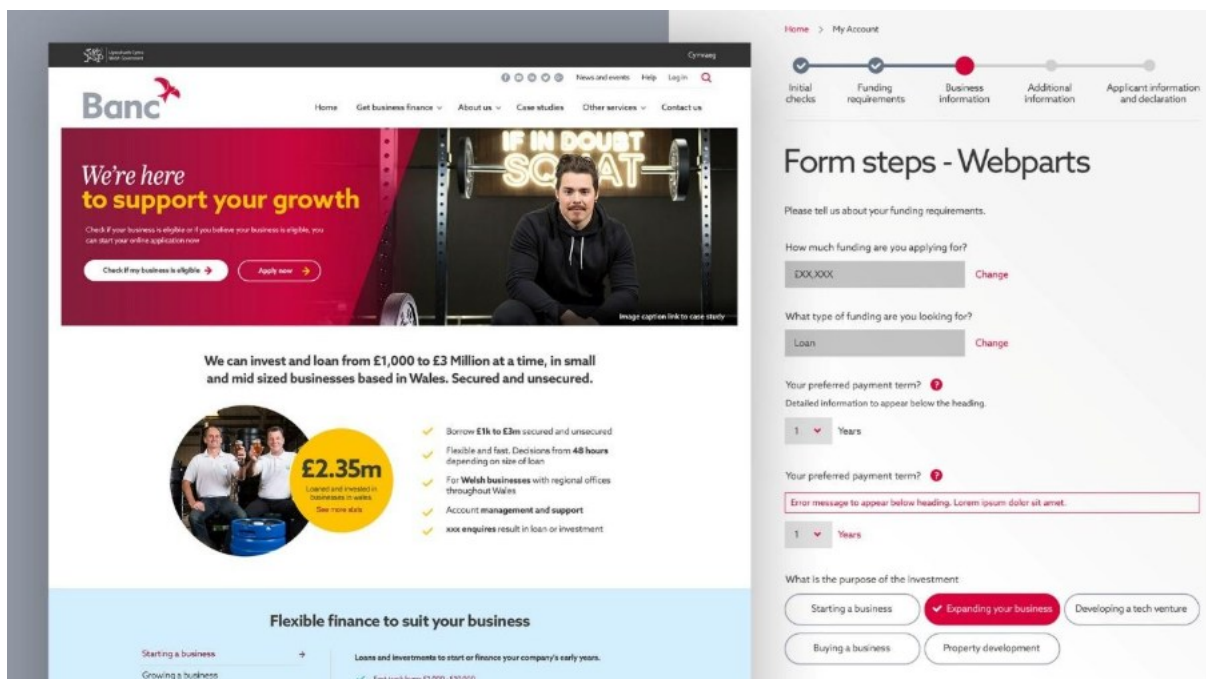


Cadw (Welsh Heritage)

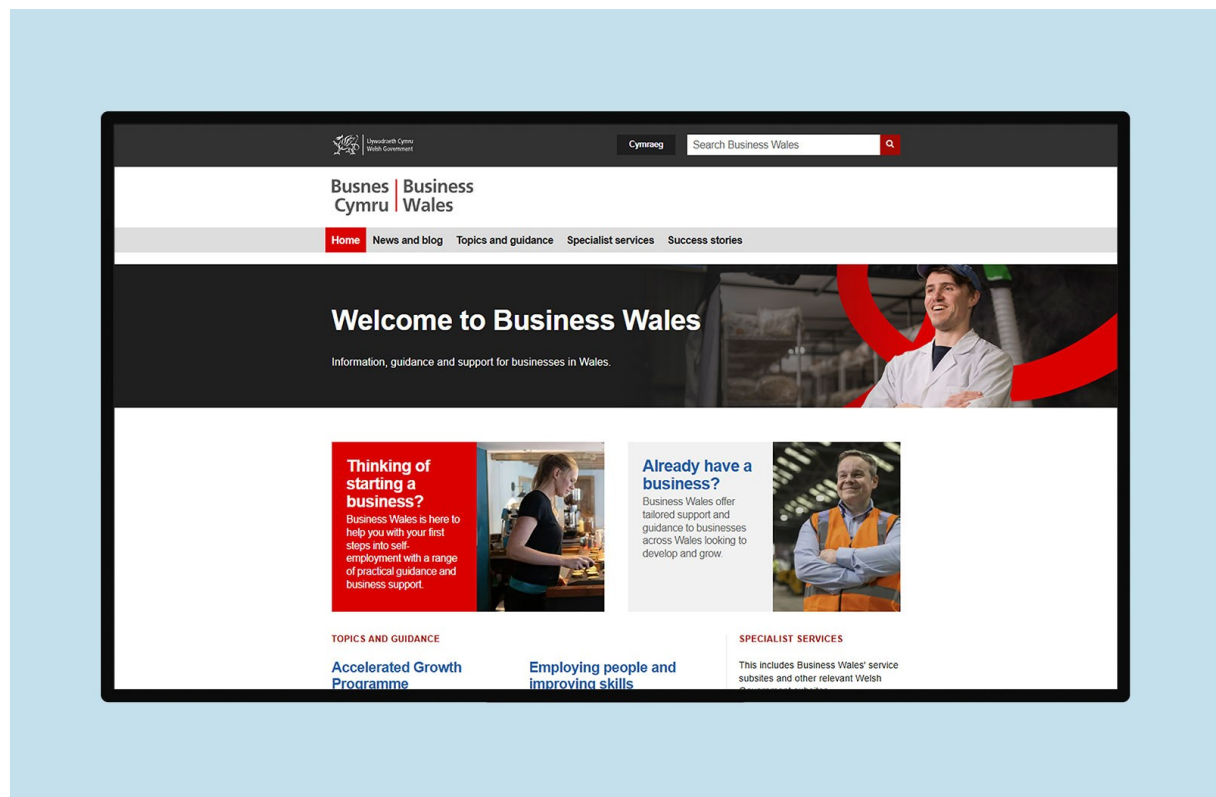




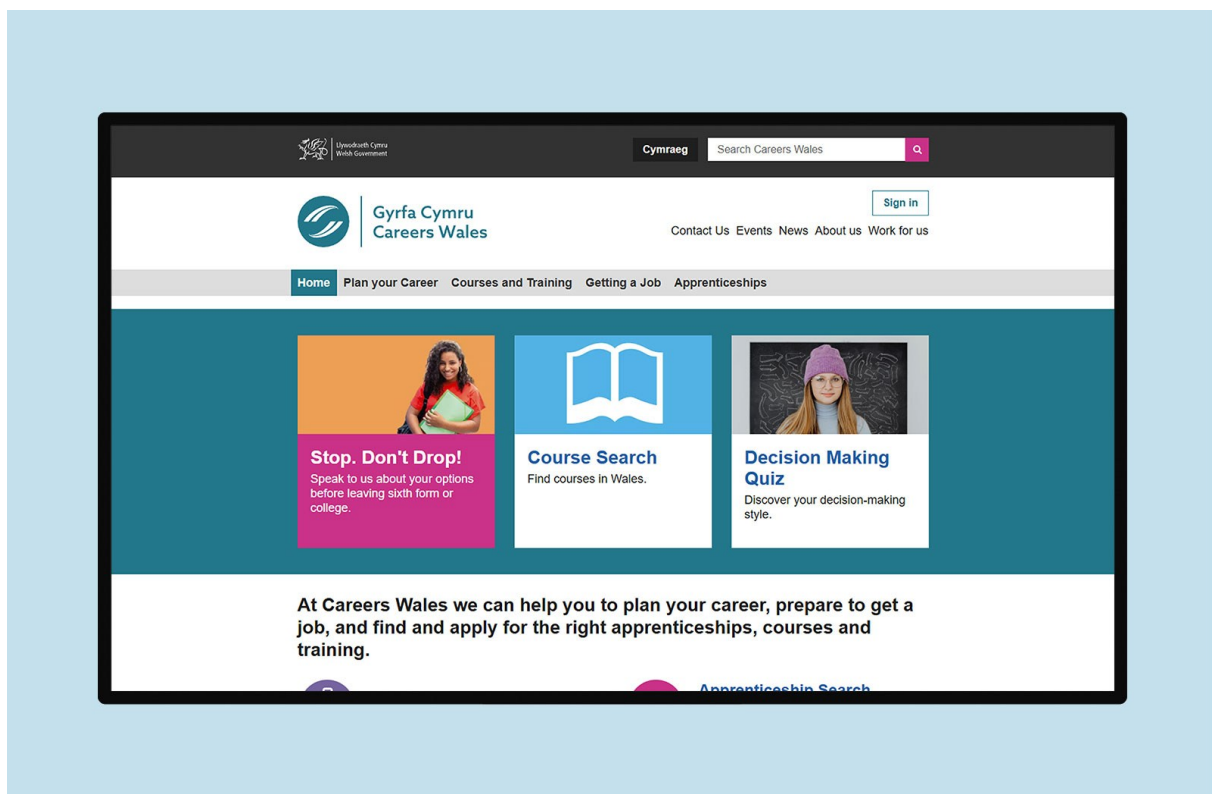
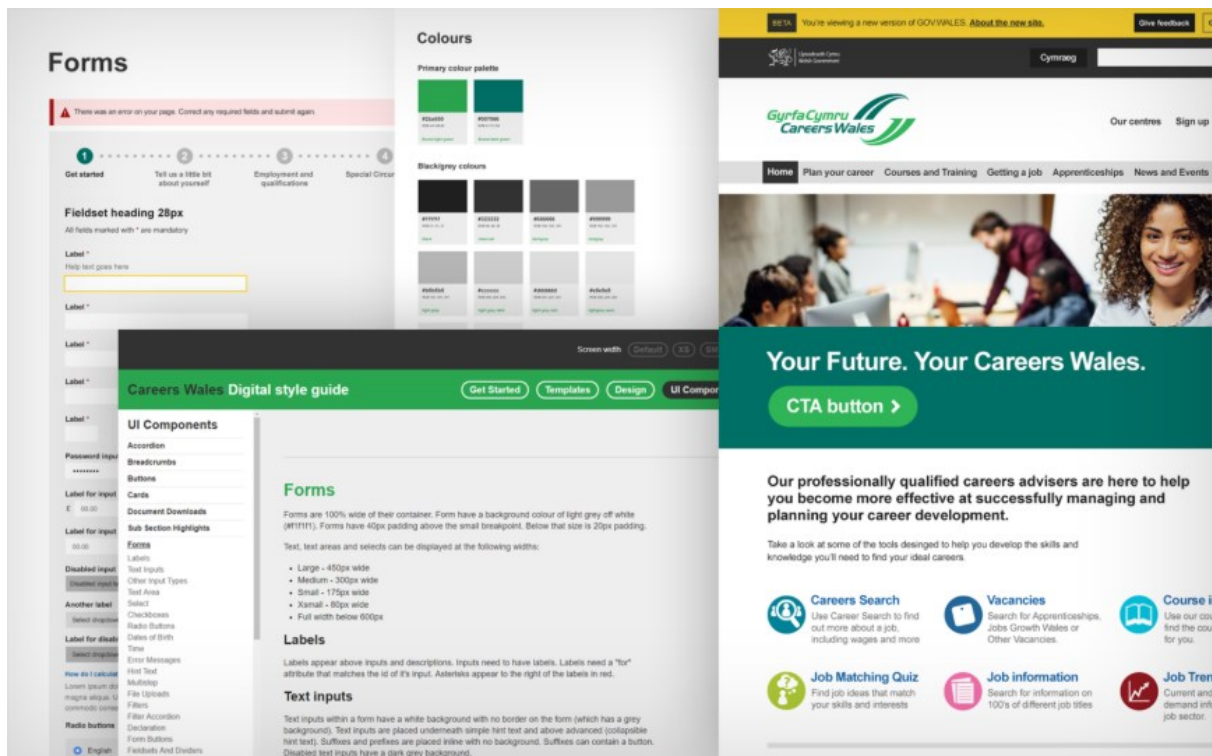
Banc of Wales (Development Bank of Wales)



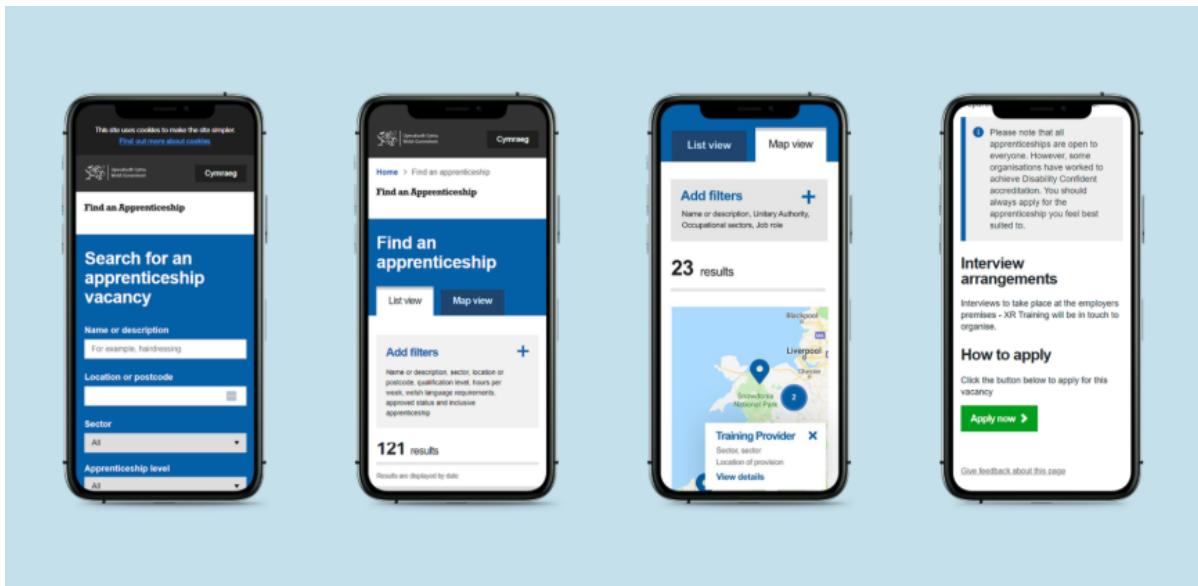
The image displays three mobile phone screens showing the Business Wales website. The left screen shows the homepage with a search bar, 'Busnes Cymru | Business Wales' logo, and a 'Welcome to Business Wales' section. The middle screen shows the 'SPECIALIST SERVICES' section with a large '21' and a list of services including Development Bank of Wales, BOSS, and Sell2Wales. The right screen shows a news article titled 'First Minister welcomes major offshore wind contracts, bringing thousands of jobs for Wales' with a date of 15 Jan 2026 and a photo of a wind turbine.



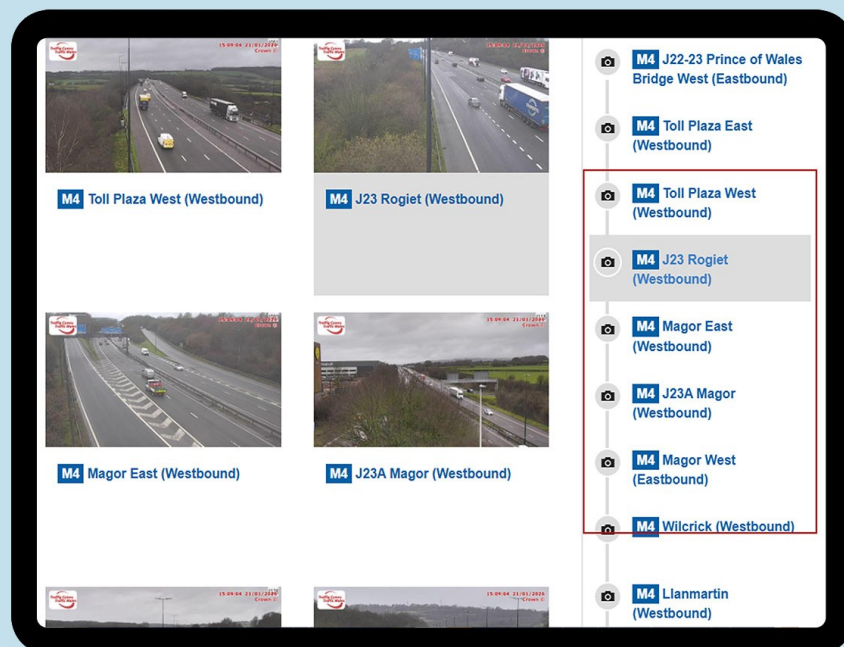
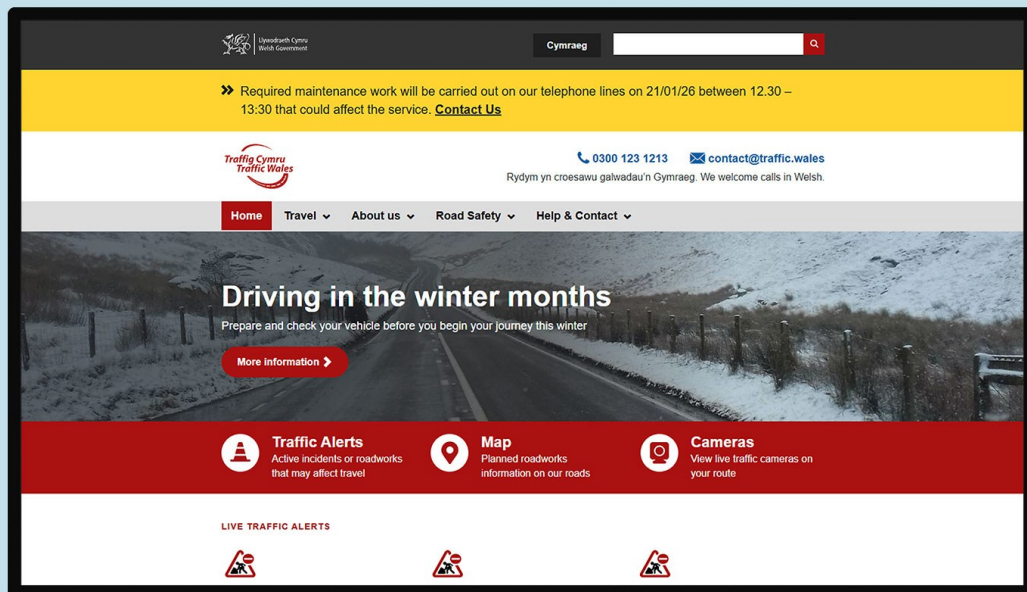
Careers Wales



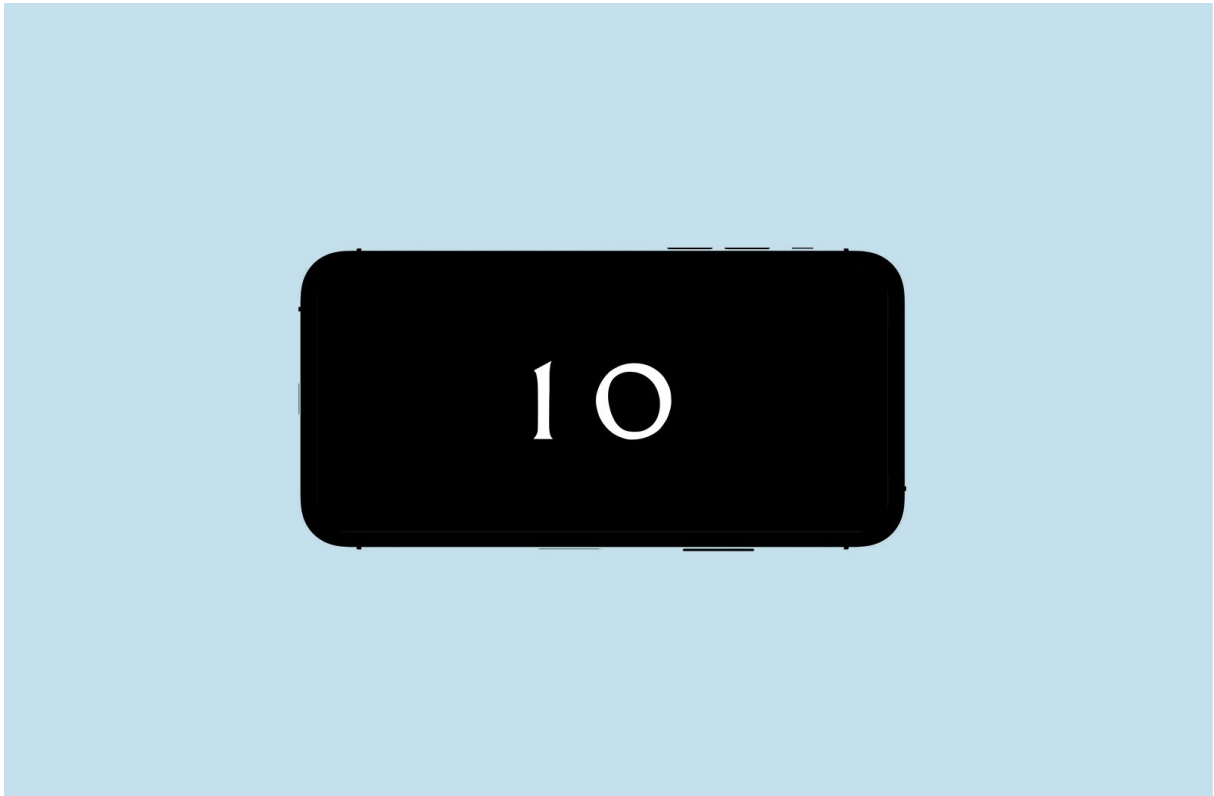
Welsh Government Apprenticeships: (GOV.WALES GEL)



Traffic Wales



Prime Minister's office, 10 Downing Street



"Just a quick notes to say many thanks for all your efforts on the upgraded No.10 site. It has been well received."

Prime Minister's office, 10 Downing Street