



G-Cloud 15 Service definition document

Welsh / English bilingual user research and discovery (Wales based)

We're a 100% Welsh Company

S8080 are an employee owned independent Welsh company, and we're very proud of that. Our company was started in Wales in 2000, we have a Welsh HQ and employ lots of Welsh people (including Welsh speakers). We don't use offshore developers, freelancers or contractors.

Everything we do is done in Swansea. Not one line of code is off or near shored. We are not a regional subsidiary of an international company or the token Welsh sales office of a large national agency.

Our Welsh clients include Welsh Government, Business Wales, Welsh Parliament, Development Bank of Wales, Cadw, Traffic Wales and many more.

Diolch.

A bit about us

S8080 is 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.

Welsh / English bilingual discovery & user research

We will work on aligning your Welsh / English digital service or website development with your objectives and bilingual user's needs. Our aim is 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, including expert user research, evaluation and remedial action covering usability, security, online goals, and accessibility.

S8080 employ qualitative and quantitative research methods including workshops, personas, user-journeys, IA and prototype iterative testing, ensuring user-centred design.

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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.

Benefits

- Welsh speakers. 100% Wales based service
- Information security assured, ISO 27001 and Cyber Essentials Plus+
- Provides guidance for proceeding to Alpha and Beta
- 26+ years English/Welsh bilingual experience, Welsh Government & Welsh Parliament
- Clients include No.10, ministerial departments, emergency services, local authority, education
- User centred open-source services that meet the Digital Service Standard
- Ensures service is optimised for user's security and privacy
- Success metrics defined, implemented and measured
- Bilingual and Welsh Language Standards compliant platform recommendations
- Wales based Pan-disability user testing available

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

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.

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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)

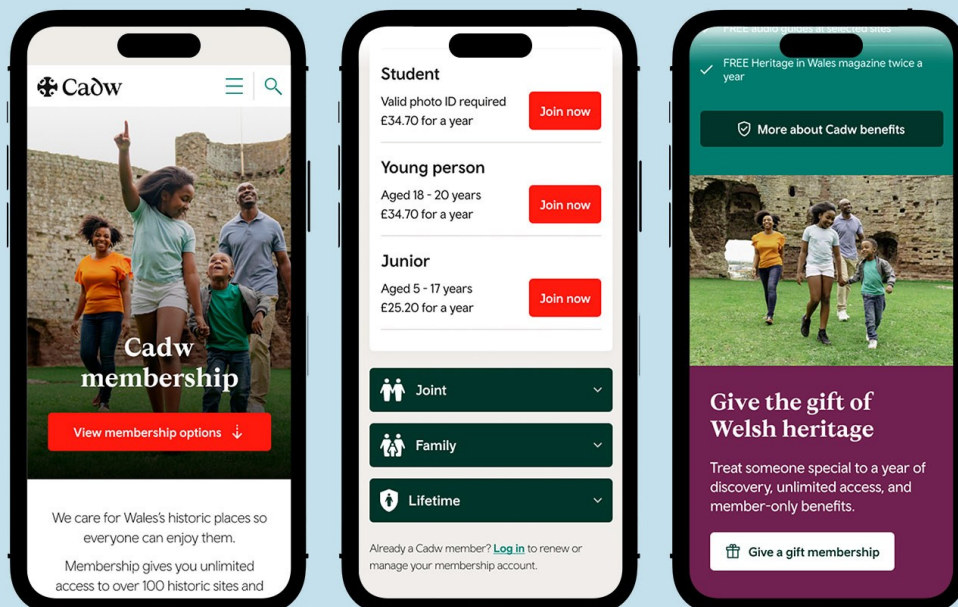
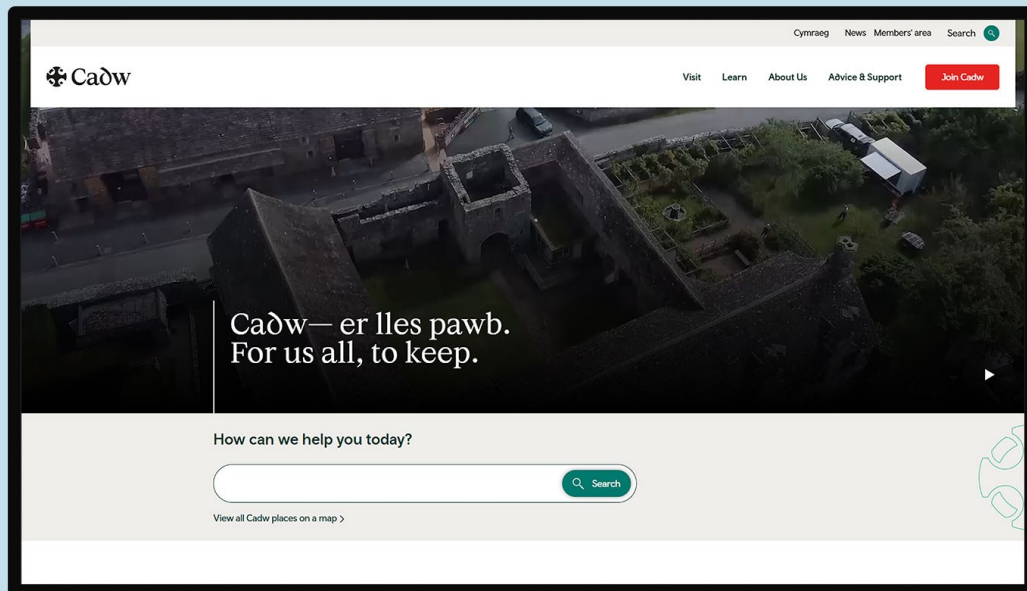
Occupational Health and Safety Management System – ISO 45001 (ISO 9001 since 2007)

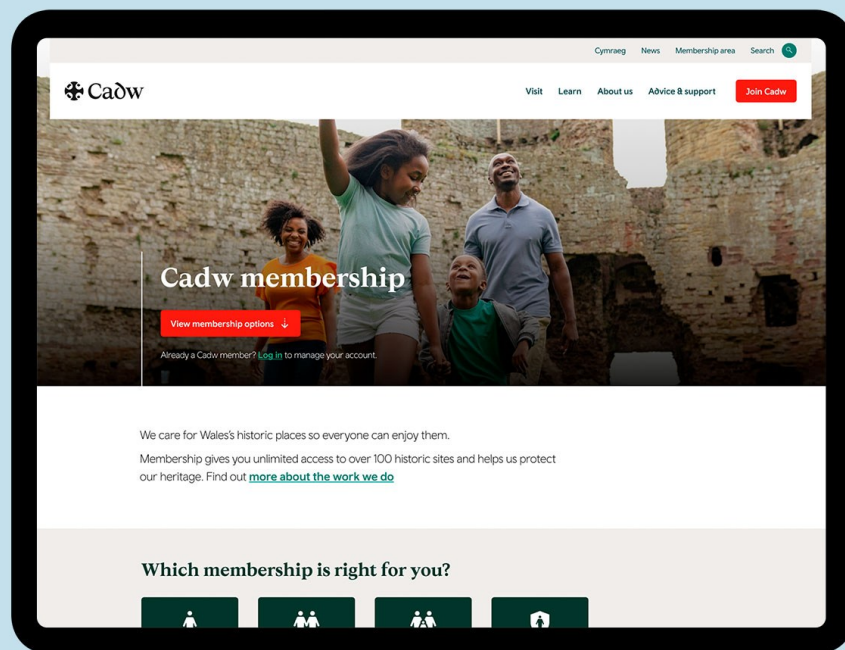
Social Value Framework - ISO 26000 (Since 2025)

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

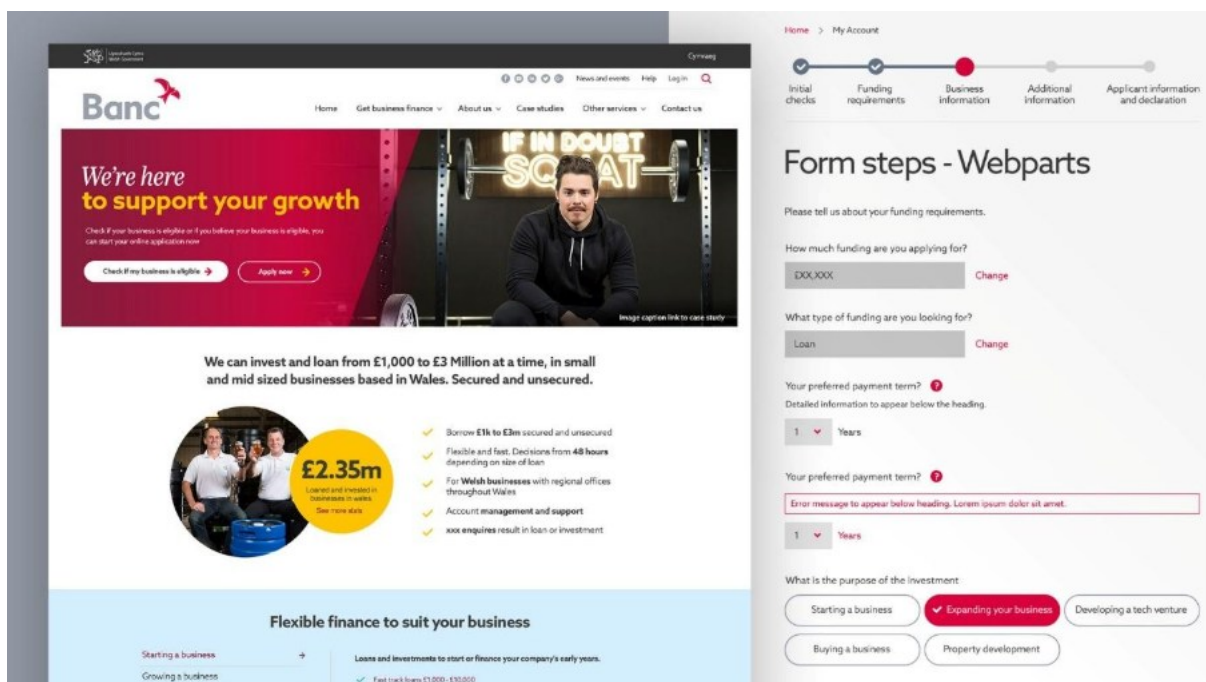
A few examples of our work

Cadw (Welsh Heritage)

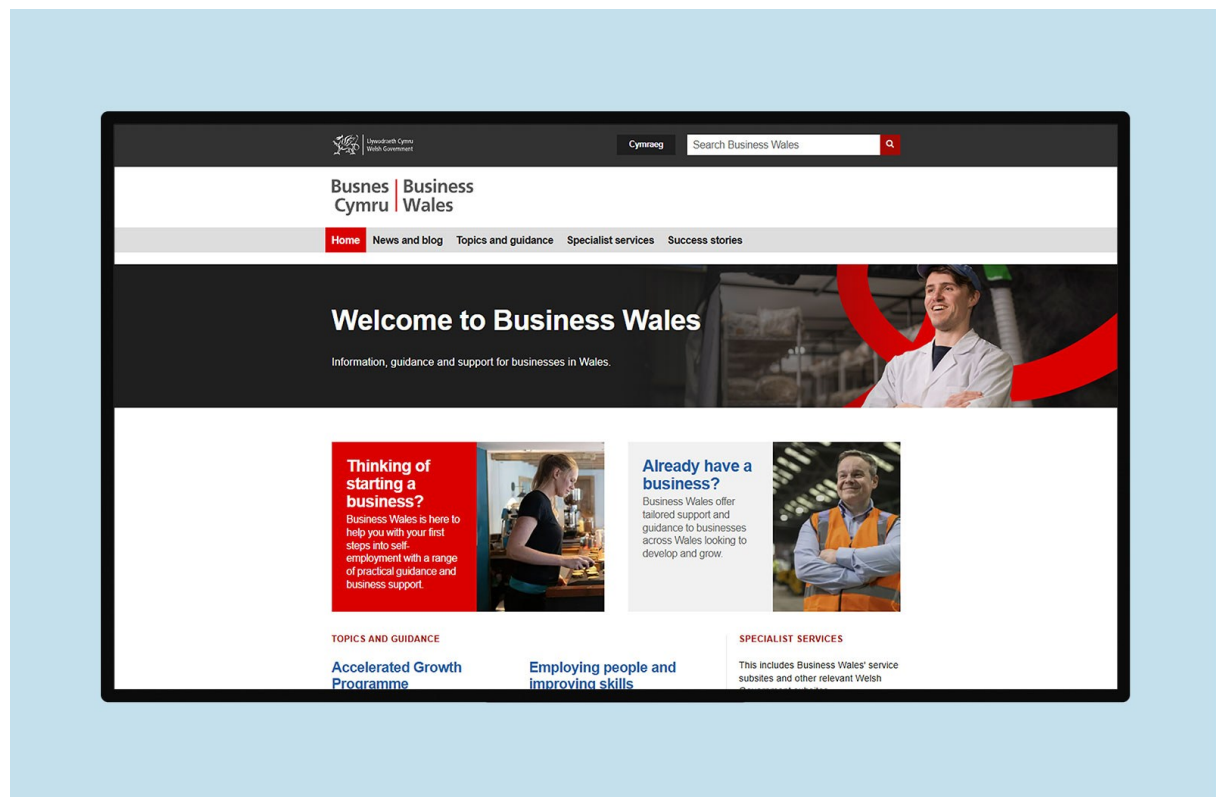




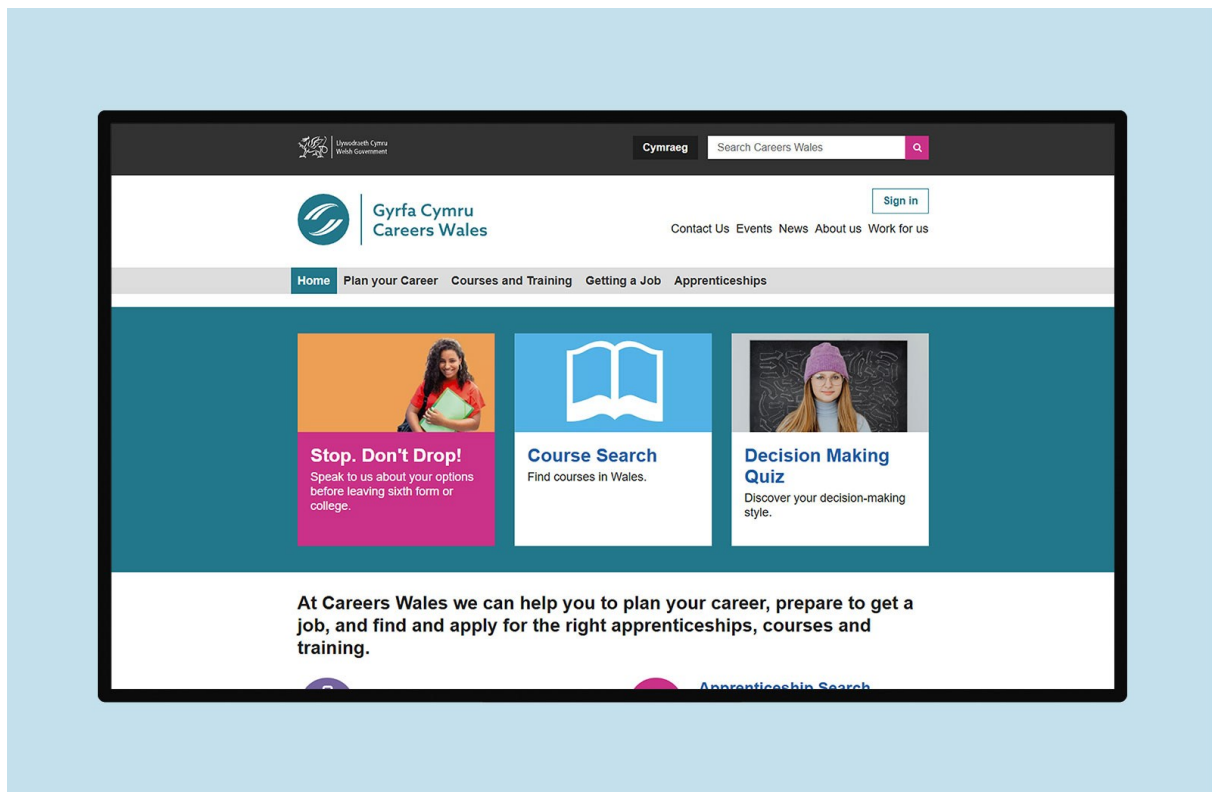
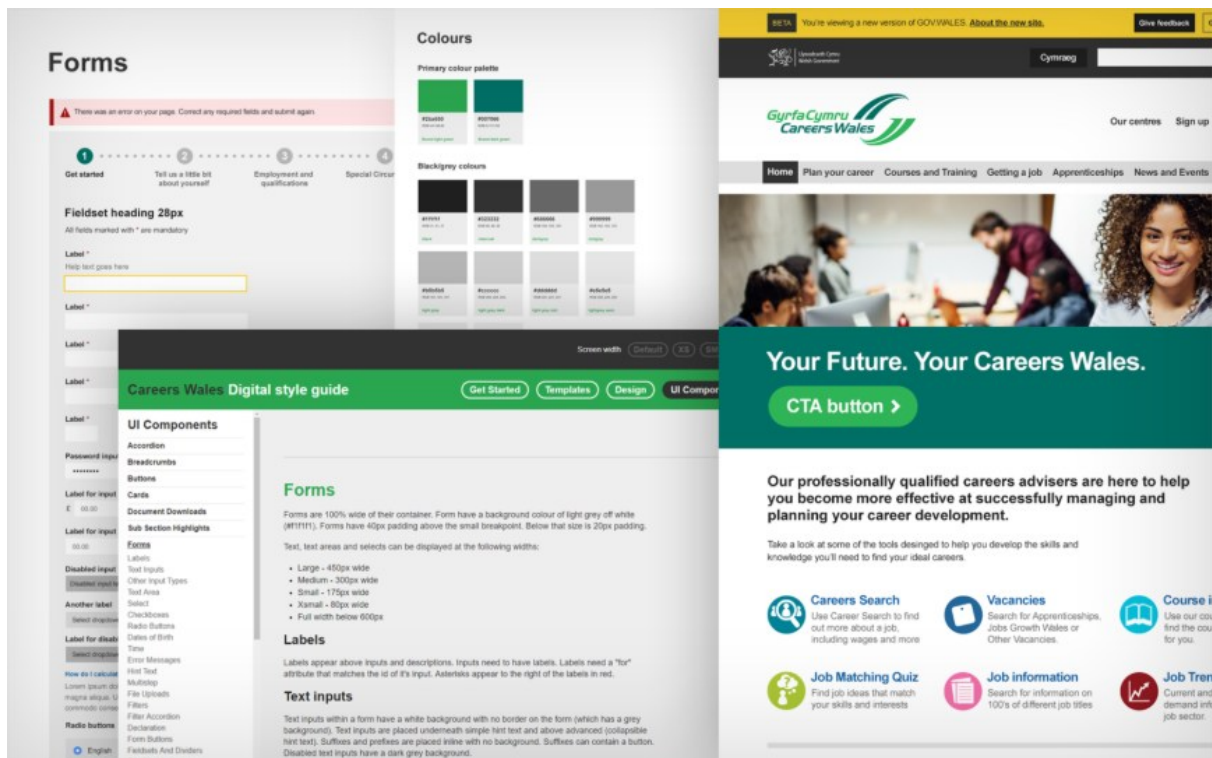
Banc of Wales (Development Bank of Wales)



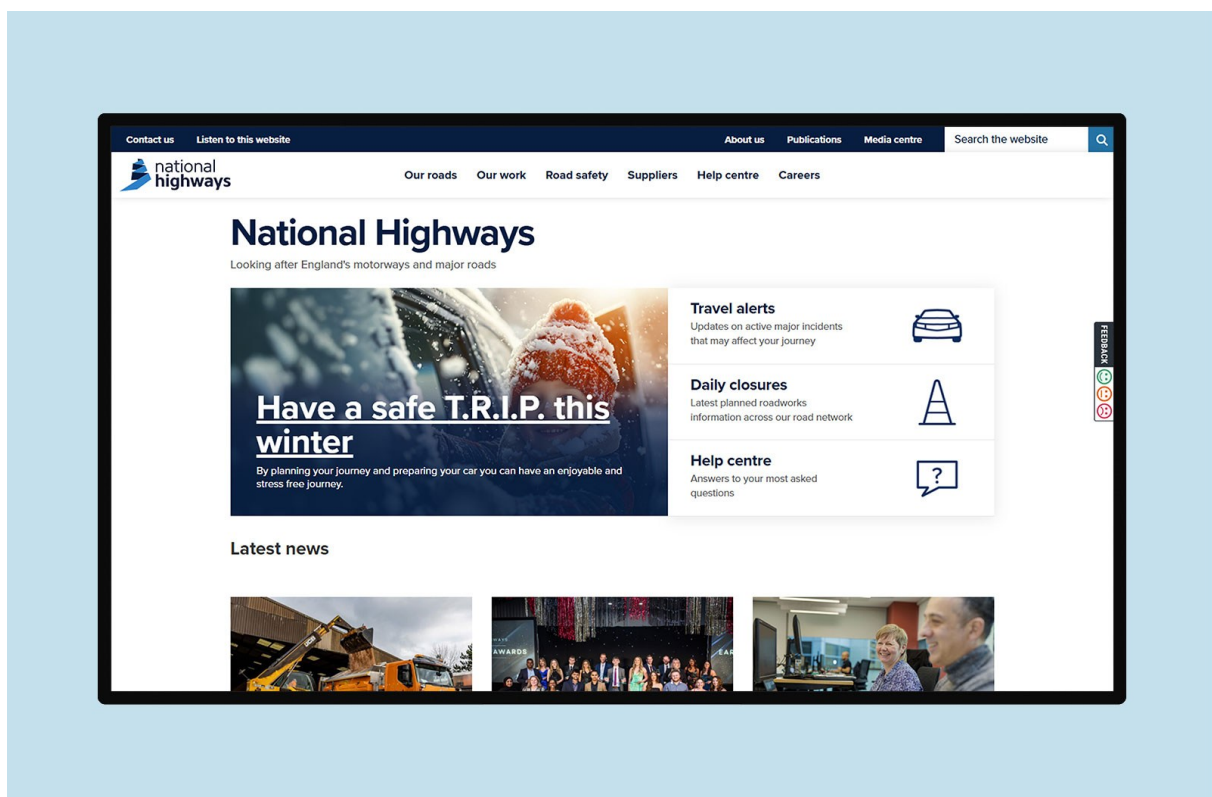
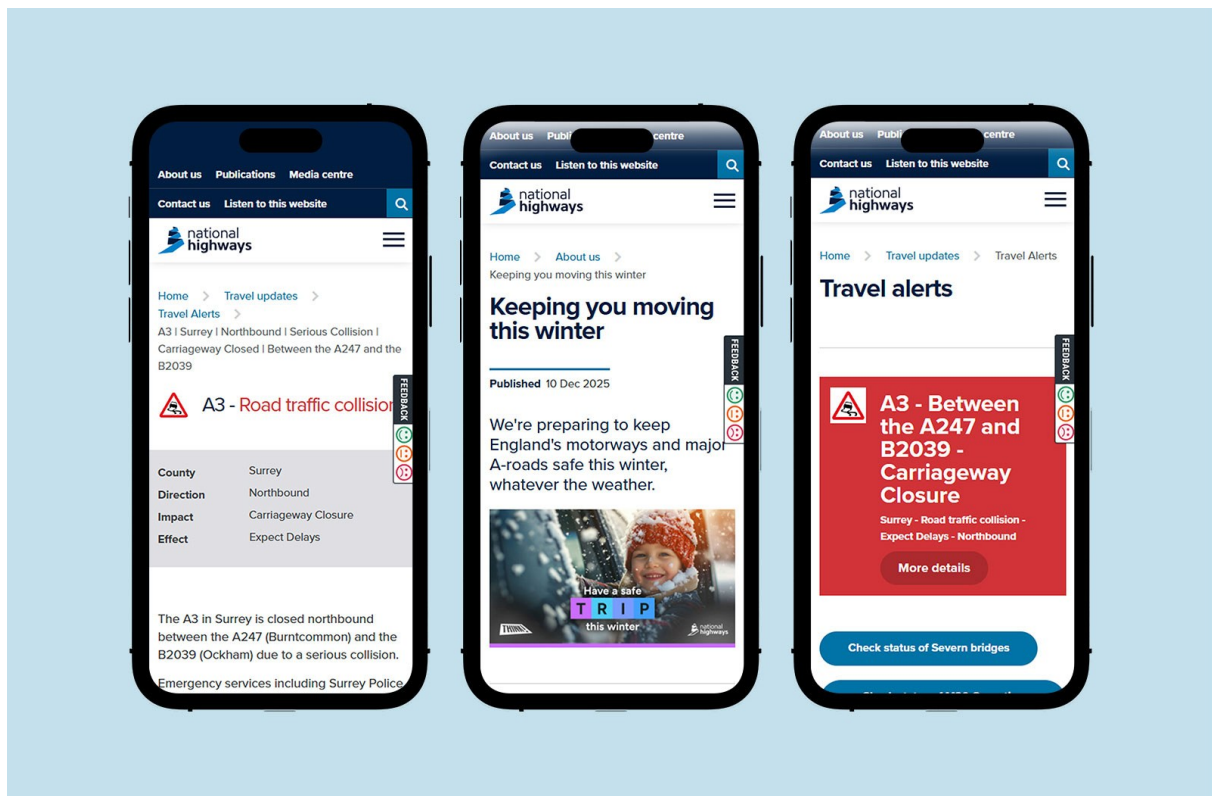
The image displays three mobile phone screens showing the Business Wales website. The first screen shows the homepage with the 'Business Wales' logo, a search bar, and a 'Welcome to Business Wales' message. The second screen shows a 'Specialist Services' page with a large '21' and a list of services including the Development Bank of Wales and BOSS. The third screen shows a news article titled 'First Minister welcomes major offshore wind contracts, bringing thousands of jobs for Wales'.

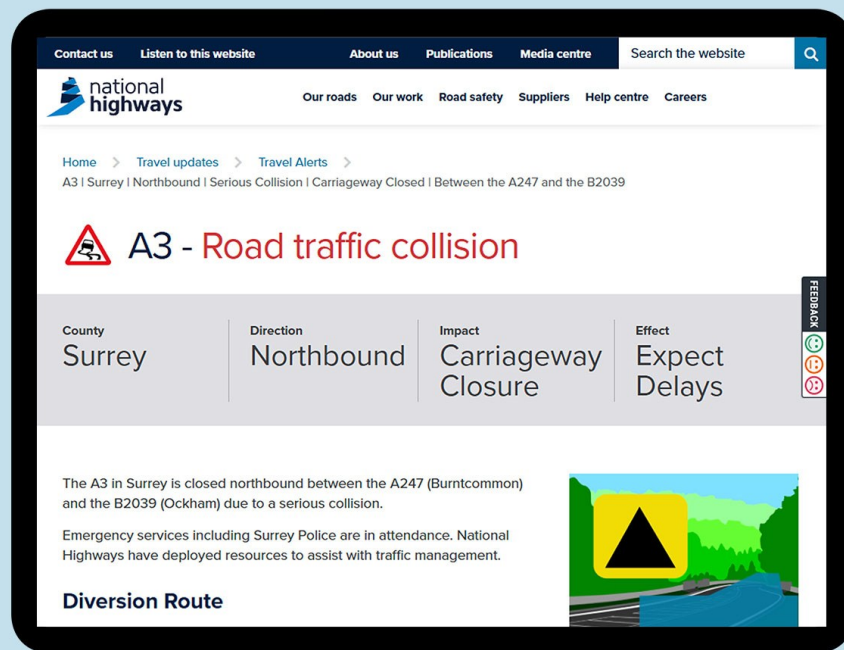


Careers Wales

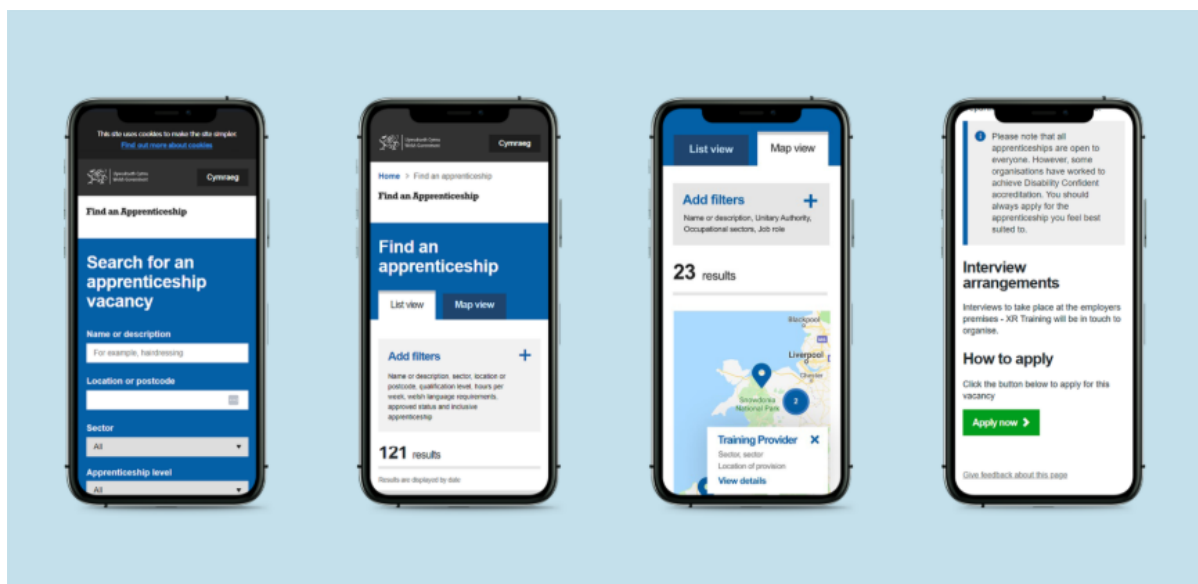


National Highways

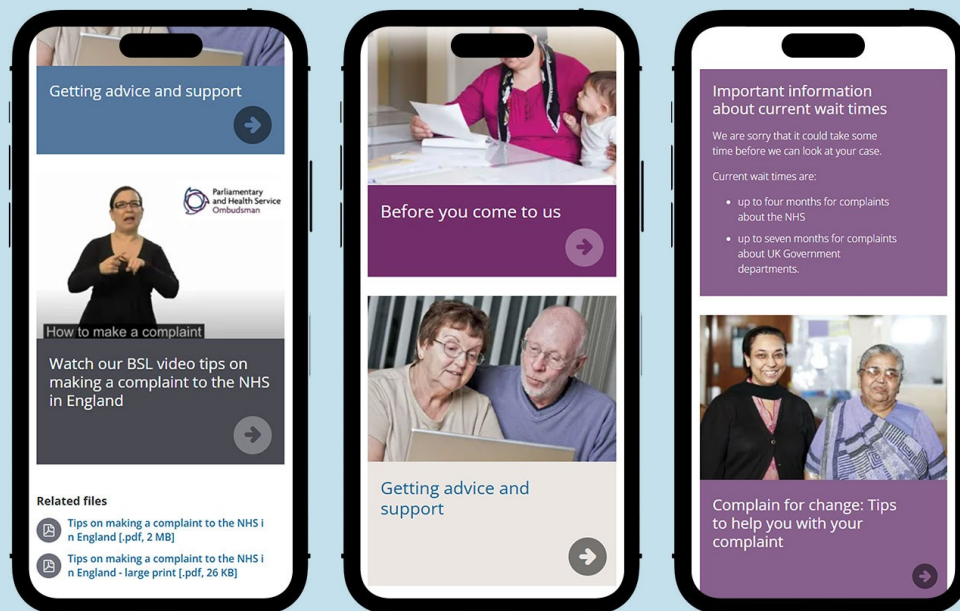
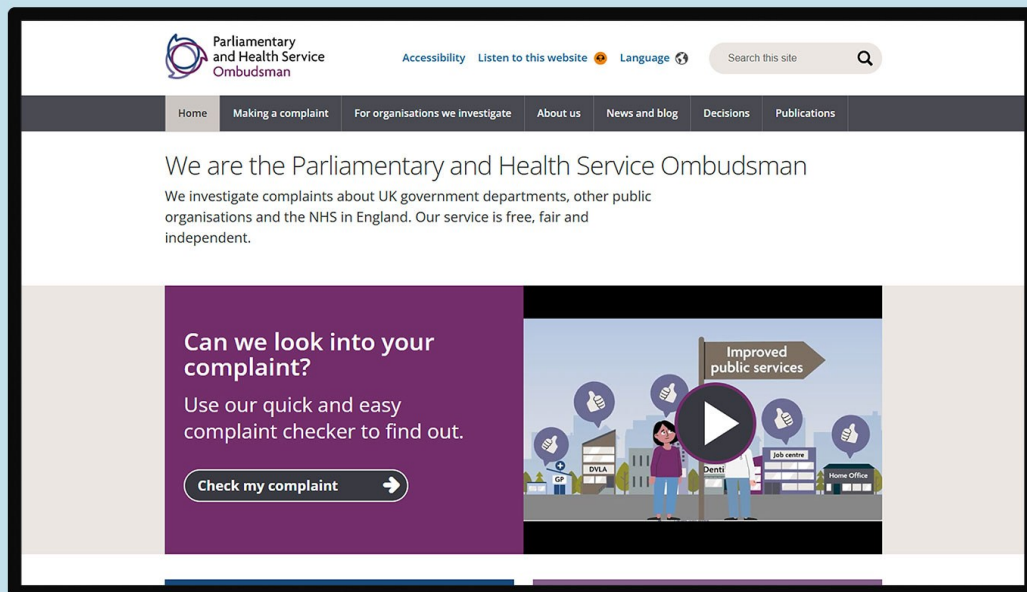




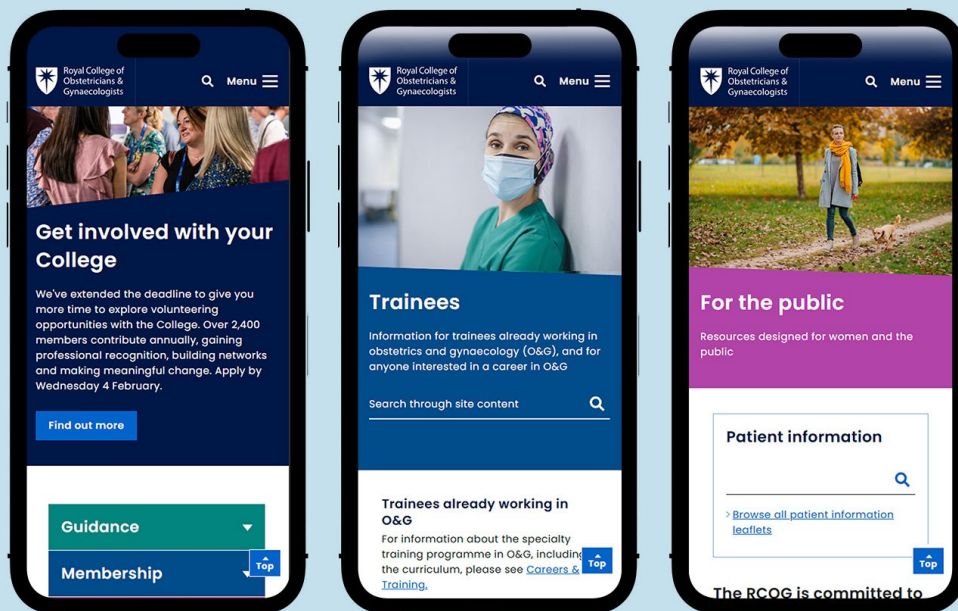
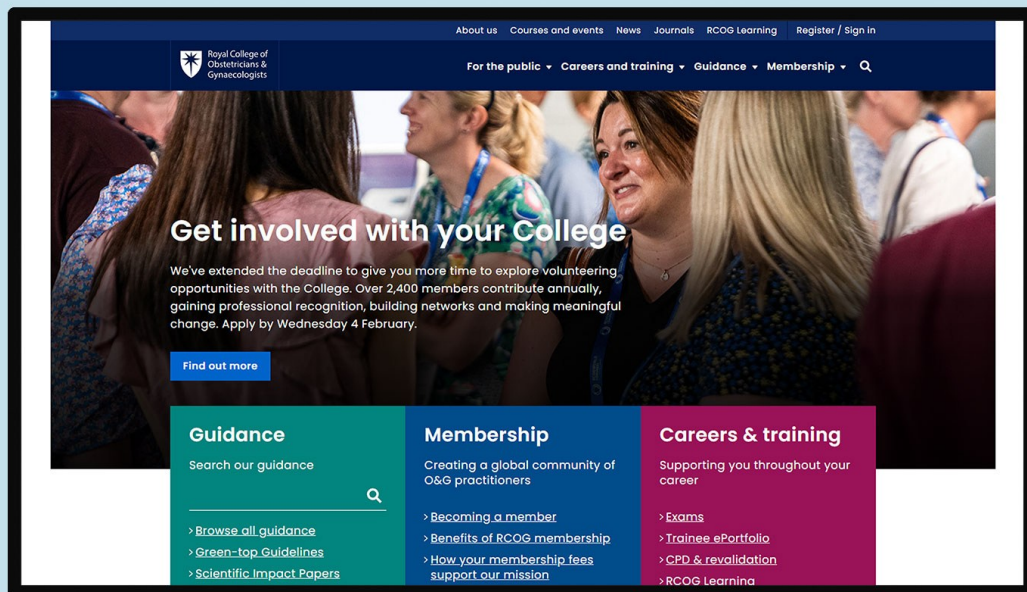
Welsh Government Apprenticeships: (GOV.WALES GEL)

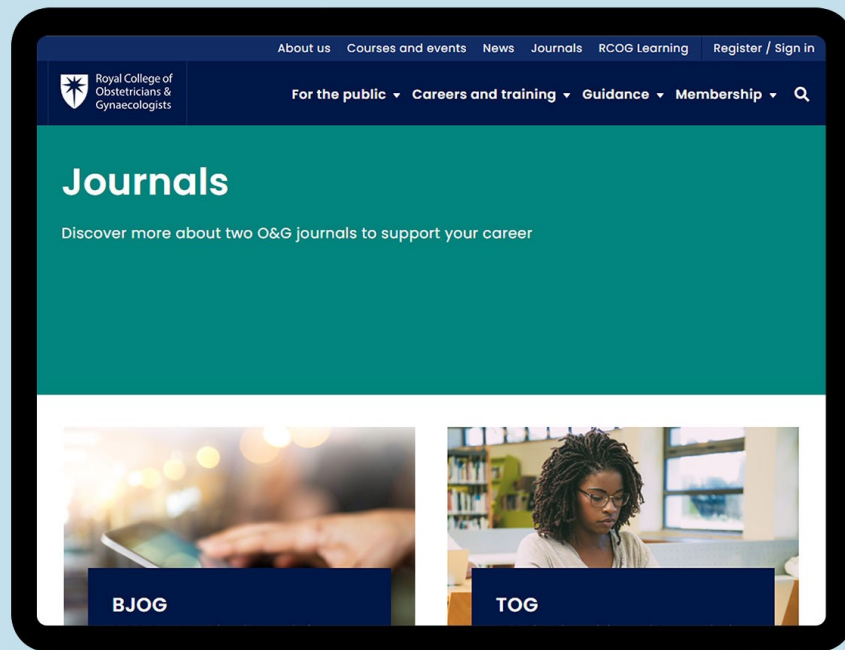


Parliamentary and Health Service Ombudsman

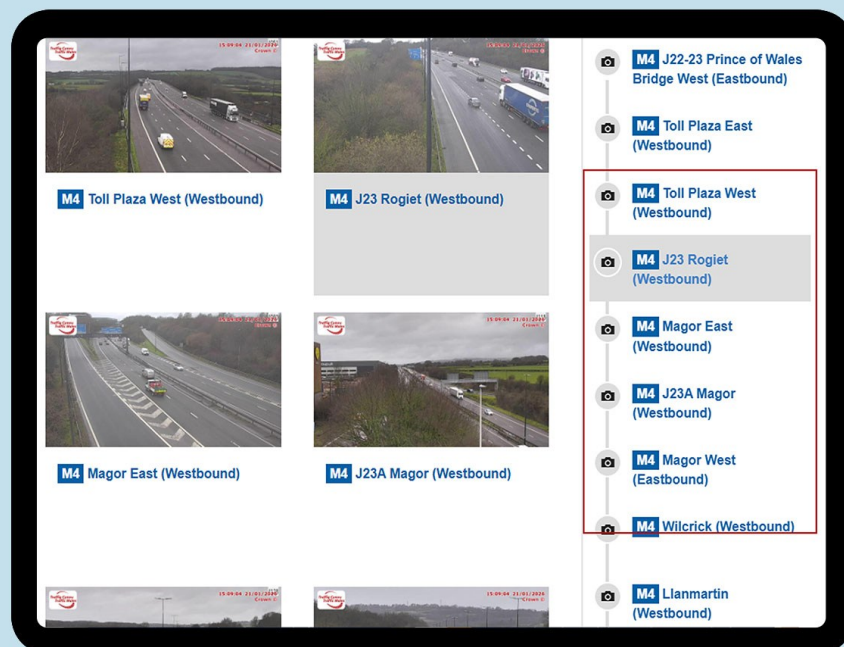
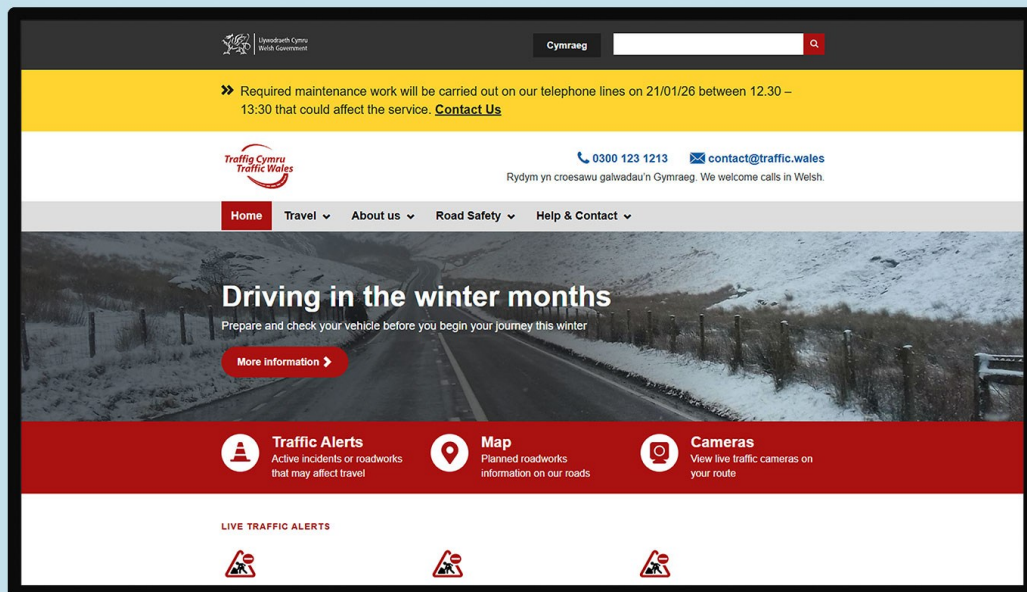


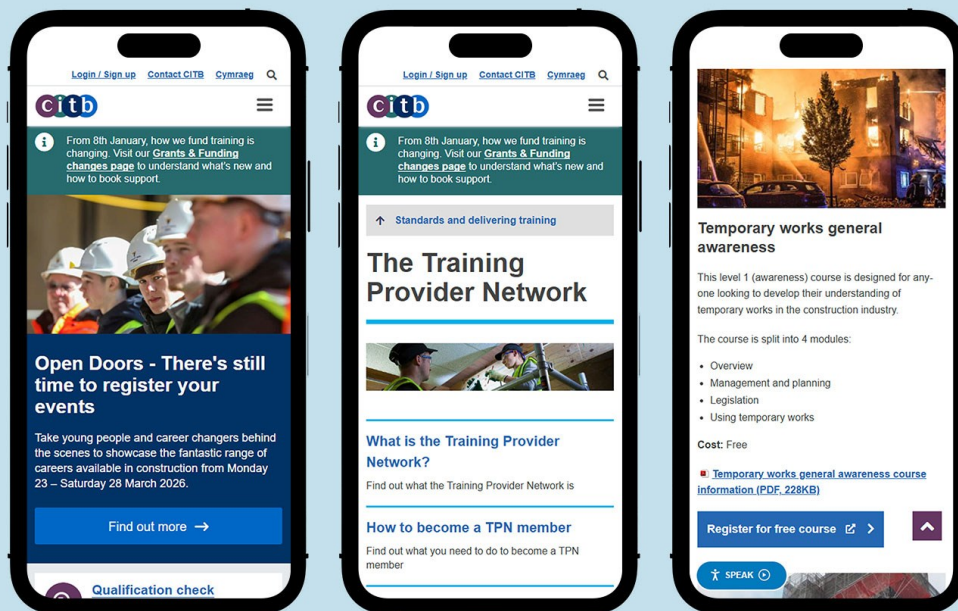
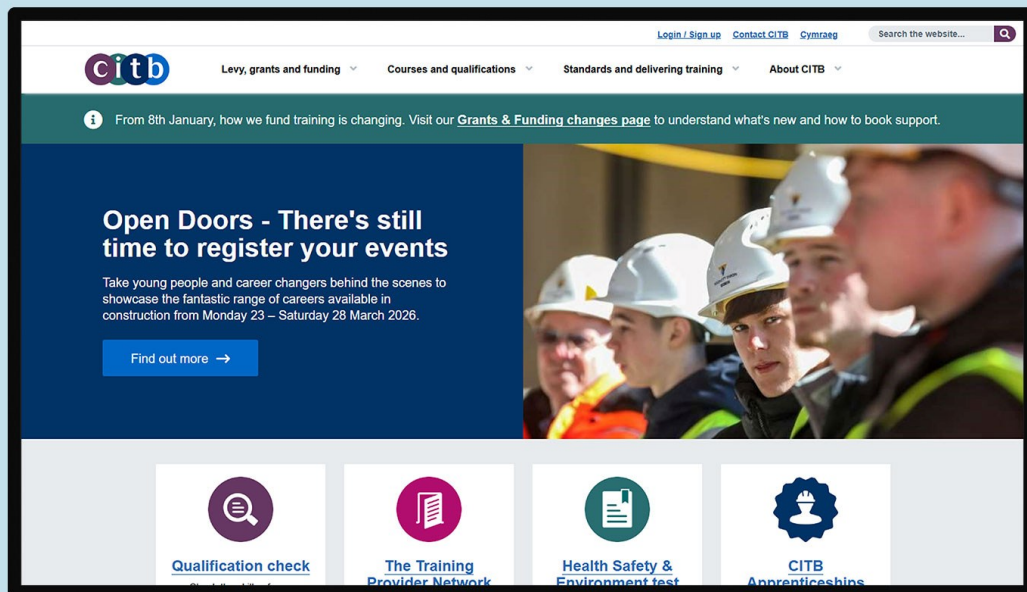
Royal College of Obstetricians & Gynaecologists (RCOG)



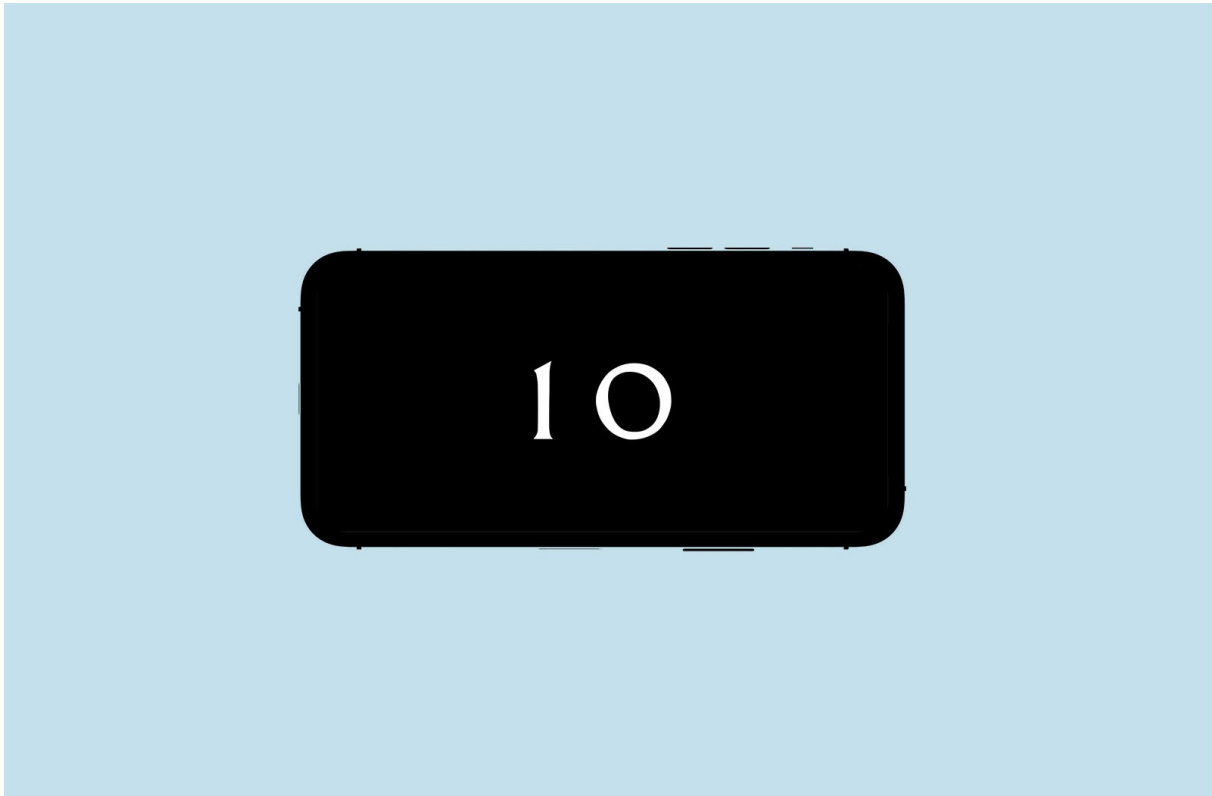


Traffic Wales





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