



FULL FAT *Things*

Crown
Commercial
Service
Supplier

About us

We're Full Fat Things, and we make software you almost certainly have used and enjoyed. We make lots of open source software that is in use globally. Our primary social value is in contributing to open source that is used globally by governments, businesses, charities and everything in between. We're friendly and we're passionate about what we do.

Founded in 2010 in the UK, our origins lie in Drupal's open source community and we're heavily involved to this day. In fact, we're the consistently one of the top UK contributors to its development and were critical in launching its latest version.

Drupal is not all we work in. We build large-scale software in many ways, including Wagtail, for government organisations, charities and for profit businesses. Collectively we have over 80 years experience in Drupal and 20 in Wagtail, and we're confident in creating the best possible solutions for all our customers.



Drupal Services

Drupal development

Using open source Drupal technology. Accessible, SEO ready, user friendly. Feature rich options.

Drupal support & maintenance

Maintenance, upgrades and support from the same team that develop and contribute to Drupal.

Drupal self-healing hosting

Cloud native hosting using technologies like Docker and Terraform to build and manage the hosting.

Drupal migration

Seamlessly moving content and customers. Over 100 million so far.

Business integrations

Seamless integration through APIs to business and external systems.

Audit

Checking your software is up to standard.

Project management

Using agile practices and following lean principles to deliver high quality results quickly.



Wagtail Services

Wagtail development

Using open source Wagtail technology. Accessible, SEO ready, user friendly. Feature rich options.

Wagtail support & maintenance

Maintenance, upgrades and support from the same team that develop and contribute to Drupal.

Wagtail self-healing hosting

Cloud native hosting using auto scaling containers for scalability and cost protection.

Migration

Seamlessly moving content and customers.

Business integrations

Seamless integration through APIs to business and external systems.

Project management

Using agile practices and following lean principles to deliver high quality results quickly.



Drupal development service

This service is a per person per day service to hire a development team, or parts of it, to work on your Drupal application.

Onboarding people typically takes a day or two and we require access to the codebase, assets and a database. We can anonymize or provide instructions on how to anonymize the database should there be any UK GDPR and Data Protection concerns where we can not simply become a data processor.

We work in iterations with QA and project management functions supporting development.

Offboarding usually involves us relinquishing access to codebases and environments and preparing handovers to other providers where necessary with key information and cheat sheets all charged at the standard rate with no separate fees.

After sales support for this is available from an assigned project manager. We always schedule releases with customers and any maintenance windows are pre agreed.

There is completely open access to data upon exit and it is passed back to the user in a secure encrypted manner.



Drupal hosting service

This service is an automated AWS offering with the Full Fat Things platform installed into it.

This provides autoscaling of web containers based upon the number of hits an application is receiving per minute. An AWS managed database and optional managed redis cache where needed are deployed.

Release mechanisms can vary but typically link to tag or release creation inside your source control for the Drupal applications.

Onboarding requires handover from existing supplier if possible, Drupal code, assets (such as file uploads), any special hosting instructions and the database from Drupal. We can also proxy the application for a short period of time whilst DNS changes propagate so that there can be a migration without downtime. In this case we change the DNS before migrating and proxy back to the original location.

Offboarding is simple. We give back the Drupal code, assets (such as file uploads), any special hosting instructions and the database from Drupal. We can also proxy the application for a short period of time whilst DNS changes propagate so that there can be a migration without downtime. In this case we proxy to the new location before changing DNS.

Data is backed up in the database on a rolling basis using Amazon rollback configured for 7, 14 or 28 days point in time recovery. For static backups we can take them on a regular basis, such as daily, and store them for fixed periods of time.

Assets are stored in AWS elastic file system and snapshotted as well as backed up.



Drupal hosting service continued..

Maintenance windows are usually arranged 3-4 weeks in advance. Releases are coordinated with the customer apart from remote execution vulnerabilities in the software stack which will be released as soon as ready but with no other changes in that release.

The mechanism for release being baked containers typically means no downtime releases as new containers take over from old ones with newer versions of software.

Performance levels are normalised after the first two weeks and can be tweaked alongside costs per performance characteristic. Often performance issues can be addressed using our Drupal development service where applications have been built outside of the best practice view of Full Fat Things.

Critical support is 24/7 and we monitor applications for key text and optionally synthetic transactions.

Every day support is 9-5 via phone or email, as well as with access to JIRA for specific named individuals.

All hosting is at AWS and usually, unless you request otherwise, in the UK. We are able to use other locations if you specify them.

There is completely open access to your data upon exit and encrypted transfers of all Drupal application code, assets and database will be provided.

Security is key and we operate on a least privilege principle whilst running your applications.



LocalGov Drupal hosting service

This service is an automated AWS offering with the Full Fat Things platform installed into it.

This provides autoscaling of web containers based upon the number of hits an application is receiving per minute. An AWS managed database and optional managed redis cache where needed are deployed.

Release mechanisms can vary but typically link to tag or release creation inside your source control for the Drupal applications.

Onboarding requires handover from existing supplier if possible, Drupal code, assets (such as file uploads), any special hosting instructions and the database from Drupal. We can also proxy the application for a short period of time whilst DNS changes propagate so that there can be a migration without downtime. In this case we change the DNS before migrating and proxy back to the original location.

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LocalGov Drupal hosting service continued..

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Security is key and we operate on a least privilege principle whilst running your applications.



LocalGov Drupal development service

This service is a per person per day service to hire a development team, or parts of it, to work on your LocalGov Drupal application.

Onboarding people typically takes a day or two and we require access to the codebase, assets and a database. We can anonymize or provide instructions on how to anonymize the database should there be any UK GDPR and Data Protection concerns where we cannot simply become a data processor.

We work in iterations with QA and project management functions supporting development.

Offboarding usually involves us relinquishing access to codebases and environments and preparing handovers to other providers where necessary with key information and cheat sheets all charged at the standard rate with no separate fees.

After sales support for this is available from an assigned project manager. We always schedule releases with customers and any maintenance windows are pre agreed.

There is completely open access to data upon exit and it is passed back to the user in a secure encrypted manner.



Wagtail development service

This service is a per person per day service to hire a development team, or parts of it, to work on your Wagtail application.

Onboarding people typically takes a day or two and we require access to the codebase, assets and database / search instance. We can anonymize or provide instructions on how to anonymize the database should there be any UK GDPR and Data Protection concerns where we cannot simply become a data processor.

We work in iterations with QA and project management functions supporting development.

Offboarding usually involves us relinquishing access to codebases and environments and preparing handovers to other providers where necessary with key information and cheat sheets all charged at the standard rate with no separate fees.

After sales support for this is available from an assigned project manager. We always schedule releases with customers and any maintenance windows are pre agreed.

There is completely open access to data upon exit and it is passed back to the user in a secure encrypted manner.



The Full Fat Things Experience

Dedicated account manager

A consistent point of contact.

Partnership approach

We take time to understand your organisation and its goals.



80+ years collective experience

The top British contributor to Drupal for multiple years. Instrumental in building Drupal 9, 10 and 11 and beyond!

Robust quality process

Strong peer review and collective intelligence baked in



Trusted

From global charities and television services to publishers and the financial sector, we get to know your organisation first, so your application makes the best impact for you and your stakeholders. You'll find a range of case studies at: <https://www.fullfatthings.com/our-clients>



Index Ventures



Service Delivery Overview

Comms Tools

- JIRA project management software to track work through the development cycle and prioritise the backlog of change requests.
- Confluence collaboration software for sharing information and allowing co-ordinated editing of documents.

Project Management

- Option of Scrum or Kanban frameworks, with governance applied to ensure scope, deliverables and timelines are defined, reviewed and iterated upon as required.
- Scrum certified project manager to facilitate regular stand-ups, sprint ceremonies, end of sprint demos and planning sessions.
- Project managers are all APM Project Management Qualification (PMQ) qualified.
- Budgets tracked throughout. Reports tailored to customer needs.

Associated Services

We can support customers in setting up or utilising their own Cloud hosting services so the services can live beyond the relationship with Full Fat Things. Costs for the cloud hosting services are excluded from our services. They are charged directly to the user. Included in our service is the creation, installation and management of this hosting service with our application built on top of it and the account management service and development around that.

Quality

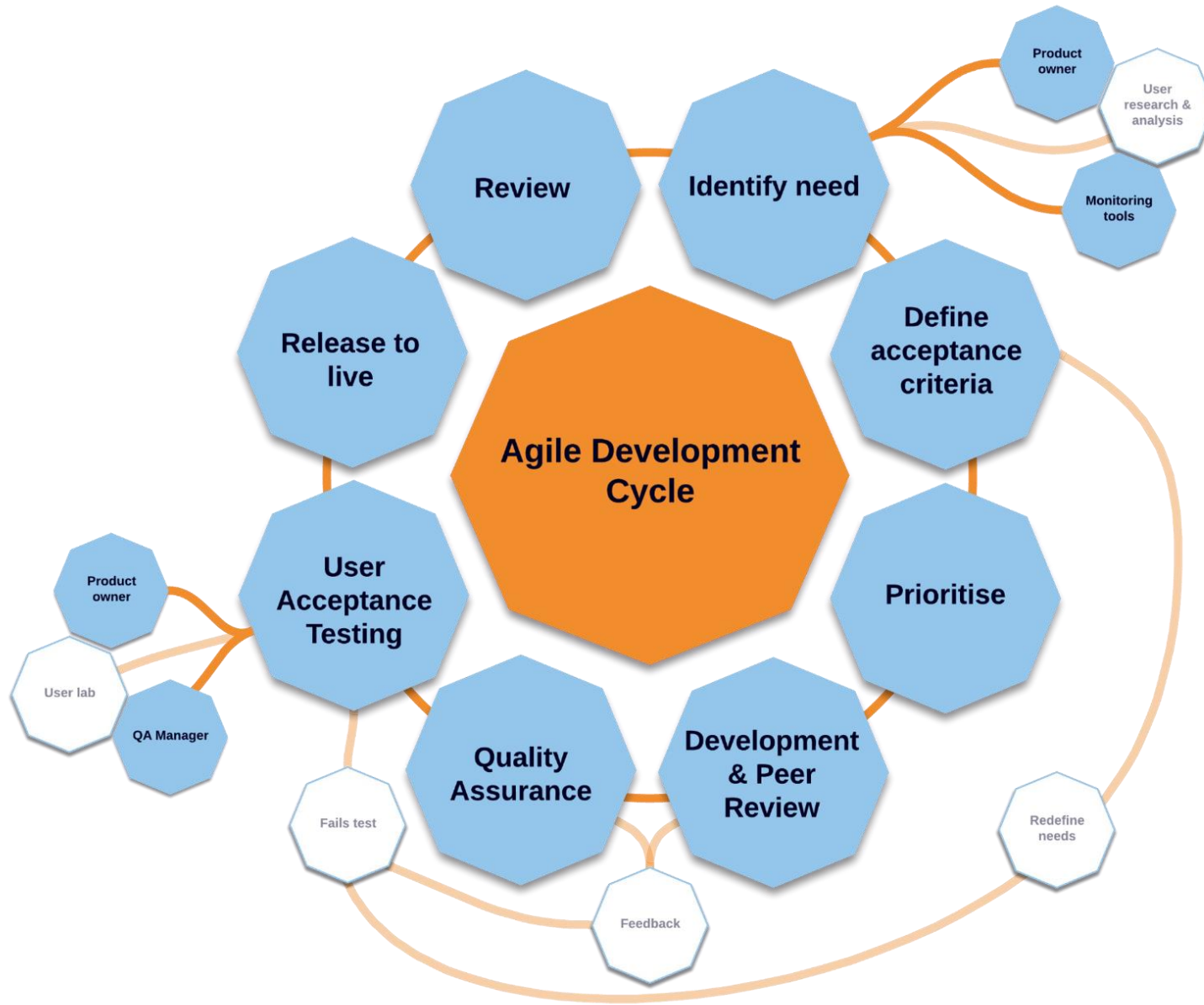
- Each piece of work is peer reviewed by another staff member before a customer sees it.
- Regression tests run at every Peer Review (PR) request.
- Automated monitoring
- QA for automation testing from browser screenshot comparisons to full Capybara immersive testing.

Support

- Business hours availability to assist with any queries relating to your project or maintenance development.
- Email and telephone availability during business hours for support requests, with 1 hour response.
- 24 hour support line for urgent downtime incidents.



Agile Approach



Our Agile Development Cycle maps out the typical approach we take. Each project and customer has their own needs too, so we factor these in when agreeing our collective approach.



Service Guide

Development and support services

During normal business hours 9am – 5pm, our team is available to assist with:

- Urgent issues (e.g. downtime)
- Updates on projects in progress
- Calls to discuss current or future work
- Queries relating to existing functionality
- Queries relating to future goals / functionality
- General enquiries
- User support

Outage and maintenance management

We create hosting environments that self-heal via cloud hosting partner features, such as autoscaling and health checks that can terminate sick services and replace them with fresh instances. This mass automation also allows staging environments to be almost exact clones of production for pre-production testing and quality assurance. For maintenance windows, we practice deployments on staging environments that are built in the same way as production on your cloud hosting environments.

Cloud hosting management

Service levels for cloud hosting are agreed with you for your specific needs, as Cloud providers have different charges for varying service levels. We add no additional cost other than rate card prices to configure hosting providers.

Service Level Agreements (SLA)

Each organisation is different, and so are its needs. We'll agree a Service Level Agreement with you to suit.

Availability and support hours

We support your service from 9am - 5pm Monday to Friday. We additionally offer telephone support for critical downtime events 24 hours a day.

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Service Guide

Ordering and invoicing

Our fees are billed in arrears at the end of each calendar month. Payment terms are 30 days net of receipt of invoice. To discuss your requirements in more detail and place an order, please contact info@fullfatthings.com or call 0207 099 3875.

Pricing overview

Engagements typically range from 1 - 120 days per month. In the event of a termination, we assist in the final month to extract any data without additional cost outside of the SFIA rate card.

Onboarding

The setup phase of our relationship is critical in making sure we understand your business, key relationships and working processes. We'll meet with you, by video conference or on-site, to get an understanding of your applications and how you work. We'll introduce you to your account manager and meet other key stakeholders. We will talk about how best to plan and prioritise support requests, and make sure we have access to all your required systems. Your Account Manager will ensure that your priorities are understood and the first fix tasks are lined up ready to work on.

Availability of trial service

We may be able to offer audits of your existing services before agreeing to provide a service on them. As your services are varied the best way is to call or email us to arrange this.

Implementation plan

Our Order Form can include a detailed implementation plan on request.

Service migration

Whether you are migrating a service to us or away from us there are no additional fees beyond our usual rate card fees.

Offboarding

When leaving us we will help with service migration or offboard planning with you or your new provider, all provided under our rate card fees. We work closely with you or your new supplier to make the migration process as smooth as possible within budget.



Service Guide

Service Constraints

- **Maintenance windows.** We provide release notes before a release, normally an hour, stating if any downtime is expected (it is not usually). We schedule releases to avoid periods of increased traffic on the site (determined by site traffic statistics) and any requirements for your content/editorial teams, to minimise any release related performance.
- **Customisation** is determined by the features available for your site, and we can build or add modules to increase the level of customisation as desired.
- **Deprecation of functionality.** We aim to give 2 months' notice of deprecations in functionality, and we'll work with you to discuss options. Any deprecation in functionality from a cloud hosting partner is controlled by that partner and is subject to their own timescales.

Who you'll work with

All of our project managers are certified Scrum Masters. On the development side, we have backgrounds in a range of sectors, but more importantly we are embedded in the open source community. Many of us have made significant contributions to Drupal and Ruby on Rails communities.

Outcomes and deliverables

We will agree outcomes and deliverables on a case by case basis. Typically deliverables include the following:

- A git repository containing the code.
- An asset library of items not in the repository, such as written documentation and collaborative notes. These are often stored in a collaborative, but secure, wiki that we run together.
- Managed hosting on cloud hosting providers sized for your current and anticipated traffic levels.
- Training on the software we have built.
- Other required materials that arise during the order process.

All of this is delivered against rate card costs.

Training

We offer training on completion of a new project or feature via online conferencing, which can be recorded and provided along with a transcript. A developer will show you step-by-step how to use the new feature or product. Customers can also contact our support desk for further help.



Service Guide

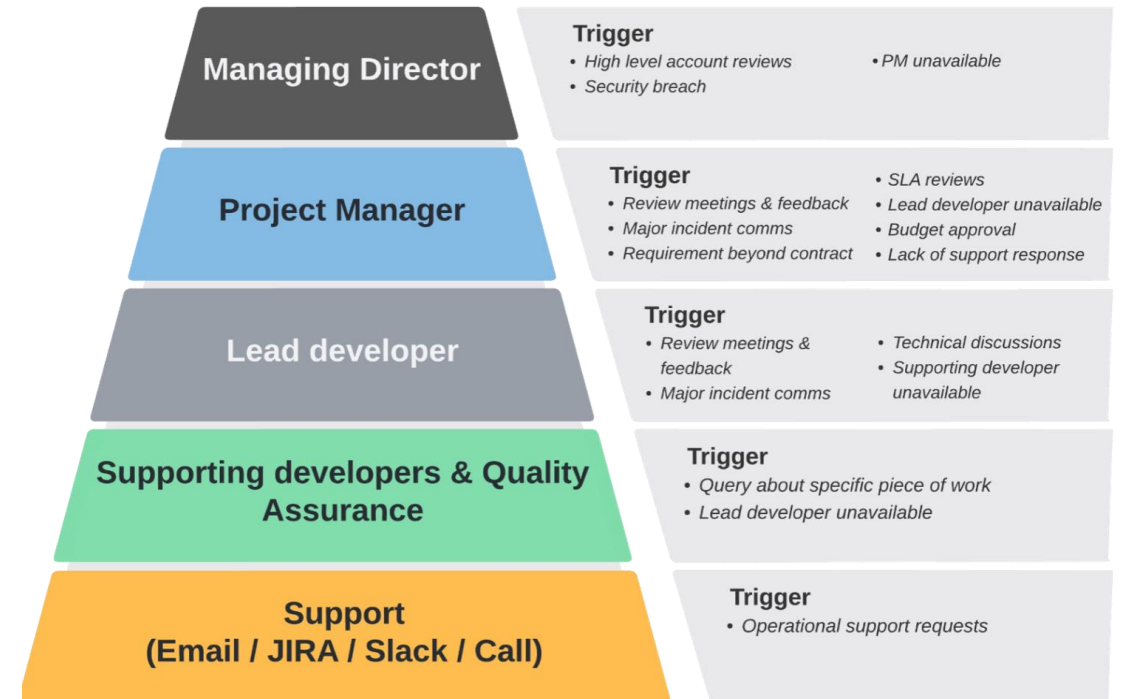
Account and Project Management

- Our service management is people led. Your account manager is the first port of call and your regular point of contact. For peace of mind, there is an escalation process up to the Managing Director.
- While in most cases we work in an iterative manner, using Agile practices, we also add a layer of cost control and transparency to projects. That lets us — and you — understand at all times how far we are through a project, both in terms of features delivered and budget.
- We have regular catch-ups to demo, plan and ensure progress is on track and clear to everyone.
- We hold regular retrospectives after events to learn how to constantly improve.

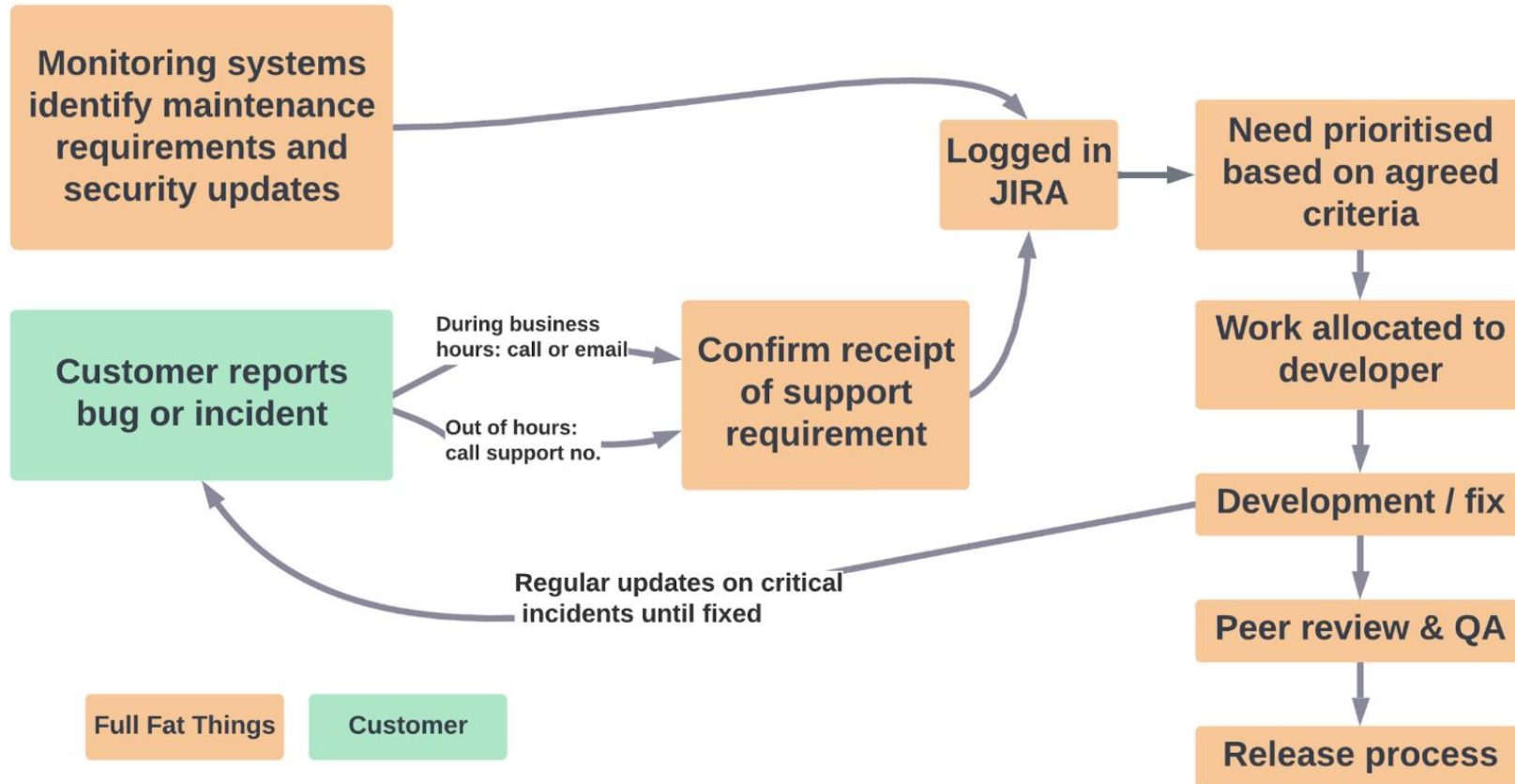
Reporting and transparency

- Progress reports are available in a variety of formats such as JIRA boards that detail where your requirements are in the development process. JIRA can be tailored to suit you and your project requirements.
- Hourly development reports are available on request
- While most customers receive monthly reports, we operate a total transparency policy.

Our service management is people led. Your account manager is your regular point of contact. Our escalation process gives you peace of mind that nothing slips through the net.



Support Process



Each customers' needs differ, and we're flexible enough to adapt. Our workflow maps broadly how the support process works.

We also have alert procedures in place to deal with incidents.



Data Protection and Security

Privacy by design and default

Where any processing activities may impact an individual's data privacy rights, we'll agree the least impactful way of processing such data. Where possible, we encrypt and use pseudonyms. We are registered with the Information Commissioner's Office (ICO) and Cyber Essentials certified.

Information assurance

As we build out hosting, or take over from other suppliers, we apply 'security by design' principles from the start. Data resides only inside your hosting setup and is accessed only by your named individuals and within our data processing agreement. You retain portability of service provider and security control. We set up products like AWS CloudTrail and Google Cloud Audit Logs to provide full traceability on actions taken by parties that can access your data and services.

Business continuity

We host in cloud environments and make applications available across multiple availability zones. If a cloud provider suffers a loss of service in one availability zone, service should continue in the other. This typically has failover or hot spare databases, load balancers that run in both locations and application servers split between the multiple locations. A more detailed plan and hosting cost can be provided upon request for each project.

Data back up and restoration

We consider back up and restoration in everything we do:

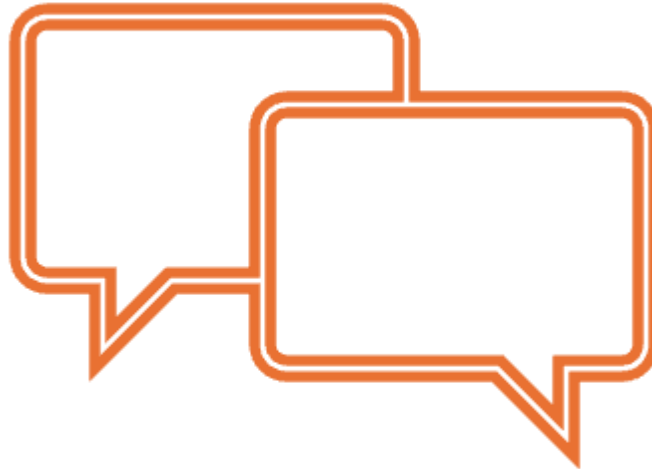
- We host code on Github, which ensures its backup and availability.
- We make sure that databases and shared file systems are snapshotted, often with point in time recovery options.
- In most cases we use the managed services delivered by the Cloud providers. Amazon or Google, for instance, automatically replace failed databases by running a replica, configured as a backup, to take over in the event of a failure.
- We run auto-scaling groups with pre-made images containing the service software, which is also ready to run in case of a machine failure.
- We make the server fleet cattle rather than pets. This allows a server to fail without the need to have to restore data.
- For pre-existing system, we'll check the backup snapshots are in place and the restoration options align with user requirements.
- We review, update and test our processes on a schedule, typically quarterly, and in collaboration with users.



What Others Say About Us

"Working with the Full Fat Things team to relaunch our website has been a real pleasure. Right from our initial meeting, all throughout in-person design sessions with our various teams, development and beyond launch they have consistently displayed their value, acuity and quality as a digital business partner. Their friendly and attentive team liaised with us daily to capture the detail and nuance of our requirements to deliver a fantastic product, and to guide us with a confident hand every step to the summit. **Worth every penny.**"

Steve Hinds, TTG Media



"I thoroughly enjoyed working with Full Fat Things. I was impressed with how knowledgeable they are, how easy they made the process of integrating with our processes (rather than forcing us to change ours) and how friendly they are. I would definitely recommend for any size project, you would be in safe hands."

Peter Thorndycraft, World Animal Protection

"Absolutely fantastic!!! The team is a pure joy to work with, they're highly skilled in their craft, and the project managing skills on top of that have always resulted in speedy work, with high quality in the end." **Tony Markov, Fastspring**

"Stew and the team have always been fantastic. They understand our needs and get the job done! Incredibly knowledgeable in their field - the go to experts! Highly recommend." **Citron Hygiene**

