Moriyama

Document Title: *Support Service Definition*

Prepared For: *G-Cloud 15*

Prepared By: *Moriyama*

Date: *January 2026*

Version: *5.0*

Moriyama

1. Summary

Moriyama provide Umbraco consultancy, support, website development, upgrades, migration and training services to help ensure successful implementations of Umbraco for our clients, and to enable clients to successfully self-manage their Umbraco projects.

Moriyama is a team of specialist Umbraco developers dedicated to delivering quality Umbraco solutions. We are one of the earliest Umbraco partners, starting out as and continuing to be an Umbraco specialist agency. We're Umbraco certified, we stay current with the latest Umbraco developments and we're active participants in the Umbraco community.

Moriyama are an Umbraco Contributing Platinum Partners and a proud supporter of the Umbraco platform since 2006.

- Business hours Umbraco support with service level agreement (SLA)
- Weekly sprint-based project work called “Iterations”

2. Service Definitions

2.1. Umbraco Support

Moriyama define Support as being on-standby to respond to unplanned or unscheduled incidents within an assured response time. This includes responding to unexpected or unplanned failures in the operation of the application, urgent queries about the operation of the application and the investigation and correction of defects.

Standby Support is provided between 09:00 - 17:00 Monday to Friday excluding UK bank holidays for the 12-month period covered by this agreement.

Out of hours support is available upon request and is subject to additional costs based on client needs.

2.2. Umbraco Consultancy

Moriyama offers Umbraco development consultancy to clients, mentoring client in-house developers to enable them to successfully self-manage their Umbraco projects: leveraging our considerable experience and expertise with Umbraco, clients can access consultative support for their in-house development teams.

This can include troubleshooting particular issues to support resolution, peer reviewing code commits, scoping for feature requirements, support for deployments and more.

Our clients can engage with Moriyama Umbraco Consultancy in several different ways:

1. Through a Moriyama support contract – drawing down resource to support with Umbraco enquiries as needed, to troubleshoot individual issues or challenges.
2. Through a Moriyama iteration – booking a larger block of Umbraco consultancy time to support with particular project challenges, launches, or a number of issues that require support to resolve.
3. Through ad hoc Moriyama support – charged at our ad hoc rate, clients without a support contract can still access Moriyama Umbraco Consultancy services, which are then billed on a time and materials basis.

2.3. Umbraco Strategy

Moriyama offer strategic consultancy services to support discovery and requirements definition for new Umbraco projects, web applications/websites.

Our experienced consultants work collaboratively with client stakeholders and customers to gather requirements and define recommended solutions, utilising Umbraco's open-source technology to facilitate digital transformation of complex business processes, to drive customer activity and engagement, to handle deep integrations with third party processes and data sources, and to support delivery against business goals and OKRs for our clients.

Moriyama strategic consultancy is delivered through a variety of activities, and takes the form of:

- Desk-based research
- Stakeholder interviews and workshops
- Customer interviews and workshops
- Solution architecture
- Technical feasibility studies
- Requirements definition
- Estimation and programme development

2.4. Umbraco Maintenance

Moriyama define Maintenance as the planned and scheduled development of a new feature or change requests to an existing codebase. This includes routine maintenance such as applying code updates (patches) or removing old unused data from the platform to free up space. Maintenance is provided between 09:00 - 17:00 Monday to Friday excluding UK bank holidays for the 12- month period covered by this agreement.

2.5. Umbraco Development Iterations

Clients who have a Support agreement with Moriyama are also entitled to book "Iterations" with Moriyama. Iterations are scheduled one-week time blocks of web development. Iterations follow a separate sprint based agile development process that takes place away from the support queue: client requirements may take multiple iterations to deliver, such as Umbraco Upgrades or Migrations (see

separate service listings for more detail) . Clients with more than 40 hours available in their Support package can deduct and assign Support package time for a scheduled Iteration, so long as the scheduling and delivery of the Iteration is possible while the Support agreement is still operational.

2.6. Umbraco Upgrades

Moriyama offer upgrades and rebuilds from your current version of Umbraco to the latest supported version, following Umbraco's release cadence.

Depending on the version of Umbraco your project is currently based on, upgrading requirements may take the form of:

Major version upgrade or rebuild – to align with latest supported Umbraco version. This may require development work to align your project with the new Umbraco CMS back office and/or address breaking changes introduced by the new version. For some older major versions, this will mean a complete rebuild of the project to establish the website application in the latest supported major version. Major version upgrades will often require migration of content and assets to deliver a completed new website project (see 'Migrations' below).

Minor version upgrade – to follow Umbraco's release cadence of minor updates and fixes, this will likely require some low-level development work to upgrade your project to the highest minor version available within your major.

Security patching – to apply any patching made available by Umbraco to address vulnerabilities identified within your version of Umbraco.

2.7. Umbraco Migrations

Moriyama offer migration services where content and assets are moved from your outgoing Umbraco CMS to the new back-office, as part of a major version upgrade or rebuild, or as part of a process of merging platforms together.

Content migration is supported by automated and manual activities to ensure that:

- Media library, images, documents, files and graphics are installed into your new Umbraco CMS
- Forms are replicated into the new back office, including any workflow behind these.
- Content types are mapped and migrated into the new CMS.
- User profiles for Content Editors, ensuring continuity of access for your teams.

Content migration is often supported by collaborative exploration of content priorities with clients, to determine high-value content (migrate first) versus low-value content (migrate last, or leave altogether), along with any mandatory elements which may be required for legal, regulatory or other compliance needs.

2.8. Umbraco On-boarding

Moriyama On-boarding is the work that takes place before your site is “Support ready” with us. Support ready means ready to respond to Support requests. On-boarding activities typically include meetings and calls with the client to discuss the nature of the codebase or site, receipt of code, assets and database required for setting up local development and preview environments and a deployment process for releasing changes to the Production (Live site) environment.

2.9. Umbraco Health checks

Moriyama Health Checks assess the overall well-being, performance, and effectiveness of the current website platform, before moving this into Moriyama support. Our health check serves as a comprehensive evaluation, examining various aspects such as security, functionality, and adherence to best practices. It aims to identify potential issues, both existing and anticipated, that may impact the website's performance or user experience. By conducting a health check, we can proactively identify and address and vulnerabilities, ensure a smooth transition during migration, and establish a baseline for ongoing maintenance and optimisation. Our detailed Health Check report will document any findings and recommended actions for your Umbraco website: any required actions can be addressed using your Moriyama Support Contract or as part of Iteration work with Moriyama (see separate service listings for Umbraco Support and Umbraco Iterations for more detail on these).

2.10. Umbraco Solution Bespoke Training

Moriyama has a strong history in providing training and in the past have been engaged to deliver Umbraco training. We offer tailored, bespoke training relating to Umbraco open-source projects and websites, including:

- In-house developer training – supporting internal development teams to upskill their developers to successfully self-manage Umbraco projects (see all ‘Umbraco Consultancy’ service listing)
- Umbraco CMS editor training – facilitating internal admins and editors to manage content and day-to-day changes within their Umbraco website project.
- Staff/Colleague training – familiarising client teams with user interfaces to support them in resolving queries for their customers and end-users.

All Moriyama Umbraco projects will include CMs editor training as standard as part of UAT and pre-launch planning. Additional refresher training courses can be arranged as/when needed, to support personnel or process changes for our clients.

2.11. Umbraco Cloud Hosting

Moriyama offer Umbraco Cloud Hosting plans catering to varied needs, including Starter, Standard, Professional and Enterprise plans for optimal performance. Our services include >99.9% availability SLA, 24/7 uptime monitoring, CloudFlare for content distribution, multiple environment support, TLS and SSL

certificates for your domains. We go beyond basic hosting, offering robust security, scalable infrastructure, and expert support. Umbraco Cloud Hosting leverages cutting-edge technology, empowering you to focus on growth and innovation while we manage your applications and websites seamlessly.

As a Platinum Contributing Partner agency with Umbraco, we benefit from close communication with the HQ team and our Technical Directors sits on the newly formed Umbraco Cloud Community Team, which influences the direction of cloud hosting provision with Umbraco.

2.12. Microsoft Azure Hosting

Moriyama offer Azure Cloud Hosting solutions catering to varied needs, from shared/dedicated virtual machines to dual dedicated servers for optimal performance. Our services include >99.95% availability SLA, load balancing for efficient traffic distribution and 24/7 uptime monitoring, multiple environment support. We go beyond basic hosting, offering robust security, scalable infrastructure, and expert support. Azure Cloud Hosting leverages cutting-edge technology, empowering you to focus on growth and innovation while we manage your applications and websites seamlessly.

3. Support SLA

As defined above Support is being on-standby to respond to unplanned or unscheduled incidents within an assured response time.

Response and resolution times take place within UK business hours only, which are between the hours of 09:00 and 17:00 Monday to Friday excluding public holidays.

Response and resolution times are based upon incident priority which is assigned according to the following descriptions:

Incident Priority	Description	Initial response	Target time to resolution or work around for known issues
P1	Whole of or a critical part of the system(s) unusable, causing immediate and significant business impact.	30 minutes	4 hours after initial response.
P2	A significant, but not immediately critical, part of the system(s) unusable, creating some business impact.	2 hours	8 hours after the initial response.
P3	Disruption of a single element of the service. One or more users are unable to	4 hours	24 hours after the initial response.

	access the system. Alternative access or workarounds are available		
P4	A problem causing inconvenience only. A workaround is available. A request for information or query. • Basic questions • Cosmetic issues • Documentation errors	8 hours	40 hours after the initial response.

4. Maintenance and Admin SLA

Maintenance and Admin work will be queued planned and scheduled in accordance with the Maintenance and Admin SLA.

Maintenance and Admin requests are either standard or non-standard requests according to the following categorisation:

Standard Request

A standard request is a fully described (with detailed requirements) and understood (Moriyama have clarified the requirements) change or feature request that has been estimated to be 4 hours or less effort (which includes the time spent analysing and estimating the request). A standard request should be largely free from any blocks to development meaning that a developer is free to work on the request within the allocated time.

Non Standard request

A non-standard request is a request where the requirements change or evolve as the ticket is being worked on or a request involving a system or factors outside of our control or any request that requires more than 4 hours effort. Key characteristics of a non-standard request is the degree of uncertainty associated with determining how much more time will be required to complete the request and dependency on a third party system, component, or entity for the successful completion of the ticket.

Response and resolution times take place within UK business hours only, which are between the hours of 09:00 and 17:00 Monday to Friday excluding public holidays.

When a Maintenance or Admin request is raised in the Support queue, we will respond to the request within 16 working hours. Standard requests at the front of the queue will be completed within 80 working hours.

Clients scheduling request before the launch of a campaign are advised to raise a standard request no less than a full two weeks before the start of the campaign and to raise non-standard requests as early as possible because non-standard requests are the types of requests that can continue for extended periods of time before completion becomes possible.