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Service Definition Document



hive^{IT}

Who we are

Hive IT is a digital agency based in Sheffield, offering software design, development and hosting services, alongside a wide array of user research services.

Our goal is to make a positive difference to our world using the right tools and technology.



Our work

We have experience with a wide range of clients, including:

- Public sector organisations such as the DfE & DfT
- Educational institutions like The University of Sheffield & Sheffield Hallam University
- Charities such as Shelter and Weston Park Cancer Charity



Department
for Education



Department
for Transport

Sheffield
City Council



The
University
Of
Sheffield.



Sheffield
Hallam
University



Client testimonials



Department
for Education

"It feels like it's all gone better than I could have dreamed it would go. It's all just been amazing and the investment from every person in the team has been really special. Everyone seems to care a lot about what we are trying to do." – **Laura Selby, Product Owner and Data Analyst at the Department for Education**



"We have achieved a huge amount in such a short space of time and that is a real testament to your tireless work behind the scenes, enabling us to work together and being flexible around our tight deadlines!" – **Jemima Stevens, Digital Project Coordinator at Shelter UK**



The
University
Of
Sheffield.

"Hive IT are an awesome team. They worked closely with the University to develop the app, and weren't at all fazed by having a bossy computer scientist as the client..... A very polished app was delivered on schedule and I am delighted with the outcome." – **Professor Guy Brown, Head of the Department of Computer Science at the University of Sheffield**



The HiveIT Approach

Hive look to foster trusted relationships with our clients and work in close partnership to achieve common goals and objectives. We will:

- Define an approach that suits your and your business needs, rather than using a “one size fits all” approach
- Work closely with you, adopting a “one team” ethos
- Build trust and collaboration by regularly communicating with you, allowing us to improve and course correct where needed, and ensuring high quality outputs



Hosting Support & Maintenance

Our cloud hosting, maintenance, and support services provide secure, scalable infrastructure (including AWS, Azure, GCP) alongside technical assistance, patching, and proactive monitoring. Support packages ensure your services up to date, secure, accessible and compliant.

Features:

- Dedicated support manager
- Task / Query logging through Jira
- Security updates
- Customised SLAs to meet business requirements
- Automated build and deploy tools

Benefits:

- Technology agnostic, utilising the best tech for you
- Shared learnings through our "one team ethos"
- Streamlined deployment cycle due to CI/CD pipelines



Get in touch

If you have any questions about our services, or would like to know more about our company, feel free to contact us at hello@hiveit.co.uk