

Service definition – G-Cloud 15

All Services

3chillies provide Cloud Consulting, Website and Application Development and fully managed, cloud-based Hosting and Support for Websites, Apps and APIs. Our support helps you increase operational efficiency, maximise performance, and maintain a secure and reliable environment.

Service feature:

- Managed Service support options
- Fixed-price and T&M support and consulting options
- CMS-driven website development, deployment and support
- Custom Application Development, hosting and support
- Systems Integration
- PaaS and IaaS hosting and support
- Guaranteed response times and solution SLAs
- Supported CMS platforms include Sitecore, Optimizely and Umbraco

Content Management System (CMS) implementation / Website development

We develop, host and support websites running on:

- **Sitecore**
- **Optimizely**
- **Umbraco**

Our CMS implementation services include:

- Full WYSIWYG (in-page) editing, personalization and A/B testing.
- Customized approval and publication workflows.
- Content-driven, multi-faceted searches.
- Headless CMS
- Integration with many 3rd party systems, e.g. CRM, Marketing Automation, Apps, etc.
- Full adherence to vendor-specific implementation best-practices.
- Vast experience with CMS running on Azure (IaaS and PaaS).
- Very strong technical leadership.
- Proactive and dedicated website support.

Bespoke Software Development

We use an Agile development methodology to ensure high-quality delivery. We develop software collaboratively, with a focus on usability, security and maintainability. We have extensive experience in designing, building and deploying applications and websites to the Microsoft Azure platform using both Infrastructure as a Service (IaaS) and Platform as a Service (PaaS). These may include integrations with systems hosted on premise such as Intranet, CRM or line of business applications.

Our previous bespoke solutions include:

- Financial modelling software
- Project Management tools
- Communications tools
- Analytics and data-visualization

All of our bespoke software is built using Microsoft's .NET platform and Microsoft DevOps.

Systems Integration

Systems integration is one of our core areas of expertise. We will analyze your requirements and implement an efficient and manageable integration, ensuring performance goals are met whilst maintaining data integrity, security and reliability.

Our previous integrations include:

- CRM systems
- Finance systems
- ERP systems
- Analytics
- SharePoint
- Payment gateways
- Marketing Automation platforms
- Social Media platforms
- Third-party APIs and custom solutions

Project Management

A Project Manager (PM) will be part of the team assigned to work on your project. The PM will be responsible for the delivery of all project work within the scope of requirements and delivery expectations. Project planning and clear communication of this against delivery milestones is a key part of the role.

Our delivery process uses the following key artifacts and ceremonies for delivery and stakeholder engagement throughout the life of each project:

- **Backlog** – we set up a full project backlog, comprising user stories, tasks, test cases and mutually-agreed acceptance criteria.
- **Sprint Planning** – this will determine the order and priority of the work.
- **Sprint kick-off** – provides the opportunity for the team to run through the work items and discuss work assignments.
- **Sprint** – we run 2 weeks (10 working days) sprints, in which we deliver against the backlog tasks in business priority order.
- **Stand up** – the team will catch up every morning for 15 minutes (the project stand-up), to discuss progress and work items for that day. This also allows them to raise any blockers that they may be facing.
- **Sprint Demo** – this takes place on the last day of the sprint. It provides an opportunity for the team to discuss and where possible, demonstrate work completed to key stakeholders.
- **Internal Acceptance Testing (IAT)** – we will test the solution at key points of delivery. The dev and test team will work closely to identify and resolve any issues found. This will be a collaborative approach moving through the test and resolution until we're confident that the work is complete and ready for deployment for User Acceptance Testing.

The PM will also provide a weekly report outlining progress made during that week and listing key activities and objectives for the week ahead. The PM will also detail any open questions or dependencies that need addressing.

Support

We provide a fully managed support service via our dedicated, UK-based support team, comprising:

- Full website, app, API monitoring (uptime reporting and immediate notification of partial or complete loss of functionality)
- Issue / Fault resolution
- Bug fixes
- Patching and security updates
- Back-ups
- SLAs for both response and solution times

We will also guarantee our code under our support agreement, meaning that if a bug is identified in our code/solution after the warranty period is expired, we will fix it at no additional charge. However, please note, we are unable to provide this same guarantee for code that has been developed by a third party.

Issue tracking

All support issues/tickets are managed via our Helpdesk portal. Tickets can be raised by:

- Emailing support@3chillies.co.uk (which will automatically create a new support ticket).

- Calling our support number (we will then raise the ticket manually).
- Raising a ticket directly within the Helpdesk portal.
- Upon creation of the ticket, you will receive an email acknowledgement with your unique ticket number. When a support engineer responds to the ticket, you will be notified via e-mail.

Response times

Our standard SLAs are shown below. However, we are happy to modify these to suit your support needs during contract negotiation.

Severity	Acknowledgement within	Temporary work-around (where required)	Solution within
Priority 1 (High)	30 minutes	2 Business Hours	16 Business Hours
Priority 2 (Medium)	1 Business Hour	4 Business Hours	24 Business Hours
Priority 3 (Low)	8 Business Hours	N/A	40 Business Hours

Priorities are classified as follows:

Severity	Description
Priority 1 (High)	An issue requiring urgent attention, such as total non-availability of the website, app or API or severe reductions in functionality experienced by all users.
Priority 2 (Medium)	The loss of some functionality in respect of the website, app or API experienced by all users, which may result in a negative user experience.
Priority 3 (Low)	An issue that does not affect the functionality of the website, app or API (or does so in a very low impact manner), or a usability/compatibility functional reduction which only effects limited sets of users (i.e. on a particular browser/group of users)

SLA Adherence is measured and recorded. We provide **quarterly reports** detailing what support and maintenance activities have been carried out in that quarter, reports on any outages and SLA violations (if any have occurred).

Hours of operation

We provide business hours and 24x7 support options:

- **Business Hours support** – Support for P1, P2 and P3 incidents provided from 8.30am to 5.30pm, Monday to Friday, excluding UK bank holidays.
- **24x7 support** – As per Business Hours support with the addition of 24x7x365 support for P1 incidents.

On-boarding

In cases where we will be providing support for a website, app or API that has been developed by a third party, we will need to subject the solution to a Technical Audit before we support commences.

The technical audit activities will vary by solution, but as a guide it will generally break down in to following areas:

- **Documentation / support history review** – A review of any system documentation and recent support history.
- **Solution walk-through** – A guided walk-through of the solution with the original development team (where feasible). Whilst this is not essential, it is always beneficial when we are able to discuss the solution with the team, or individual, that developed it.
- **Infrastructure / security review** – A thorough review of the current infrastructure / hosting set-up and carry out a full OWASP (Open Web Application Security Project) security review.
- **Code-level analysis and review** – A code-level review of the solution with a particular focus on adherence to best-practice and maintainability. This will include any integrations with third-party systems.

Termination

Either party may terminate the hosting and maintenance agreement with 90 days' notice, such notice not to take effect before the first anniversary of the commencement date.

Either party may terminate the agreement immediately, by notice in writing, if the other party commits a material breach of any of the terms of the agreement.

Pricing

Please consult separate G-Cloud pricing document for details of our pricing.

Ordering

If you are interested in engaging with 3chillies, please contact us using the following details:

Tel: +44 (0)1189 314196

Email: enquiry@3chillies.co.uk

Invoicing

Once our service is purchased and we have been provided with a Purchase Order, we will then invoice according to the engagement type:

- **Hosting and maintenance** - invoiced quarterly, in advance.
- **T&M engagements** - invoiced monthly in arrears.
- **Fixed-priced projects** - invoiced in line with the agreed project milestones.

All invoices will show full details of the services, units purchased, VAT and any other expenses. Any expenses will be agreed with the buyer in advance.