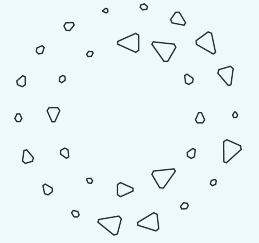


opencentric Your dedicated digital partner

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Opencentric Ltd. 5-7 Museum Place, Cardiff, CF10 3BD

Registered in England and Wales. Company no. 07580609



G-Cloud 15: Service definition document

Opencentric cloud SaaS



Service overview

We provide Drupal upgrade services.

Since our inception in 2008 we have specialised Drupal development. We provide design & development upgrades. We are here to help with development of an existing platform, third party integrations, new functionality, or security upgrades.

Each member of our expert Drupal team has over 15 years experience to facilitate your upgrade requirements.

We provide upgrades from older Drupal versions with our team of designers, UX consultants and experienced Drupal developers.

If you'd like to discuss the best options for your project directly, please contact:



William Velasco

Opencentric Sales Director

e hello@opencentric.uk

t 029 2000 4547.



G-Cloud 15: Service definition document

Opencentric cloud SaaS

Service details

Our Drupal Cloud Upgrade service helps public-sector organisations move safely to modern, supported Drupal platforms. We manage risk, security, and continuity while improving performance, accessibility, and long-term sustainability.

- Service features
- Service benefits

Andy Thomas.

Senior Website Manager, The Royal Mint

“I can only thank the Opencentric team for their dedication, attention to detail, and ability to deliver under pressure.”





Service details

Service features

Drupal specific features

- ☐ Drupal upgrades from Drupal 7, 8, 9 and 10 to Drupal 11+
- ☐ Drupal patching and upgrades
- ☐ Drupal Mobile First Responsive Design
- ☐ Drupal Multilingual Implementation
- ☐ Drupal Multisite and Domain Implementation

Certifications

- ☐ ISO 9001 Certified
- ☐ ISO 27001 certified
- ☐ Cyber Essentials Certified
- ☐ Cyber Essentials Plus Certified

Delivery

- ☐ Agile development sprints
- ☐ Rapid prototyping and testing of assumptions



Service details

Service benefits

Drupal specific benefits

- ☐ Drupal 7, 8, 9, 10 and Drupal 11 public sector experience
- ☐ 24/7/365 support with direct Drupal developer access
- ☐ Modular, extensible system - many secure Drupal extensions
- ☐ Robust, proven Drupal functionality, tried and tested by governments worldwide
- ☐ Extensive English/Welsh bilingual Drupal experience - Government and Education sectors

Other benefits

- ☐ UK based agency, Drupal team and hosting provision. No freelancers
- ☐ Anti DDOS measures and global CDN
- ☐ Open source excellent value for money
- ☐ Future proof with millions of sites already using
- ☐ Fast page load times keep users engaged



G-Cloud 15: Service definition document

Opencentric cloud SaaS

About Opencentric

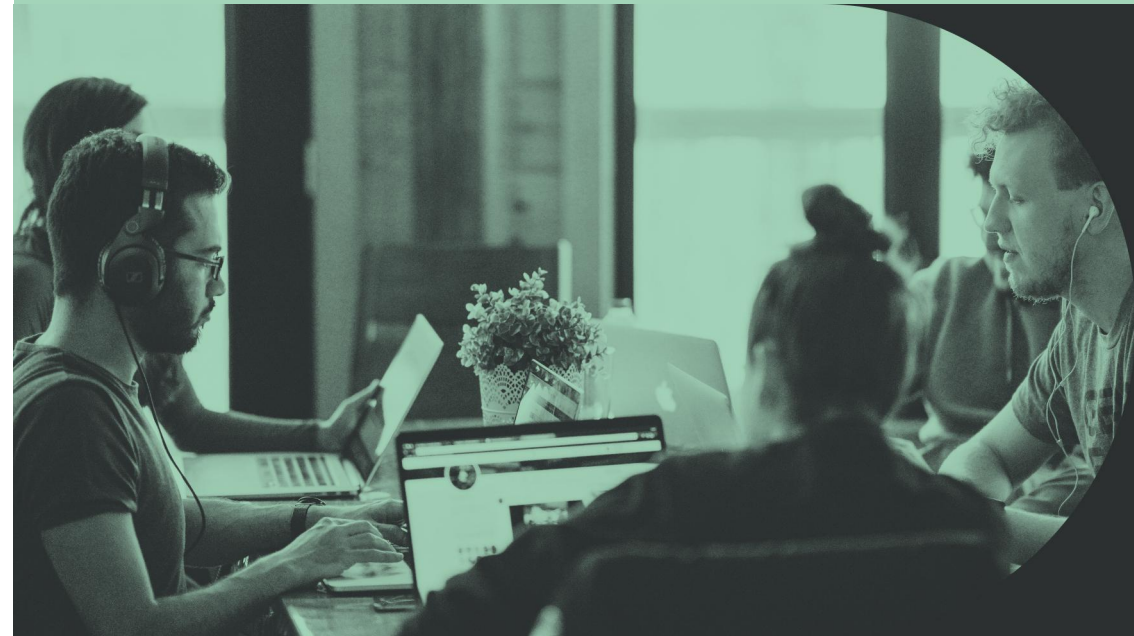
As a dedicated digital partner, we act in the best interests of public-sector organisations. We take responsibility for long-term success, delivering trusted Drupal platforms where service outcomes, compliance, and value for money come first.

- Overview
- Government clients
- Education clients
- Other clients

Aimee Lewis.

Communications Development Officer, Gloucestershire County Council

“Our website journey has been ambitious from the very start. From our first meeting with Opencentric, it was clear that they could deliver what we needed within the tight timeframe we had.





About Opencentric

Overview

Opencentric Ltd. is an established technology company specialising in the design, development and customisation of open source technologies to create world-class web, mobile and intranet solutions for financial, nonprofit and educational institutions.

Established in Cardiff, the Capital city of Wales, in 2008, we have achieved year-on-year growth and now field a team of dedicated and highly experienced technical analysts, architects, designers, developers and project managers to realise the full potential of your project.

“I would have no hesitation in recommending Opencentric to anyone who is looking to raise the impact of their websites while ensuring they are fully accessible.”

Penny Jenkins. Commercial Manager - Heritage Services. Bath & North East Somerset Council



G-Cloud 15: Service definition document

Opencentric cloud SaaS

About Opencentric

Government clients



Llywodraeth Cymru
Welsh Government



HM Treasury



THE ROYAL MINT®
THE ORIGINAL MAKER

Bath & North East
Somerset Council

Improving People's Lives



Essex County Council



Estyn

Arolyglueth Ei Mawrhydi dros Addysg a Hyfforddiant yng Nghymru
Her Majesty's Inspectorate for Education and Training in Wales



Gloucestershire
COUNTY COUNCIL

www.opencentric.uk

Quick case study

Bath & North East Somerset Council

Opencentric consolidated eight legacy websites for B&NES Council into a single Drupal multi-domain platform.

Revenue.

10% growth in venue ticket sales.

Efficiency.

Centralisation reduced maintenance.

Performance.

100% Google PageSpeed scores.

Accessibility.

Full WCAG 2.2 AA compliance.





G-Cloud 15: Service definition document

Opencentric cloud SaaS

About Opencentric

Education clients



International Baccalaureate®
Baccalauréat International
Bachillerato Internacional



Quick case study

British Council

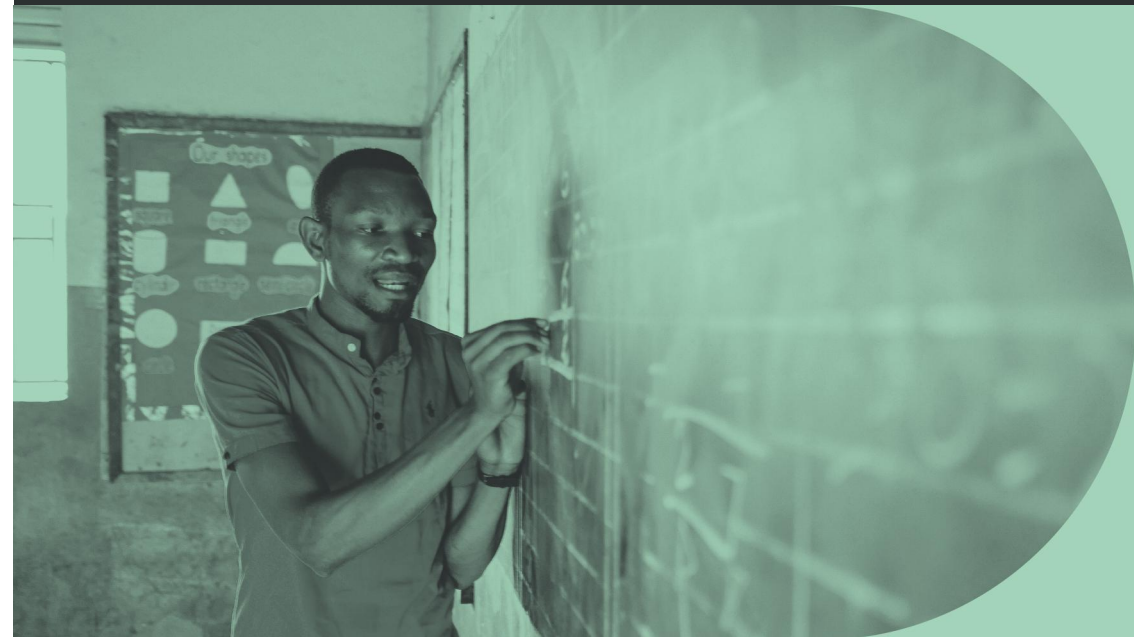
Opencentric created *In Class*, a standalone, interactive learning management system using H5P technology aimed to support global English teachers with innovative, interactive training materials.

Scale. 6,000+ teachers across Africa and Asia.

Accessibility. SMS-based registration for limited email access regions.

Success. Gold award for "Best Use of Blended Learning" at the Learning Tech Awards

Management. Seamless cohort management via unique registration URLs.





G-Cloud 15: Service definition document

Opencentric cloud SaaS

About Opencentric

Other clients



EQUINITI



Quick case study

Early Years Wales

Opencentric consolidated six legacy systems into a single platform that provides clarity across memberships, service delivery, events and the quality assurance scheme.

Growth.

450% increase in memberships.

Efficiency.

Real time reporting facilitating clarity and time saving

Performance.

100% Google PageSpeed scores.

Accessibility

Full WCAG 2.2 AA compliance.





G-Cloud 15: Service definition document

Opencentric cloud SaaS

Drupal expertise

With over 18 years of Drupal expertise, we deliver secure, accessible platforms for the public sector. We align user needs, compliance, and governance to reduce complexity, improve services, and support long-term sustainability.

- **Bespoke Drupal development & strategy**
- **Managed hosting & expert support**

Sunil Hiranandani.

Senior Policy Adviser, Infrastructure Financing Exchange

Opencentric did a great job redesigning our Emerging Markets Infrastructure platform. They made the process straightforward and stress-free, delivering a modern and user-friendly system that perfectly meets our needs. Their expertise and dedication have significantly improved our online presence, and we are delighted with the results.





Drupal expertise

Bespoke Drupal development & strategy

As industry leaders in Drupal design and development, we create bespoke solutions tailored to your unique goals. From responsive mobile sites to complex mission-critical platforms, we combine technical excellence with a user-first philosophy. Our core specialisms include:

Custom migrations & upgrades. We provide seamless data migrations from previous Drupal versions or legacy CMS platforms into modern, robust environments.

Community values. We are proud organisational members of the Drupal Association. We donated the full Welsh language translation of Drupal core and the Acquia distribution to the community.

Multilingual expertise. We specialise in complex, easy-to-manage multilingual systems. We've delivered global solutions for organisations like the IB and GAIN.

Industry recognition. As the first Acquia partners in Wales, backed by ISO 9001 and Investors in People status, we provide a level of quality and reliability you can trust.



Drupal expertise

Managed cloud services & expert support

Your website's launch is just the beginning. We provide a comprehensive suite of hosting and support services designed to ensure your site remains a high-performing asset 24/7.

High-performance hosting

- **Peak Performance.** We consistently deliver 100% scores on Google's "Test My Site" tool.
- **Global reach.** All sites sit behind a global Content Delivery Network (CDN), ensuring your content is served from the location closest to your user.
- **Enterprise security.** Benefit from outstanding protection against Distributed Denial-of-Service (DDoS) attacks.

Maintenance & critical support

- **Scheduled Maintenance.** Regular updates to keep your site secure and running at its best.
- **Drupal SOS.** An urgent response service for when your site hits a critical problem and needs a fast, expert resolution.
- **Accredited Care.** Our processes are governed by ISO 9001 standards, ensuring consistent, high-quality service delivery.



Service details

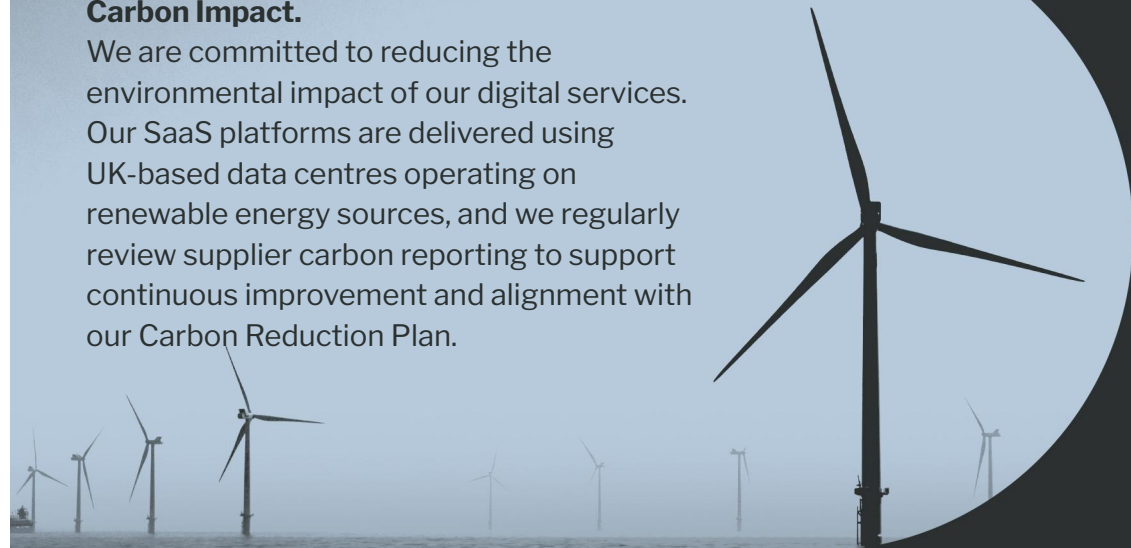
We provide secure, fully managed and future-proof Drupal Software as a Service (SaaS) solutions, delivered from UK-based cloud environments.

Our Drupal SaaS services are designed to remove infrastructure complexity for buyers while providing resilient, scalable and compliant application platforms suitable for public-sector use.

- **SaaS stack overview**
- **Standard SaaS Service**
- **Backups & security**
- **High Availability SaaS Service**
- **Content delivery network (CDN)**

Carbon Impact.

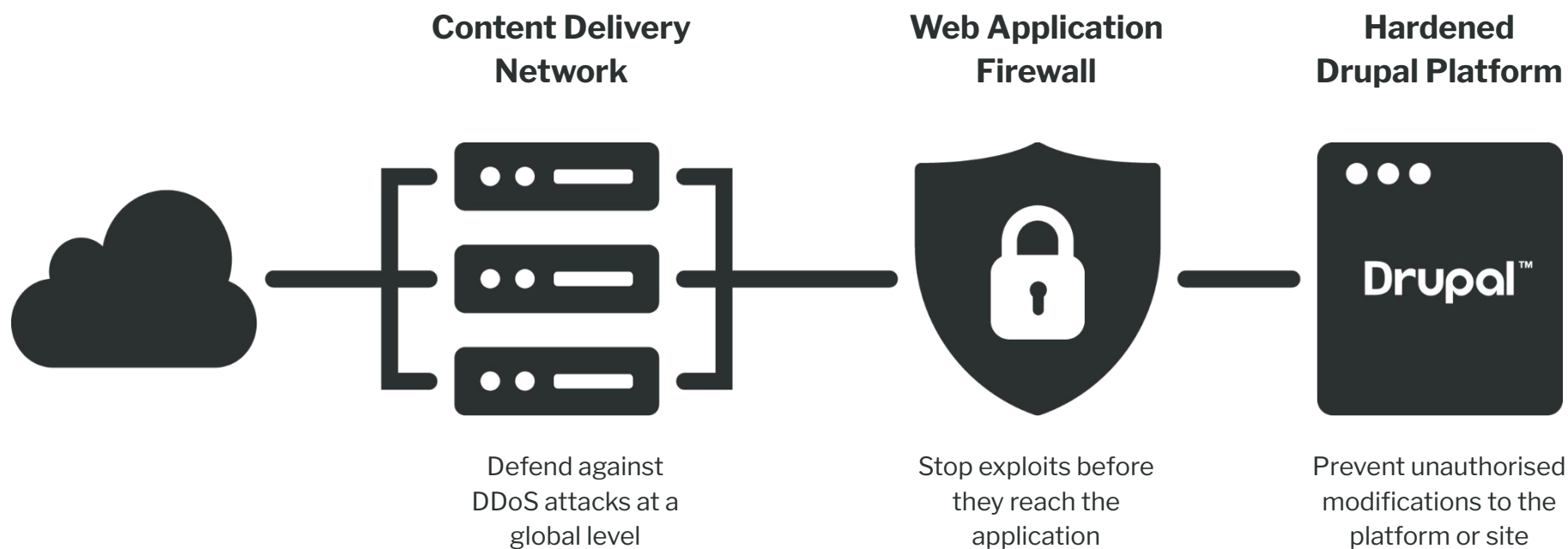
We are committed to reducing the environmental impact of our digital services. Our SaaS platforms are delivered using UK-based data centres operating on renewable energy sources, and we regularly review supplier carbon reporting to support continuous improvement and alignment with our Carbon Reduction Plan.





Service details

SaaS stack overview





Service details

Standard SaaS Service

Included as standard:

- ☐ Fully managed SaaS platform for the agreed application
- ☐ Secure UK-based service delivery environment
- ☐ Continuous monitoring and alerting
- ☐ Automated backups and recovery
- ☐ Operating system and platform patching
- ☐ Managed database and storage

Key features include:

- ☐ Accelerated cloud based service
- ☐ Global content delivery network with DDoS protection
- ☐ Apache Solr based faceted search engine
- ☐ Technical platform management and optimisation
- ☐ Routine capacity management



Service details

Backups & security

Our hosting infrastructure is built for ultimate resilience, combining proactive security with high-velocity performance. We ensure your data stays safe and your site stays fast, backed by a comprehensive business continuity plan.

Redundant Data Protection

- Hourly and daily remote backups of all files and databases with a full 30-day history.
- Databases are stored locally and archived remotely, ensuring two independent copies are always available.
- Daily independent backups provide an extra layer of disaster recovery.

Multi-Layered Security

- 24/7 "self-healing" local monitoring supplemented by Scout and Pingdom.
- Integrated CSF/LFD firewalls with Nginx Abuse Guards to block threats in real-time.
- Daily security patches for the OS, web servers, and the Aegir Hosting System.

Redundant Data Protection

- Dynamic resource allocation for traffic spikes.
- Optimised Nginx/MariaDB stacks featuring Redis Cache and "Magic Speed Booster" technology.
- Dual Gigabit network access and PHP-FPM optimisation for rapid content delivery.



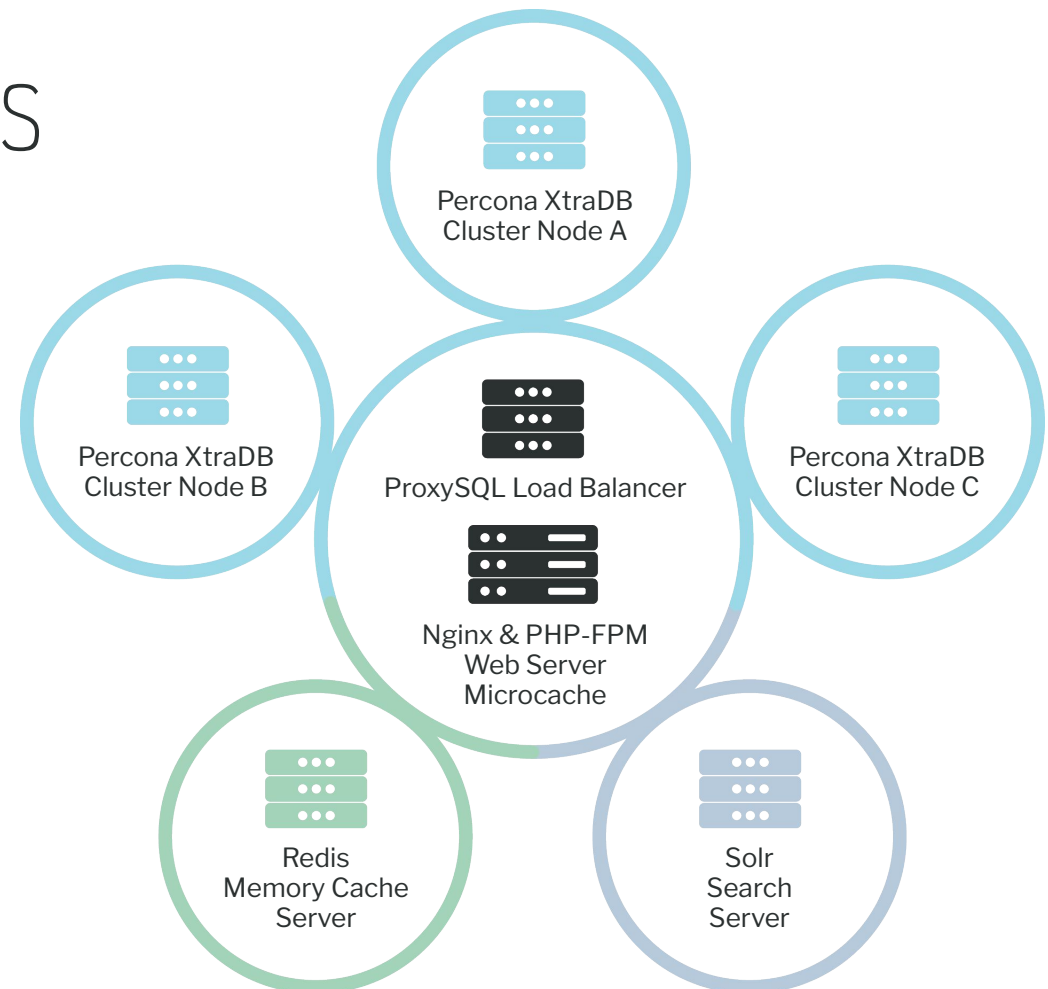
Service details

High Availability SaaS Service

Includes all Standard SaaS features, plus

delivered in a cloud-based cluster with full high availability supported by multiple database and web servers with no single point of failure and the ability to perform system-level updates with zero managed downtime.

- ☐ Robust
- ☐ Fast
- ☐ Reliable 99.999% uptime
- ☐ Secure & scalable
- ☐ UK-based
- ☐ Powered by sustainable energy
- ☐ 24/7/365 support
- ☐ 24/7/365 monitoring
- ☐ RPO 1 hour
- ☐ RTO 1 hour





Service details

Content delivery network (CDN)

Our integrated CDN provides enterprise-grade security and encryption to keep your site safe and fast.

By operating at the network edge, we stop threats before they reach your server - all included in our hosting plans at no extra cost.

Enterprise-Scale DDoS Protection

- Our network handles attacks 20x larger than the biggest recorded, utilising Anycast technology to mitigate threats >400Gbps.
- **Edge Defense:** Protects against Layer 7, DNS amplification, and protocol-based attacks (UDP/ICMP and SYN/ACK) at the network perimeter.
- **Flat-Rate Security:** High-level mitigation is built-in, ensuring your site stays online regardless of attack sophistication or size.

Intelligent Web Application Firewall (WAF)

- Security data from over 5.5 million websites is used to automatically block newly identified threats across the entire network.
- **Vulnerability Shielding:** Advanced protection against common exploits e.g. SQL injection, Cross-Site Scripting (XSS), and CSRF.
- **OWASP Standards:** Automatically includes the ModSecurity Core Rule Set to defend against the most critical web security risks.



Service details

Content delivery network (CDN)

Optimised SSL/TLS Encryption

- ❑ **Modern Protocols:** Full support for TLS 1.2 and 1.3, ensuring the highest standard of privacy and data integrity.
- ❑ **Secure Connections:** Establishes encrypted links between web servers and browsers to keep customer data safe from tampering.
- ❑ **Speed-Focused HTTPS:** The CDN optimises SSL handshakes to provide a secure experience without sacrificing site performance.

