

Adaptive

G-CLOUD 15 – Lot 3: Cloud Support
– Service Definition



Adaptive – **Drupal specialists**, focused on doing things properly.

Adaptive supports organisations that rely on Drupal to deliver important services – where security, reliability and long-term care matter.

We work with detail, integrity and intent. That means being clear when things are complex, honest when trade-offs exist, and committed to building platforms that last.

Our approach is calm, security-first, and grounded in real delivery – not hype, shortcuts or quick wins.

What guides how we work:

Integrity

Expertise

Security-first thinking

Long-term care

Why Adaptive?

Drupal done properly.

Specialists who go above and beyond for our customers' Drupal needs.

Adaptive supports organisations that rely on Drupal to deliver critical services, meet compliance standards, and keep improving over time.

We're known for being detailed, honest and dependable – combining deep technical expertise with a proactive service model that makes complex platforms easier to run.

What we're known for:

Being direct and honest

Strong security and governance

Calm, reliable delivery

Documentation and visibility

Support that sticks

“We had previously struggled to find a Drupal agency with the right balance of resources to proactively lead on new projects, whilst maintaining their ability to react to the daily updates and amendments our existing websites require. In both of these respects Adaptive have, and continue to deliver excellent results.”

Martin Styles | CTO, Reuters Events

Security & compliance, by default.

Security and compliance aren't optional extras – they're part of how we deliver everything at Adaptive.

We work with organisations where risk, data protection and service continuity matter. That's why our processes, platforms and delivery approach are built around secure, compliant ways of working from day one.

Open-source platforms like Drupal are powerful, but they require active care. Vulnerabilities change, threats evolve, and responsibility doesn't stop at launch.

We embed security into support, delivery and hosting – combining monitoring, patching, access control and governance so risks are identified early and handled properly.

What this means in practice:

- Secure delivery processes
- Regular updates and monitoring
- Controlled access and change management
- Clear accountability and auditability

- ISO 27001 & ISO 27701 certified
- UK-based delivery and support
- Security built into every service

Confidence you can rely on.

Policies and governance.

Clear frameworks that underpin how we work.

Adaptive operates within established governance and policy frameworks designed to support secure, compliant and responsible delivery across all services.

Our policies are not theoretical documents – they actively shape how we manage risk, protect data, ensure accessibility, and maintain service continuity. They are reviewed regularly and embedded into day-to-day delivery, incident response and continuous improvement.

This approach ensures our services remain audit-ready, transparent, and aligned with public sector expectations.

They give our clients confidence that:

Security, privacy and data protection are managed consistently

Risks are identified, assessed and addressed proactively

Accessibility and inclusive design are considered by default

Incident response and service continuity are clearly defined

Delivery is accountable, documented and governed

**Governance that supports safe,
compliant, long-term delivery.**

Our accreditations & standards.

Independent assurance, built into how we work.

Adaptive operates to recognised professional, security and ethical standards that support secure delivery, responsible employment, and long-term partnerships.

Our accreditations aren't badges for show – they reflect how we design, deliver and support digital services day to day. From information security and privacy, to accessibility, governance and responsible business practices, these standards underpin our delivery model.

They give our clients confidence that:

Services are delivered securely and consistently

Risks are actively managed, not discovered late

Governance, documentation and accountability are built in

Delivery is sustainable over the long term

**Standards that support secure,
responsible, long-term delivery.**

Our Accreditations

Recognised across security, delivery, hosting & responsible business practices. Below are a few of our accreditations, more can be viewed [here](#)



Who we support.

Organisations where **reliability and trust matter.**

Adaptive works with organisations that rely on Drupal to deliver important, often public-facing services.

Our clients typically operate in regulated environments, manage sensitive data, and need platforms that perform reliably over time.

We're used to working with multiple stakeholders, clear governance, and long-term delivery, not just one-off projects.

Sectors we commonly support

Public sector and arms-length bodies

Charities and nonprofits

Education and research organisations

Membership and professional bodies

Healthcare and health-adjacent organisations

**Different organisations, shared priorities:
Security, Stability and Long-Term Value.**

Our Clients

Trusted by organisations delivering critical digital services – across public sector, non-profits, membership bodies and regulated organisations. See more of our clients [here](#)



Your Team, Extended

Specialists who stay close, and keep work moving.

Adaptive works as an extension of your organisation – bringing everything you need around your Drupal platform through one joined-up group: your Delivery Team.

Your Delivery Team brings together support, development, UX, accessibility, and security & infrastructure. That means fewer handovers, faster decisions, and work that stays joined-up from planning through to delivery.

How work moves through your Delivery Team:

Plan • Deliver • QA • Release • Review

Who Does What:

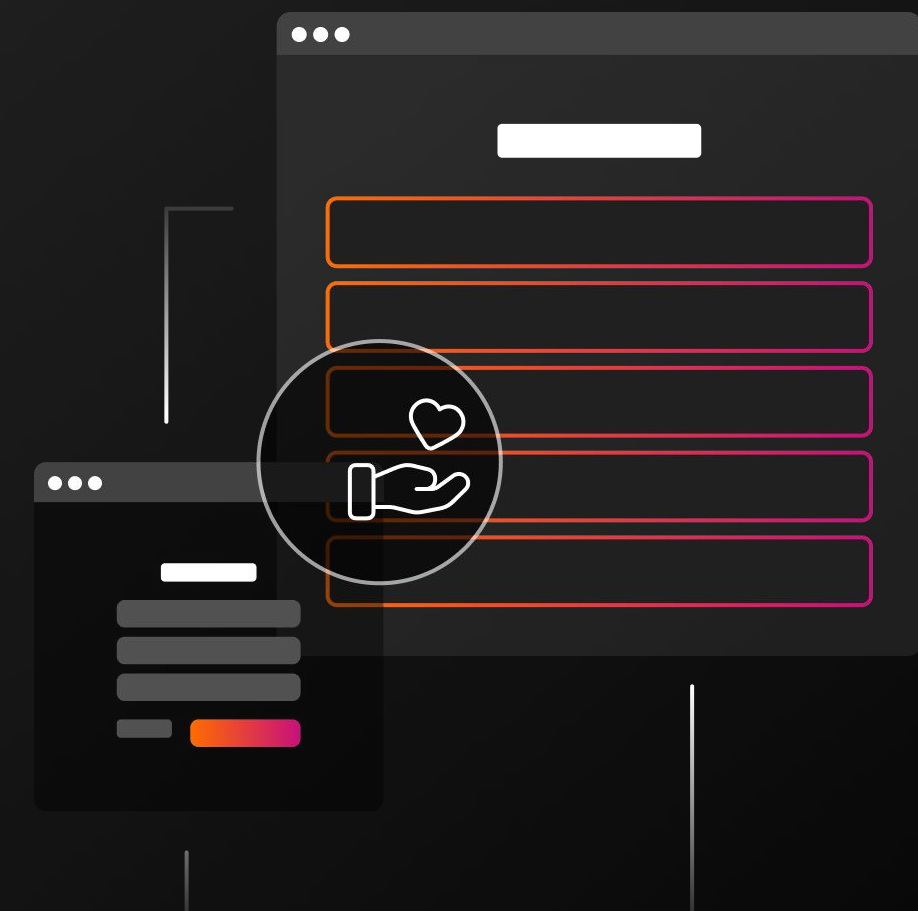
Delivery Team → Planning, Prioritisation, Visibility

Support → Day-To-Day Fixes And Guidance

Development → Improvements And Enhancements

UX & Accessibility → Audits And Experience Improvements

Security & Infrastructure → Monitoring, Protection And Performance



How Work Gets Delivered.

Clear steps. Safe changes. **No surprises.**

Whether it's a support request, a platform improvement, a security change or a new feature, your Delivery Team follows a consistent approach.

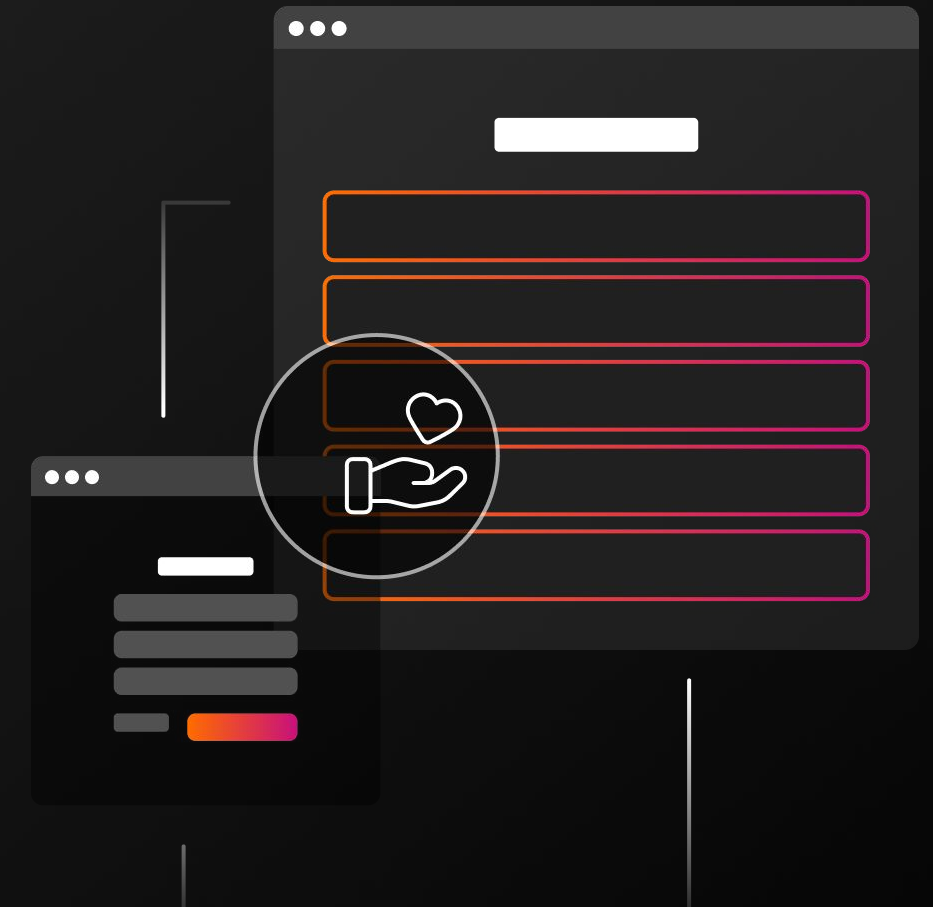
We keep delivery simple and disciplined – so work is planned properly, checked before it goes live, and communicated clearly throughout.

How work moves through Adaptive:

Plan • Deliver • QA • Release • Review

What you can expect:

- Clear priorities and next steps
- Visible progress and honest updates
- Quality checks before anything goes live
- A calm, reliable rhythm of delivery



Simple, transparent pricing.

Clear models, no surprises.

Our commercial approach is designed to be predictable, fair, and easy to work with – whether you need ongoing support, continuous improvement, or clearly scoped pieces of work.

We avoid complex pricing structures and focus on models that support long-term delivery and good decision-making.

What you can expect:

- Clear pricing from the outset
- No hidden costs or unexpected charges
- Upfront agreement before work begins
- Flexibility as priorities change

How pricing works:

Support packages – Monthly retainers covering agreed services, support levels and reviews

Continuous improvement & development
Time-based delivery, planned in advance and prioritised around your roadmap

Project work – Clearly scoped, time-limited pieces of work agreed up front

Onboarding – A one-off fee to establish a secure, well-understood baseline

Predictable costs. Clear scope.
Trusted delivery.

Service levels.

Clear response, predictable support.

Our service levels are designed to prioritise availability, reduce risk, and provide confidence when issues arise. Response times vary by package and severity, with clear escalation where required.

Issue severity

- **Critical** – Service unavailable or significant impact to users.
- **High** – Major functionality impaired, workaround limited.
- **Medium** – Partial functionality issues with an available workaround.
- **Low** – Minor issues, questions, or non-urgent requests.

Detailed SLAs are agreed per service and support package.

How we respond:

Issues logged and tracked through Adaptive:Connect

Clear acknowledgement and response based on severity

Regular updates until resolution

Escalation paths in place for critical incidents

- Defined response times
- Clear escalation
- Visibility throughout

Be prepared. Stay Secure. Keep Moving.

More Than Support

Specialist services to improve,
protect and grow your Drupal platform.

Support keeps your site stable. But long-term success comes from the work around it – Improving experience, strengthening security, and making sure your platform keeps delivering value.

Many organisations manage these needs separately. We bring them together, so changes are joined-up, practical, and delivered with Drupal expertise end-to-end.

These services can be delivered as one-off projects, scoped improvements, or alongside your ongoing support and development.

Our Services:

Strategy & Consultancy

Design & Build

UX

AI Development – Interact (AI Mode for Drupal) AI Dev Assurance

SEO

Vulnerability Scanning and Penetration Testing

Drupal Security Maintenance (DSM)

Multi Factor Authentication

Site Audits – Accessibility, Health, UX

Our G-Cloud services.

Specialist Drupal services, designed for public sector delivery.

Adaptive provides a set of clearly defined Drupal services through G-Cloud – covering support, security, performance, AI, and hosting.

Each service can be delivered independently or combined to meet the needs of complex platforms.

Drupal Support and Maintenance

Reliable, security-first support for live Drupal platforms.

Drupal Security and Compliance Support

Ongoing security assurance, vulnerability management and compliance support.

Drupal Performance Optimisation and Audit

Reviews and improvements focused on stability, performance and resilience.

AI Integration and Enhancement for Drupal Websites

Practical AI capabilities embedded safely into Drupal platforms.

DevTechOpsAI – Development Assurance

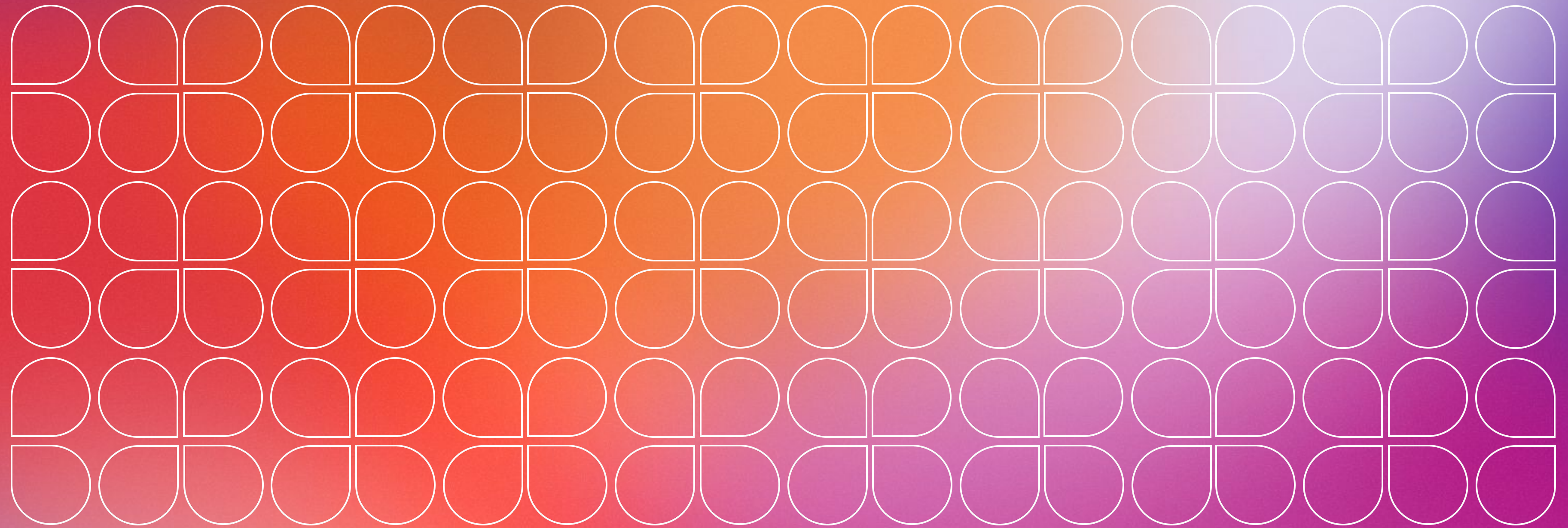
Production support and assurance for AI-built applications.

Interact – AI Conversational Assistant

A Drupal-native conversational interface trained on your content.

Managed Drupal Hosting

Secure, scalable hosting designed specifically for Drupal.



Drupal Support & Maintenance

Drupal Support & Maintenance.

Support isn't just "keeping the lights on".

Drupal support should reduce risk, remove stress, and give you confidence that your platform is being actively looked after.

Adaptive provides Drupal Support & Maintenance for organisations that rely on their websites to deliver important services. We combine proactive monitoring, structured maintenance, and access to specialist expertise – so issues are handled early and improvements are planned properly.

Support is delivered by a UK-based team who understand your platform, your priorities, and the environments you operate in. Work is visible, accountable, and handled with the same care we apply to business-critical systems.

Our approach focuses on:

- Keeping platforms secure and stable
- Responding quickly when issues arise
- Creating space for continuous improvement over time

- 24/7 Monitoring
- UK-Based Support
- ISO 27001/27701 Certified

Be prepared. Stay Secure. Keep Moving.

Support Essentials Lite

The essentials that keep your Drupal site secure, stable and quietly looked after

Our clients trust us with systems that matter. Support Essentials Lite applies that same care and rigour to your live Drupal site.

We handle updates, monitoring and testing in the background, giving you peace of mind that your site is secure, supported and ready when you need it – without unnecessary complexity or cost.

Included:

- Drupal Updates
- 247 Site Monitoring
- Automated Test Plan Creation & Maintenance
- Adaptive:Connect Portal
- Dedicated Account Management

Support Essentials

Proactive Drupal support, with time and expertise to make your site better.

Support Essentials combines reliable Drupal maintenance with structured improvement and forward planning.

Alongside updates and monitoring, you receive quarterly expert reviews focused on how your site is performing and how it can improve. We look at stability, risk, performance and opportunity, helping you shape a clear roadmap for the quarter ahead.

You also get a flexible monthly allowance for minor fixes and development, so issues can be resolved and improvements delivered without friction, while bigger ideas are planned properly.

Out of hours, if something critical happens, our emergency support is there to protect your service and reputation.

Included:

- Drupal Updates
- 247 Site Monitoring
- Automated Test Plan Creation & Maintenance
- 5 Hours Of Minor Support
- Dedicated Account Management
- Quarterly Account Management / Planning Reviews
- Annual Account Review
- Adaptive:Connect Portal

Support Essentials Plus

Enhanced Drupal support, with stronger security and closer oversight.

Support Essentials Plus builds on Support Essentials, adding deeper security assurance, more regular planning & review.

Alongside updates and monitoring, your site is assessed through quarterly vulnerability scanning and annual penetration testing – helping identify and reduce risk before issues escalate.

You also benefit from monthly account management and planning reviews, creating a clear rhythm for prioritising improvements and shaping what comes next. A larger monthly allowance for minor fixes and development helps smaller changes get handled quickly, while bigger ideas are scoped properly.

Out of hours, our emergency cover is there to protect your service and reputation.

Included:

- Drupal Updates
- 247 Site Monitoring
- Out of Hours Emergency Cover
- Automated Test Plan Creation & Maintenance
- 10 Hours Of Minor Support
- Quarterly Vulnerability Scan
- Annual Penetration Test
- Dedicated Account Management
- Monthly Account Management / Planning Reviews
- Annual Account Review
- Adaptive:Connect Portal

Onboarding sets the foundation.

A structured start, so support runs smoothly from day one.

Switching support providers isn't just a handover – it's making sure your Drupal site is understood, secured, and ready to operate safely under a new team.

Our onboarding process gives you a clean baseline, clear visibility, and the confidence that your platform is set up properly before ongoing support begins. It's how we make sure the partnership starts strong.

What Onboarding Includes:

Security assessment of code, database & configuration

Vulnerability scan

Site migration (where required)

Adaptive:Connect portal setup

Support access and ways of working agreed

- Built for a strong start
- Reduces risk from day one
- Clear visibility from the outset

Secure Foundations. Smooth Support.

Continuous Improvement doesn't need a big project.

It's how your Drupal site gets better every month.

Most organisations don't need a full rebuild – they need steady progress: improvements, new features, templates, fixes and refinements that keep the platform moving forward.

Our Continuous Improvement model gives you a simple, reliable way to deliver updates in a structured rhythm. You decide what matters most. We help you prioritise it and get it done.

If you need to keep things more formal, we can also work project-by-project or combine both approaches.

Good delivery needs momentum. Waiting for purchase orders and one-off approvals slows everything down.

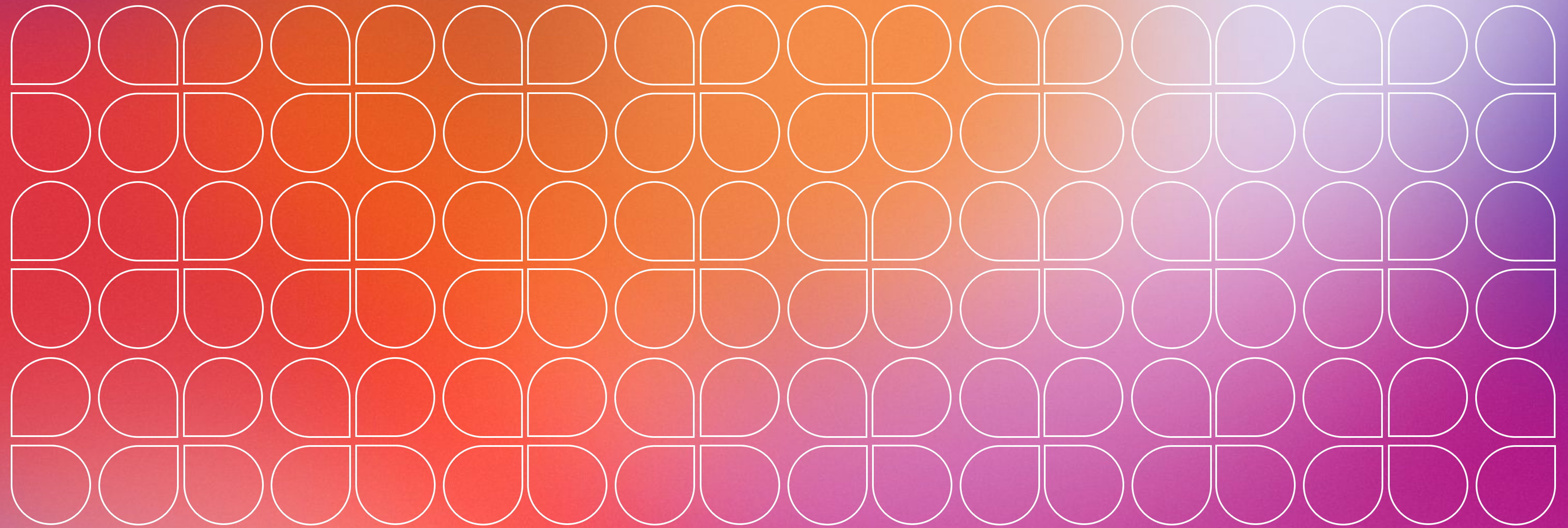
With a monthly delivery approach, work moves faster, priorities stay visible, and your roadmap becomes something you actually get through –not something you keep rewriting.

What this covers:

Enhancements • Improvements • New Features Templates
• UX Fixes • Performance Tuning

- Use hours as you need them
- Plan the quarter ahead
- Keep progress moving

Small Changes. Real Momentum.



Drupal Security & Compliance Support

Drupal Security & Compliance Support

Security that's active, visible, and built in.

Drupal security isn't a one-off exercise. Risks change, vulnerabilities emerge, and compliance expectations evolve over time.

Adaptive's Drupal Security & Compliance Support provides ongoing assurance for organisations that need their platforms to remain secure, resilient and compliant. We combine proactive security monitoring with structured reviews and independent testing, so risks are identified early and handled properly.

Our approach is security-first and evidence-led – aligned with recognised standards and delivered by a UK-based team experienced in supporting business-critical and regulated platforms.

What this service covers:

Ongoing security monitoring and vulnerability management

Regular security reviews and risk assessment

Vulnerability scanning and penetration testing

Secure configuration and access controls

Compliance support aligned to ISO 27001 / 27701

Clear reporting and remediation planning

Drupal Security & Compliance Support (*continued*)

How security is delivered day to day.

Security and compliance support is embedded into how your Drupal platform is operated – not treated as a separate activity. This ensures security considerations are part of routine updates, changes and improvements.

Activity is structured, documented and visible. Findings are assessed by experienced specialists, prioritised by risk, and translated into clear remediation actions that can be planned and delivered.

This approach supports both operational security and governance needs, giving teams confidence that risks are being actively managed and that evidence is available when required for audit or assurance purposes.

How this service is delivered:

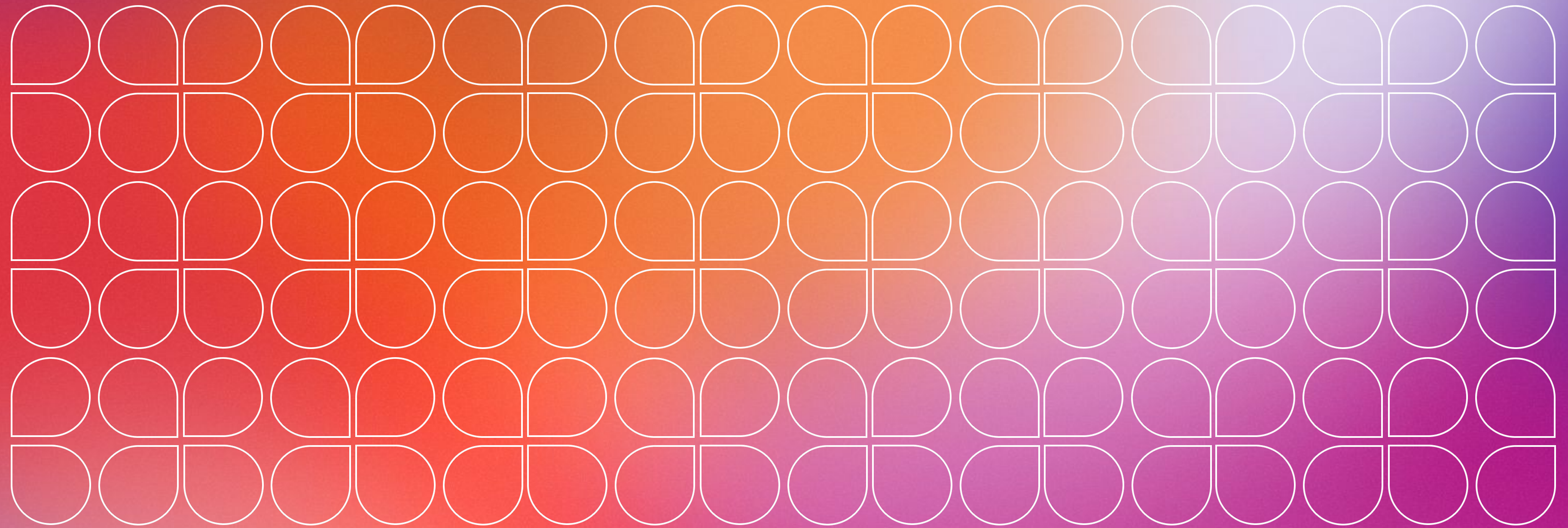
Integrated into live operations – Security monitoring and review run alongside support and maintenance activity

Expert-led assessment – Findings are reviewed by specialists who understand Drupal, hosting environments & real-world risk

Independent validation – Vulnerability scanning and penetration testing provide external assurance

Clear reporting and planning – Results are documented, prioritised and fed into delivery planning

Governance-aligned delivery – Processes align with ISO 27001 / 27701 and support internal and external compliance requirements.



Drupal Performance Optimisation & Audit

Drupal Performance Optimisation & Audit.

Understand how your site is performing and where to focus next.

Performance, usability and accessibility issues often develop gradually as platforms evolve. Without a clear view, it's difficult to know where change will deliver the most value.

Adaptive's Drupal Performance Optimisation & Audit service provides a structured, evidence-based assessment of how your site is performing today. We combine technical review, data-led UX insight and accessibility analysis to identify friction, risk and opportunity.

Our audits focus first on the most important pages and journeys, giving teams clarity on what matters now and what can be addressed over time.

What this service covers:

- Site hygiene and platform health
- Performance and speed (mobile and desktop)
- Mobile compatibility
- Accessibility review (WCAG-aligned)
- Technical SEO and SEO usability
- UX review of priority pages
- Clear, prioritised recommendations

Drupal Performance Optimisation & Audit *(Continued)*

Insight you can act on – not just information.

Our audits are practical, prioritised and designed to support decision-making. Findings are based on real data and observation, not assumptions or generic checklists.

Reviews can be scoped to suit budget and need. As a minimum, we focus on key pages and journeys over a short engagement, with the option to expand into deeper UX work, user research or strategic design where required.

Audit outputs are translated into clear recommendations, helping teams understand what to fix, what to improve, and what to plan for later.

How this service is delivered:

Focused, time-boxed review (minimum 5 days)

Performance and speed (mobile and desktop)

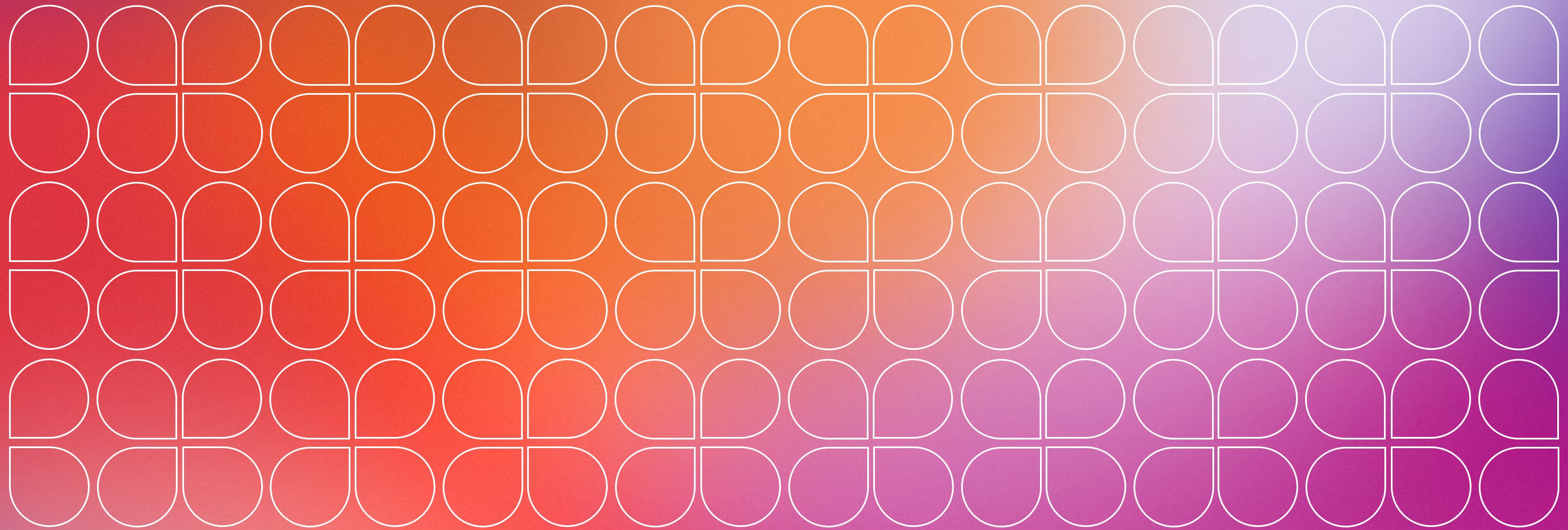
Data-driven UX assessment of key pages

Clear identification of issues and opportunities

Technical SEO and SEO usability

Prioritised recommendations and next steps

Optional follow-on delivery, scoped and costed separately



AI Integration & Enhancement for Drupal Websites

AI Integration & Enhancement for Drupal Websites

Practical AI, applied where it adds real value.

Artificial intelligence can improve how users find information, interact with content, and access services – but only when it's applied carefully and in the right places.

Adaptive's AI Integration and Enhancement services bring practical AI capabilities directly into Drupal, working with your existing content, workflows and governance. We focus on use cases that improve user experience, accessibility and efficiency, rather than introducing unnecessary complexity.

All AI features are designed to operate within controlled, compliant environments, with clear oversight and transparency. Solutions can be deployed in open or private cloud configurations to support data sovereignty and GDPR requirements.

What this service covers:

- AI assistants and conversational interfaces integrated into Drupal
- Intelligent, natural-language search and content discovery
- Content quality, tone and consistency checks
- Accessibility enhancements (speech, simplified language)
- Multilingual content support
- Analytics and insight into user questions and behaviour

AI Integration & Enhancement for Drupal Websites (*Continued*)

Designed for control, transparency & long-term use.

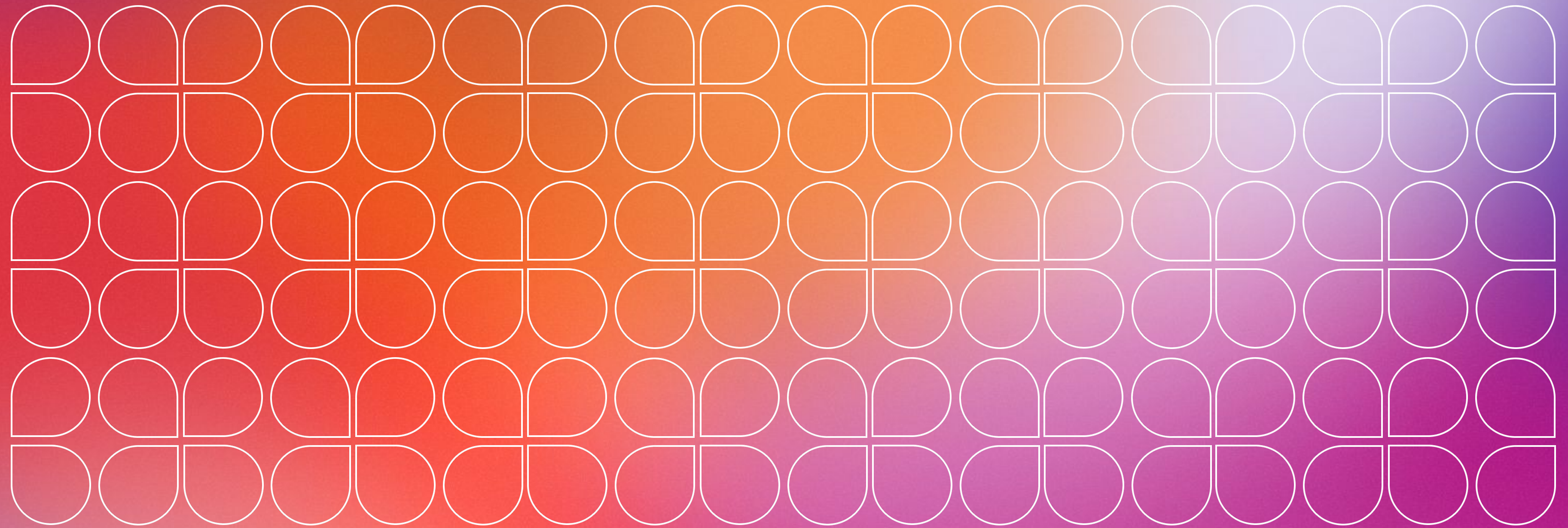
Our approach to AI is incremental and evidence-led. We start with clear objectives, integrate AI into existing Drupal capabilities, and ensure teams retain visibility and control over how AI behaves and evolves.

AI features are implemented as part of your wider platform, not as standalone tools. This means content teams, developers and governance stakeholders can manage AI functionality alongside the rest of the site.

Where further development or refinement is needed, work is scoped and planned transparently, allowing organisations to expand AI capability at a pace that suits their needs and risk appetite.

How this service is delivered:

- Consultancy & discovery to identify appropriate AI use cases
- Drupal-native implementation using existing content & workflows
- Content quality, tone & consistency checks
- Configurable deployment options (open or private cloud)
- Ongoing monitoring, analytics & refinement
- Optional follow-on enhancement, scoped & costed separately



AI Development Assurance (Production Support for AI-Built Applications)

Production Support for AI-Built Applications.

Turning AI-built applications into production-ready services.

AI-assisted development tools enable rapid prototyping – but applications built this way often lack the security, resilience and governance required for live services.

Adaptive's AI Development Assurance provides production-grade support for applications built using AI-assisted development tools. We help organisations run, secure and scale AI-built systems safely, without needing to rebuild them from scratch.

Our service brings structure, oversight and operational discipline to AI-generated code – combining automated quality checks with expert review, monitoring and incident response. This allows teams to innovate quickly while maintaining the standards expected of business-critical and public-sector systems.

What this service covers:

- Automated testing and validation of AI-generated code
- Human-led review for quality, security and scalability
- Monitoring with defined response and escalation paths
- Managed deployments with rollback capability
- Clear documentation and client ownership
- Optional follow-on improvement work, scoped and costed separately

How assurance is delivered in practice.

Operational confidence for AI-assisted systems.

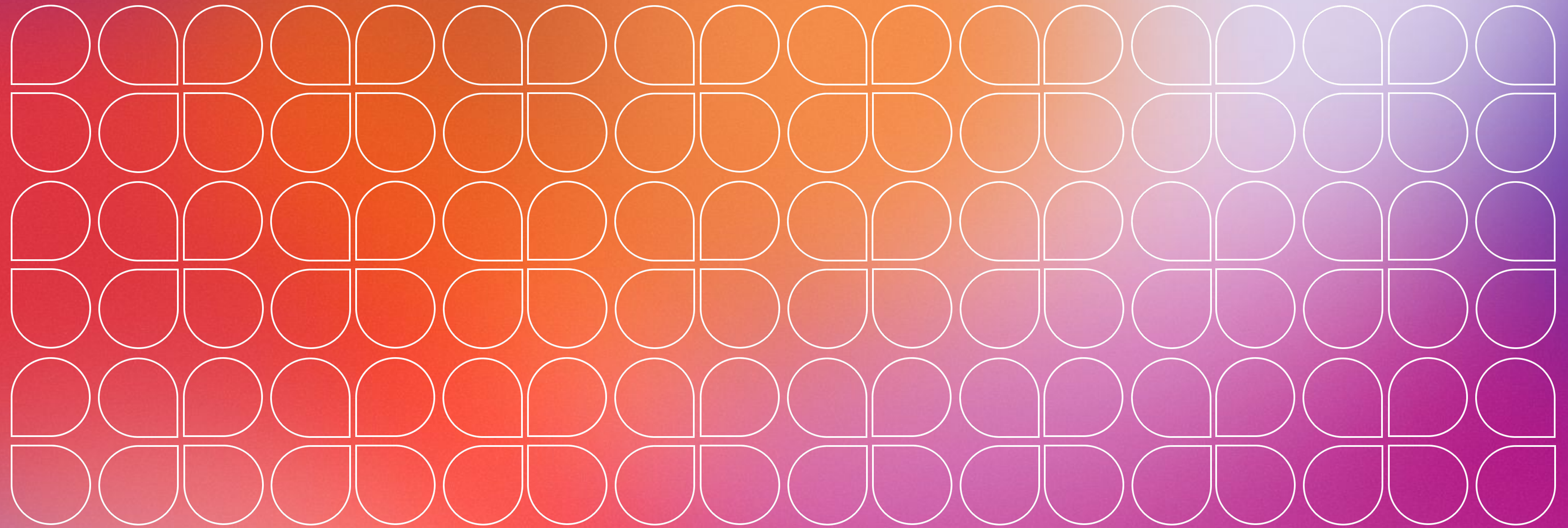
AI Development Assurance is delivered as an ongoing support service, embedded into how applications are operated and maintained. This ensures AI-built systems are monitored, reviewed and governed in the same way as traditionally developed platforms.

Automated checks provide consistency and early warning, while experienced engineers review AI-generated output to identify risks that tools alone may miss. Changes are assessed, tested and released through controlled processes, with rollback and recovery in place.

Where applications evolve beyond initial prototypes, we help teams plan the next stage – whether that's stabilisation, refactoring, or a transition to more traditional development approaches.

How this service is delivered:

- Production support for AI-built and AI-assisted applications
- Automated quality checks and validation
- Security review and hardening of AI-generated code
- Monitoring and incident response
- Compliance support (GDPR, accessibility, security standards)
- Expert oversight and code review



Interact – AI Conversational Assistant

Interact: AI Conversational Assistant.

A **conversational search** interface built for Drupal.

Interact is Adaptive's Drupal-native AI conversational assistant, designed to help users find information quickly, naturally and accurately – using your own content as the source of truth.

Unlike generic chatbots, Interact is trained on your Drupal content and structured data. This allows it to provide relevant, contextual responses while remaining transparent, auditable and aligned with organisational governance.

Interact improves user experience, accessibility and self-service – reducing friction for users while providing insight into the questions they're asking and the information they need most.

What this service covers:

- Drupal-native conversational AI interface
- Training on client-owned content and data
- Natural language search and question answering
- Accessibility-friendly interaction
- Multilingual support (where required)
- Analytics and insight into user queries

Interact: AI Conversational Assistant (*Continued*)

Designed for control, trust and long-term use.

Interact is implemented as part of your Drupal platform – not as a disconnected third-party tool. Content teams retain ownership over what the assistant knows, how it responds, and how it evolves over time.

The assistant operates within defined boundaries, with clear oversight and the ability to refine responses based on real usage. This ensures accuracy improves over time without compromising trust or compliance.

Interact can be introduced incrementally – starting with key content areas or journeys – and expanded as confidence and demand grow.

How this service is delivered:

Discovery and setup aligned to content structure and goals

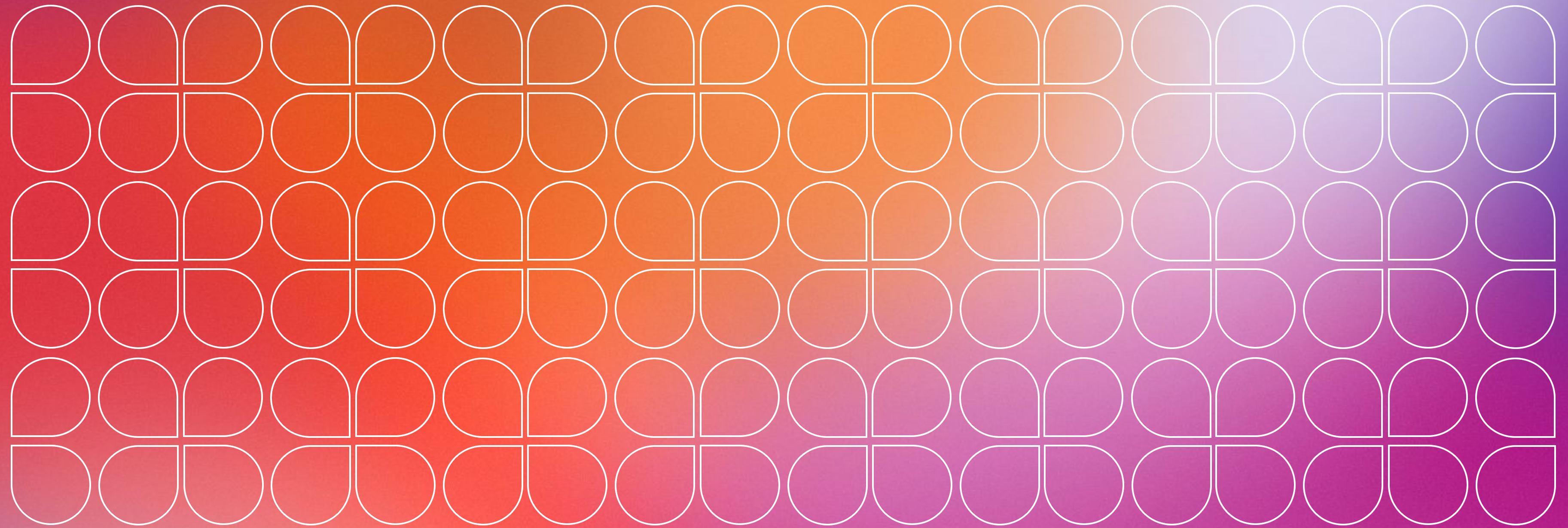
Drupal-native integration using existing workflows

Controlled training and response configuration

Ongoing monitoring and refinement

Clear reporting and performance insight

Optional enhancement and expansion, scoped separately



Managed Hosting

Hosting isn't just where your site lives.

It's what keeps it fast, stable, and secure.

Drupal hosting should give you confidence –not complexity. When hosting is done properly, platforms remain reliable under pressure, perform well for users, and support secure delivery over time.

Adaptive's Managed Drupal Hosting is built for organisations that rely on Drupal to deliver critical services.

We focus on stability, performance and security, backed by a UK-based team that understands how Drupal behaves in real-world environments.

What this service includes:

Managed Drupal hosting on secure, scalable platforms

Performance-focused infrastructure

Automated backups and recovery

Platform monitoring and alerting

UK-based specialist support

Managed Drupal Hosting.

Reliable infrastructure, actively operated & supported.

Hosting issues rarely arrive with warning. Traffic spikes, configuration changes, performance degradation and security risks can quickly impact users if not actively managed.

Our managed hosting service combines proven hosting platforms with continuous monitoring and hands-on operational support. Hosting is treated as part of the wider service –integrated with support, maintenance and security –rather than a standalone environment left to run itself.

Clear ownership, visibility and escalation ensure issues are identified early and resolved quickly.

How this service is delivered:

Continuous monitoring of performance and availability

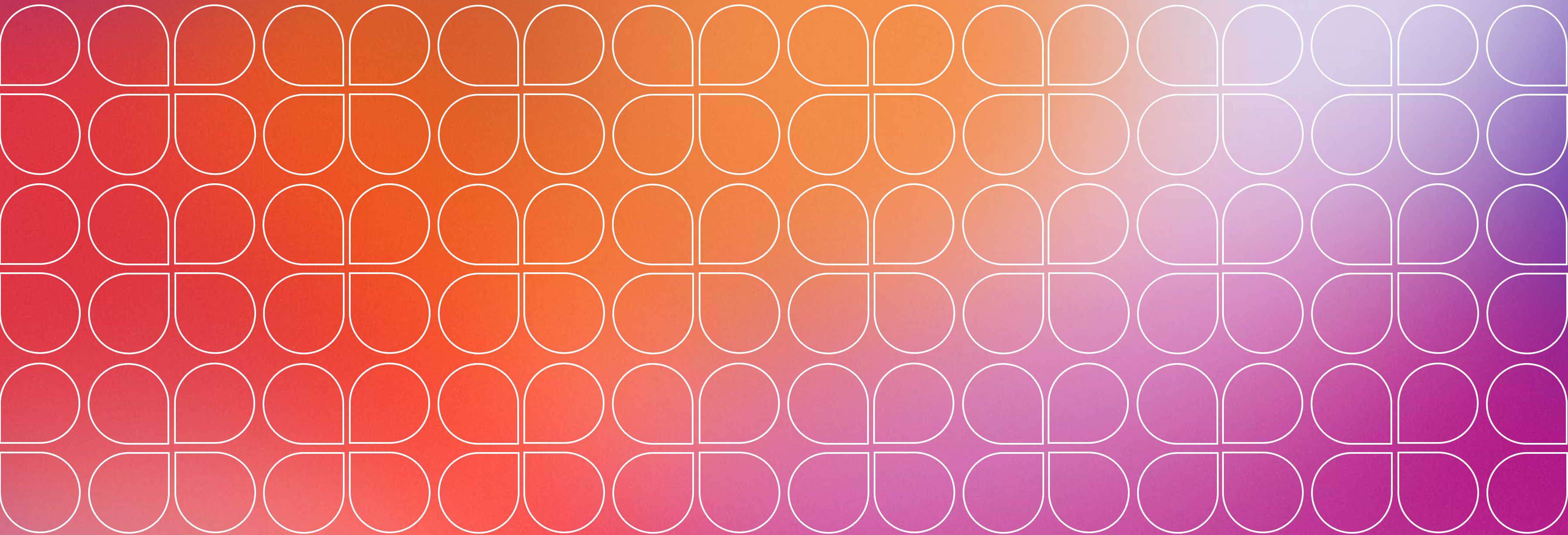
Proactive platform management and maintenance

Secure configuration and access controls

Backup, recovery and resilience planning

Direct access to UK-based hosting specialists

Integration with Drupal support and security services



Case Studies

Mencap

Long-term Drupal support for a national charity

The challenge

Mencap relies on its digital platform to support individuals with learning disabilities, carers and professionals. The site needed to remain secure, accessible and reliable at scale, while continuing to evolve to meet changing user needs.

What we delivered

- Ongoing Drupal support and maintenance
- Accessibility-led UX review and improvements
- Continuous development and platform upgrades
- Secure hosting and operational support

Impact:

WCAG 2.2 accessibility compliance achieved

99.9% uptime

600+ successful deployments

Zero security incidents

Platform supporting millions of page views per year

Institute of Physics

Secure, resilient Drupal support for a membership organisation

The challenge

The Institute of Physics required a stable and secure digital platform to support a large, active membership and collaborate with internal and external development teams, without disruption to users.

What we delivered

- Ongoing Drupal support and monitoring
- Security audits and infrastructure optimisation
- DevOps improvements for performance and reliability
- Out-of-hours emergency support

Impact:

100% uptime (excluding planned maintenance)

Improved performance and faster page load speeds

Response times under one hour

Zero security incidents

Full audit trails for updates and changes

Access Agriculture

Extending Drupal to support offline access at **global scale**

The challenge

Access Agriculture needed to track engagement with training videos delivered in low-connectivity environments, while maintaining transparency for funders and stakeholders.

What we delivered

- Custom Drupal API and data synchronisation
- Offline device integration and management
- Centralised reporting and dashboards
- Scalable, secure platform architecture

Impact:

100% uptime (excluding planned maintenance)

Improved performance and faster page load speeds

Response times under one hour

Zero security incidents

Full audit trails for updates and changes

Thank You

If you'd like to explore any of the services outlined in this document in more detail, we're happy to provide further information, demonstrations, or supporting documentation.

We look forward to the opportunity to work together.

Adaptive
UK-based Drupal specialists
G-Cloud 15 supplier

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