

Cloud Support: Service Definition

G-Cloud 15

Hello, we are Gulp Digital.

A team of friendly experts who make digital products and services that work well for everyday users.

For more information about our services, please call us at +44 (0) 330 223 5582 or visit our website at www.gulpdigital.com.

Cloud Software Implementation and Support Services

Gulp Digital's cloud transformational services can start from inception through to delivery of the end product/service, we work in an agile way, sharing knowledge and transferring skills.

Discovery. Alpha. Beta. Live.

Trusted for these reasons:

- We operate under a partnership mindset, providing clients with transparent access to project information, including our decision-making process.
- Our staff is well-equipped to provide the necessary support and guidance to help make the most of cloud services.
- We have a long history of collaborating with government departments, ALBs, and local authorities, and our satisfied clients are a testament to our ability to deliver exceptional results.



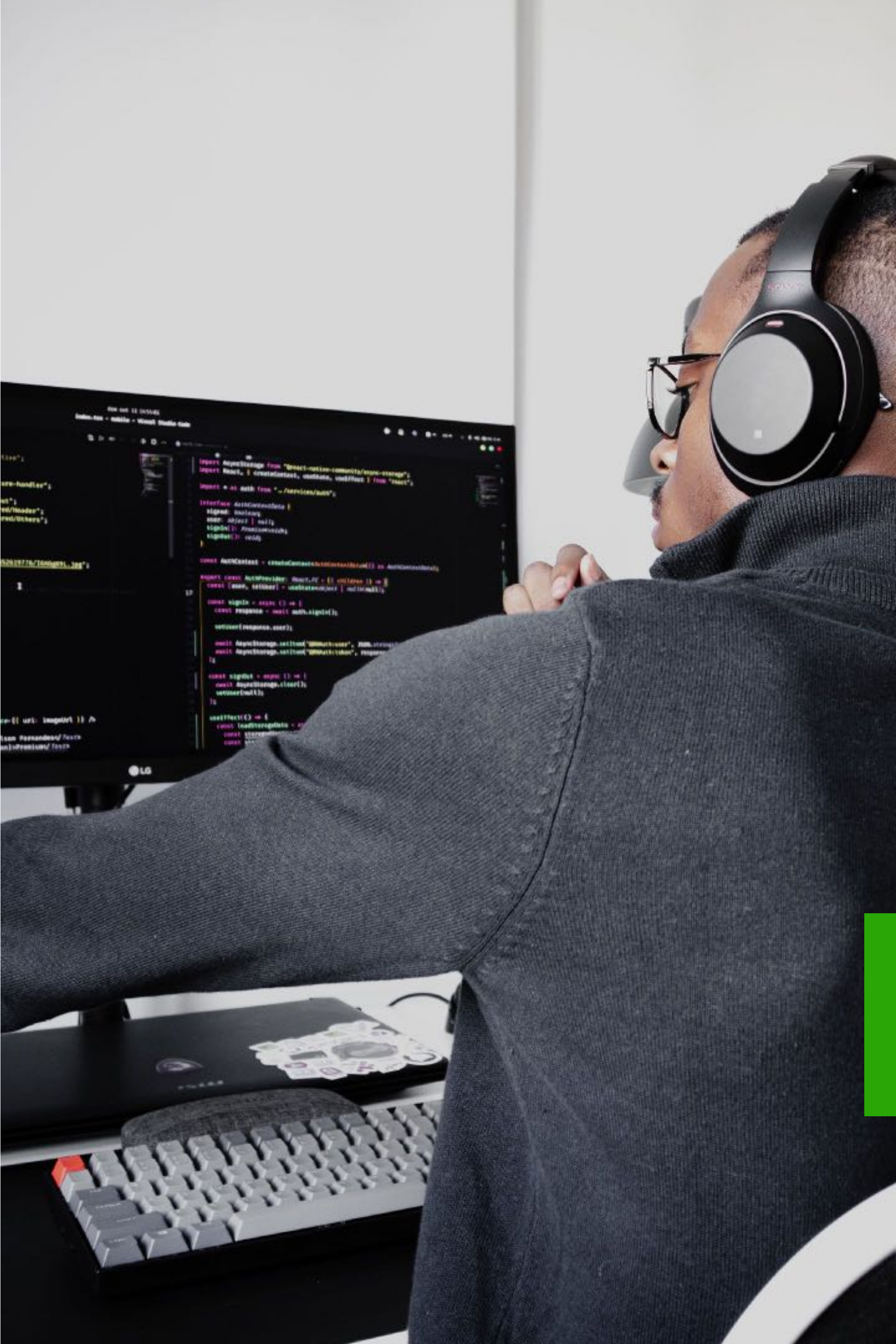
Gulp Digital - G-Cloud 15 services

- Content Management System (CMS) Implementation and Support
- Customer Relationship Management (CRM) Implementation and Service Support
- Data Software and Service Support
- Digital Data, Service and Software Discovery
- Video Services and Support
- Contentful CMS Implementation and Support
- Cloud Proof of Concept (PoC) / Minimum Viable Product (MVP)
- Cloud Software Implementation
- Salesforce Implementation and Support
- Drupal CMS Design, Development, Hosting, Advisory and Software Support
- LocalGov Drupal CMS Design, Development, Hosting, Advisory and Software Support
- Wordpress CMS Design, Development, Hosting, Advisory and Software Support

Content Management System (CMS) Implementation and Support

Gulp Digital will deliver an end-to-end digital/cloud CMS project. This includes requirements gathering, research, service/technology identification and recommendation. Our team of cloud/digital technology experts will cultivate a robust understanding of your business/user needs, leveraging this knowledge/insight throughout the project, and into build/development.

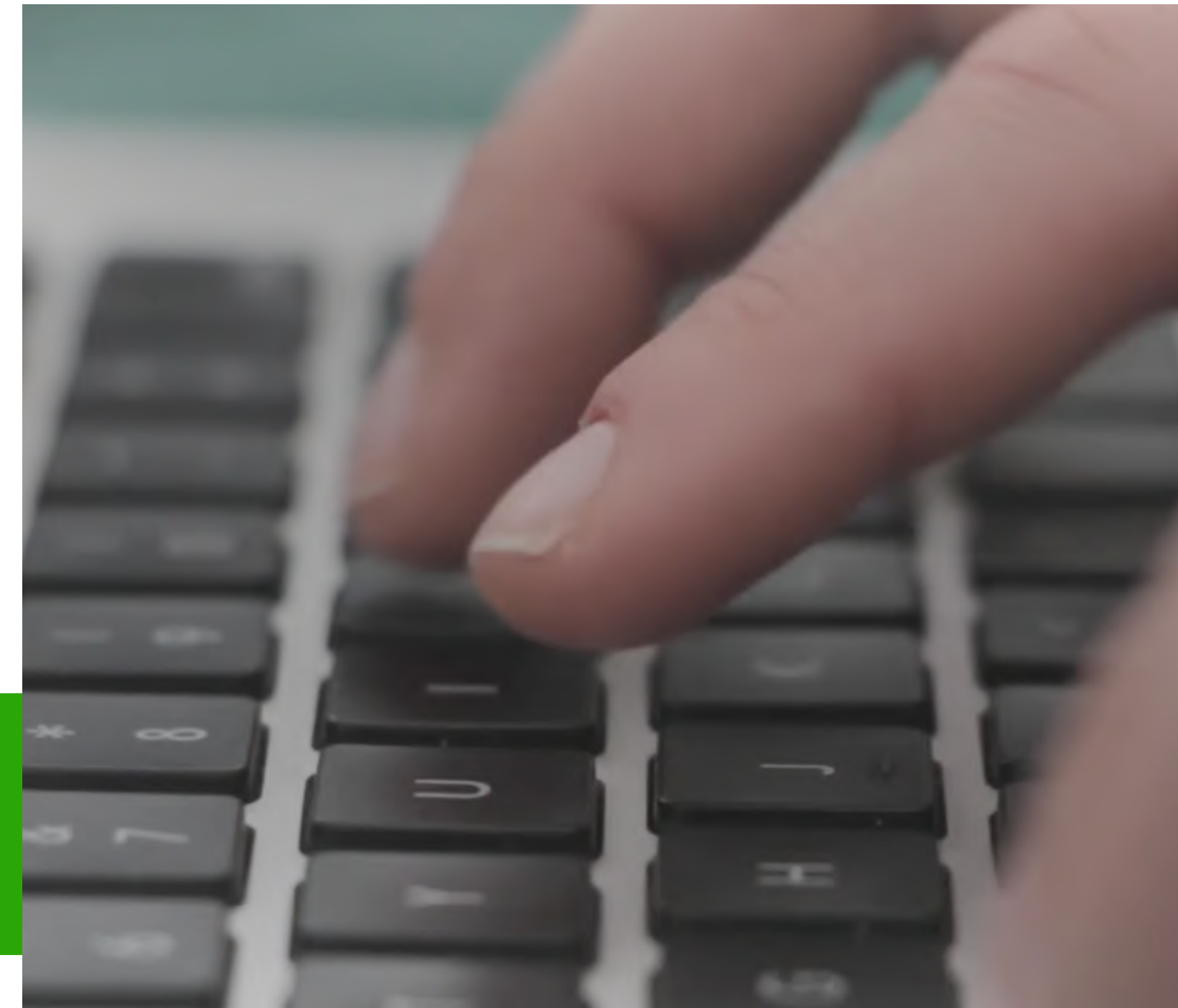
- Digital Service
- Product/App
- Website
- Data Services
- Integration/API
- Infrastructure



Customer Relationship Management (CRM) Implementation and Service Support

Gulp Digital's cloud support service will help you build and support cloud CRM solutions. Our experience spans a range of platforms including Salesforce, Microsoft Dynamics and Hubspot covering standard builds and custom configurations (custom data objects and workflows), delivering a robust CRM solution that meets business objectives and user needs.

- Send targeted and personalised messaging
- Trigger messages based on customer actions
- Use data from multiple sources and devices
- Keep track of every customer interaction
- Conquer personalisation with AI
- Unify email, social, phone, and chat support
- Integrate customer data from any source



Data Software and Service Support

Gulp Digital's cloud support service will help you build and support cloud data stores and pipelines (ETL/ELT) and support on-premise to cloud migration with the Azure or AWS data processing and management tools; Microsoft Azure SQL Server, CosmosDB, Datalake, Datafactory, Databricks, Functions, AWS RDS, Aurora, DynamoDB, AWS Glue and Lambda.

- Cloud Data Platform
- Data Engineering Pipelines
- Data migration
- Security and Access Management



AWS Lambda



Amazon Aurora



Amazon DynamoDB



Amazon Relational Database Service (Amazon RDS)



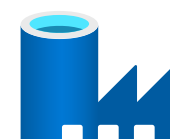
AWS Glue



More



Azure Functions



Data Factory



Databricks



CosmosDB



Azure SQL



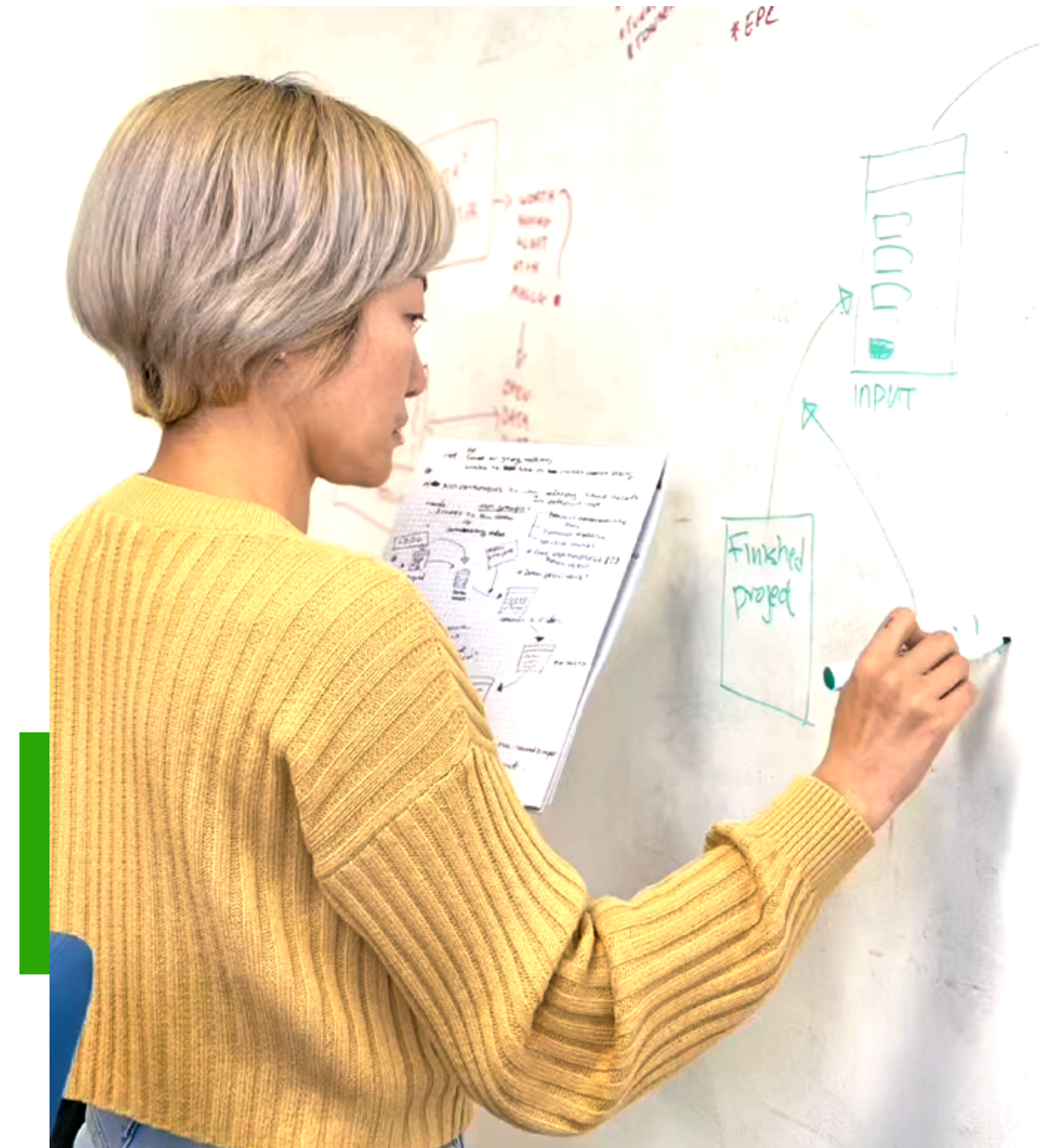
More



Digital Data, Service and Software Discovery

Gulp Digital's cloud support service will help you build and support cloud CRM solutions. Our experience spans a range of platforms including Salesforce, Microsoft Dynamics and Hubspot covering standard builds and custom configurations (custom data objects and workflows), delivering a robust CRM solution that meets business objectives and user needs.

- User needs elicitation and prioritisation
- Business goals elicitation
- Gap analysis
- Supporting business case development
- Cloud software comparison
- Service design
- User stories and epics



Video Services and Support

As digital innovators, we understand the significance of good content in attracting users. We have expertise in creating and managing video content for your cloud platforms. We transform communication goals into meaningful multimedia content that informs, educates, and inspires audiences.

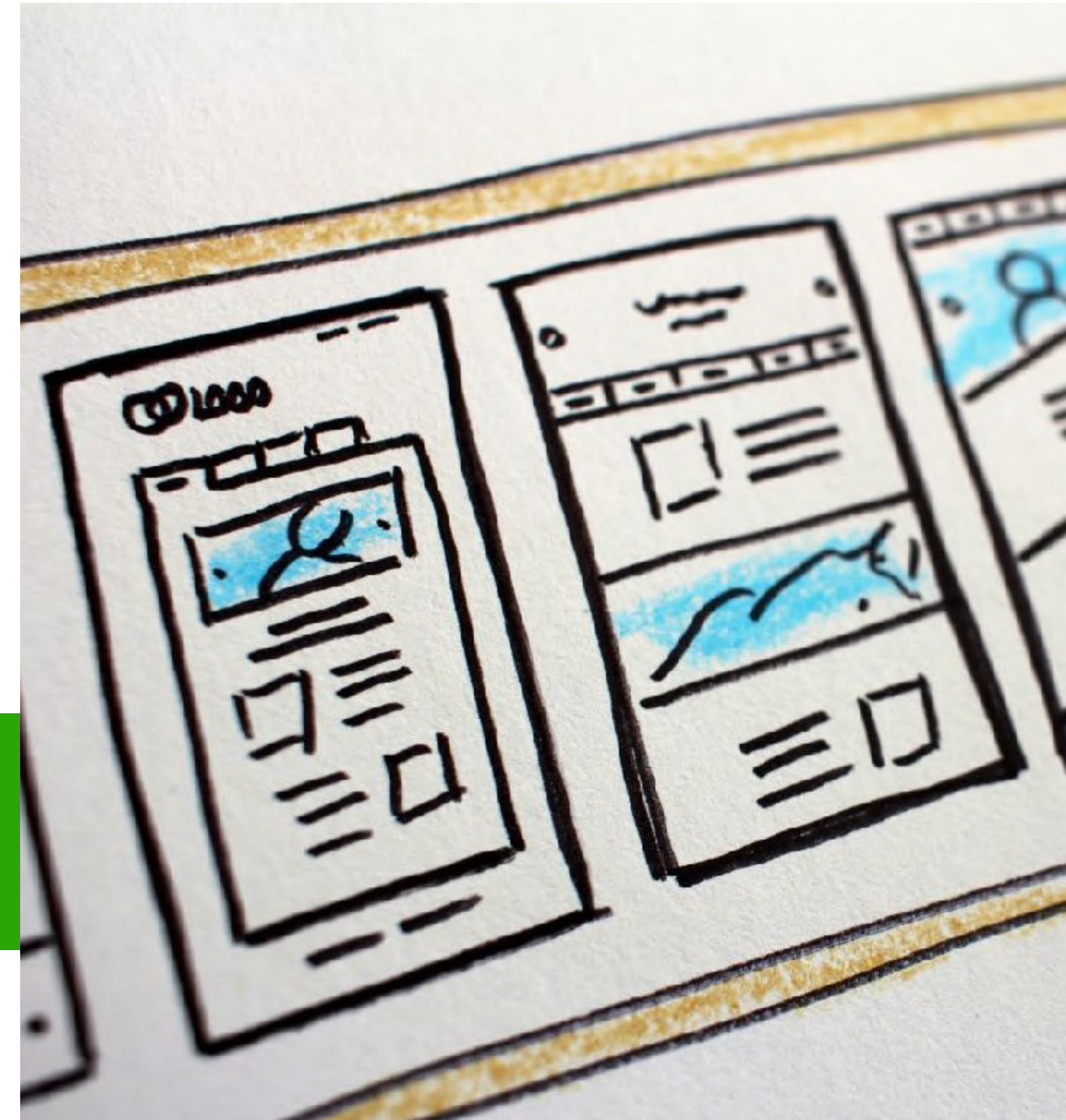
- Creative content support and development
- Cloud-based video production
- Cloud streaming
- Live streaming solutions
- Cloud video strategy
- Video hosting and distribution (YouTube, Vimeo, Brightcove, Kaltura, AWS, Azure)
- Video editing and optimisation
- Video analytics and reporting



Contentful CMS Implementation and Support

Contentful is a headless CMS that provides a better way to manage content — unified, structured, and ready to deploy to any digital channel. As a Contentful partner, our team of cloud/digital technology experts is best placed to implement and support Contentful, leveraging our knowledge/insight throughout the project.

- End-to-end digital/cloud technology project
- Technology Solution Consulting
- Definition of requirements
- Content Modelling
- Contentful Implementation
- Change Management & Training
- Ongoing Content Services



Cloud Proof of Concept (PoC) / Minimum Viable Product (MVP)

Gulp can help with your entire digital/cloud project, including gathering requirements, conducting research, identifying services/technologies, and making recommendations. We offer services for Proof-of-Concept (POC), Minimum Viable Product (MVP), Alpha, Private/Public Beta, and Live. Our experts in cloud and digital technologies will fully understand your needs to create a strong product.

- End-to-end digital/cloud technology project
- GOV.UK Design System and Prototype Kit
- Technical, non-technical, and service level requirements definition
- User needs and business goals translated into digital/cloud technology solutions
- Prototype, Proof-of-Concept (POC), and Minimum-Viable-Product (MVP) projects
- Alpha projects
- Beta projects
- Live production projects



Cloud Software Implementation

We specialise in complete solutions for implementing cloud software. Our team will help through every step of the process, from gathering requirements and conducting research to identifying and recommending services and technologies. With our knowledge of cloud and digital technologies, we create products that meet your business and user requirements.

- End-to-end digital/cloud technology project
- Complex cloud and technology consultancy
- Technical, non-technical, and service level requirements definition
- User needs and business goals translated into digital/cloud technology solutions
- Scalability and flexibility
- Prototype, Proof-of-Concept (POC), and Minimum-Viable-Product (MVP) projects
- Alpha projects
- Beta projects
- Live production projects
- Data projects
- User-centred design projects

Salesforce Implementation and

Our team of extraordinary problem solvers has extensive experience deploying and configuring Salesforce, a cloud-based customer relationship management (CRM) platform for supercharging every part of your company that interacts with customers — including marketing, sales, commerce, service, and more.

- Send targeted and personalised messaging
- Trigger messages based on customer actions
- Use data from multiple sources and devices
- Keep track of every customer interaction
- Conquer personalisation with Artificial Intelligence (AI)
- Unify email, social, phone, and chat support
- Integrate customer data from any source
- Salesforce QuickStart

Drupal CMS Design, Development, Hosting, Advisory and Software

Gulp Digital specialises in implementing and supporting new Drupal systems and upgrading and enhancing existing ones. We provide support within larger delivery programmes. Our expertise encompasses various Drupal distributions, including LocalGov Drupal, and the complexities of hosting Drupal on platforms such as AWS, Acquia Cloud, Pantheon and other hosting providers.

- Pre-configured Features
- Customisable Components
- Open Source
- Community Support
- Focus on Accessibility and Usability
- Content modelling, Taxonomy and Information Architecture (IA)
- Continuous improvement of your Drupal website
- Modules/functionality: workflow, scheduling, payments, user portals, forms, events/bookings
- Microsites and Campaign websites
- Localisation (i18n) and Localisation (l10n) for multilingual websites and

LocalGov Drupal CMS Design, Development, Hosting, Advisory and

Built on Drupal, an open-source content management system. LocalGov Drupal is a specialised toolkit designed to meet the unique needs of local councils. It offers a curated set of modules, configurations, themes and features tailored for the public sector.

- Pre-configured Features
- Customisable Components
- Open Source
- Community Support
- Focus on Accessibility and Usability
- Content modelling, Taxonomy and Information Architecture (IA)
- Continuous improvement of your LocalGov Drupal website
- Modules/functionality: workflow, scheduling, payments, user portals, forms, events/bookings
- Microsites and Campaign websites
- Localisation (i18n) and Localisation (l10n) for multilingual websites and

The logo for LocalGov Drupal, featuring the text "LocalGov" in a bold, sans-serif font above the word "Drupal" in a smaller, regular sans-serif font. The logo is positioned in the top right corner of a large yellow graphic that resembles a stylized 'L' or a series of overlapping shapes.

Wordpress CMS Design, Development, Hosting, Advisory and Software Support

Gulp Digital offers a complete range of WordPress services, including hosting, design, development, implementation, and maintenance for both existing and new installations. Our experienced team build and maintain infrastructure and solutions that focus on UX design, accessibility, multisite functionality, internationalisation, plugin development, data migration, performance, security, and data privacy.

- Pre-configured Features
- Customisable Components
- Open Source
- Community Support
- Focus on Accessibility and Usability
- Content modelling, Taxonomy and Information Architecture (IA)
- Continuous improvement of your Wordpress website
- Modules/functionality: workflow, scheduling, payments, user portals, forms, events/bookings
- Microsites and Campaign websites
- Localisation (i18n) and Localisation (l10n) for multilingual websites and



Our Skills

Project Delivery

Our project, product and delivery managers will ensure smooth project delivery.

Service Design

Our expert service, UX and UI designers will ensure the project is aligned for success by designing to meet users' needs.

Technology and Architecture

Our infrastructure and software developers will ensure a scalable, resilient and accessible project.

Research

Our user researchers will help ensure our focus is on real users' needs.

Content Design

Our content specialists will ensure all your written copy, imagery, infographics and video content needs are met

Digital Leadership

Our leadership team and architects provide support and oversight from strategy through to delivery ensuring that transformation stays on track.

Our **agile and flexible** approach means we can move quickly and hit the ground running.

*Our multidisciplinary team of experts have a long-standing history of collaboration, fostering a **strong and engaging culture**.*

Discover. Create. Enable

*For more information about our services, please contact us:
info@gulpdigital.com | +44 (0) 330 223 5582 | www.gulpdigital.com.*