

G-Cloud 15

Kentico

Support



Kentico Support Overview

We are true specialists in the Kentico Xperience platform – supporting large-scale, business-critical Kentico estates for prestigious organisations across the legal, public, membership, and commercial sectors. Our team delivers expert, full-stack services across the platform – from CMS builds and integrations to personalisation, digital marketing, and post-launch support.



As a long-standing Kentico Gold Partner and certified Hosting Partner, we have deep experience across both Kentico Xperience 13 and Xperience by Kentico (.NET Core). We work closely with Kentico HQ to remain at the forefront of platform developments, including their roadmap around composable architecture, native AI tools, and WCAG accessibility enhancements.

We support organisations through critical transition periods –ensuring platform stability while preparing for scalable, decoupled replacements.

We have a strong bench of Kentico-certified developers and marketers, backed by a cross-disciplinary team of UX designers, strategists, and technical architects. This ensures we can provide end-to-end delivery – from discovery and replatforming through to continuous improvement and innovation.

Cantarus is recognised for its proactive, partnership-first approach – delivering not just stable and secure Kentico sites, but also long-term value through strategic support, accessibility compliance, and platform evolution.

Dedicated Teams

Many of our active clients engage with us on a monthly contracted basis, and we maintain an exceptional annual client retention rate of 95%. This loyalty reflects the confidence our clients place in us to continually deliver measurable results and long-term strategic value. Our Net Promoter Score (NPS) of +75 sits beyond the world-class benchmark of +70 and more than doubles the digital industry average of +30.

Our Client Success and Service Desk Teams provide a dedicated pool of resources that are tasked solely with servicing our existing client base. These are made up of a blend of Kentico-experienced and Client Success Support Engineers, Developers, Data Analysts, and Consultants, who are all focussed on providing exceptional levels of support.

Support Channels	Online, phone, email
SLAs	Critical issue response within 1 hour
Monitoring	Full application and hosting monitoring
Security	Optional, automated vulnerability scans

All authorised client personnel will be issued with online service desk credentials that will allow them to create and manage support tickers through our dedicated, ITIL-compliant, client portal. Authorised personnel can also email support@cantarus.com which will automatically create a support ticker on their behalf.

Where support issues are raised via our dedicated support phone number, our support engineers will create a ticket on the online helpdesk so that it can be tracked to resolution.

Support Hours

Our standard support is provided between the hours of 0900 and 1730 British time, Monday to Friday excluding public holidays. We can also provide, optional, dedicated 24/7 Business Critical support.

Service Levels

All support tickers are assigned a priority based on the scope, impact, and immediacy of the associated issue.

Business Critical	A catastrophic production problem which may severely impact client production systems, or in which client production systems are down or not functioning. Loss of production data has occurred, and no procedural workaround exists.
High Priority	Client system is functioning, but in a severely reduced capacity. The situation is causing significant impact to portions of the Client's business operations and productivity. The system is exposed to potential loss or interruption of service.
Medium Priority	A medium-to-low impact problem which involves partial non-critical functionality loss. One which impairs some operations but allows the Client to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to the Client's operation or issues in which there is an easy circumvention or avoidance by the end user.
Low Priority	General usage questions or a request for modification. There is no impact on the quality, performance or functionality of the solution.

It is recommended that Business Critical and High Priority issues are raised via the telephone support channel to ensure minimum response times.

Service Level Agreement (SLA) Targets

Service level targets – specifically the time within which we aim to be actively working on a resolution – for support are as follows (excluding on-site support):

Business Critical	Within 1 business hour
High Priority	Within 4 business hours
Medium Priority	Within 2 business days
Low Priority	Within 5 business days

Timebank Support Model

Our Timebank Support is an extremely popular support model with our clients as it provides a clear, predictable and flexible support package covering user / operational support, and technical support as well as development and creative design professional services.

The Timebank model requires a client to purchase a set amount of time per month, with that time going into the Timebank and having a lifetime of three months. Clients can then draw down on that time (the oldest time is always consumed first) as required. Visibility of Timebank consumption is assured via several methods:

1. On-demand visibility of Timebank status, including on a time log entry basis (i.e. how much time has been consumed, when, by whom, and for what purpose, is available via <https://my.cantarus.com/>
2. Monthly PDF reports can be emailed to authorised recipients; and
3. A request can be made to the Service Desk for the current status of the Timebank at any time.

Onboarding Process & Kentico Health Check

Our onboarding process is simple and transparent. We will assist you throughout the process using our welldefined methodology. Whether you are migration an existing Kentico solution or starting from scratch, we'll lead the setup process from initiation to go-live.

As part of any migration to Cantarus we can, optionally, conduct a solution health-check on any existing Kentico website. The goal of this is to gain an understanding of the work that has been undertaken to take and gauge the quality of design and development that underpins the website.

Broadly, we undertake three distinct processes in order to migrate a customer to Cantarus support. A suitable analogy is that of assessing the car before buying it. Three key questions a discerning customer might ask are:

1. Are there any underlying problems under the bonnet?
2. Is it intuitive to drive and operate?
3. What is the process for purchasing?

These naturally link to the following three areas when operating in the domain of a digital solution.

Code Review

Wherein we have access to the solution's codebase, a Senior Developer or Consultant will review the code. This process involves a structural review and a code-style review. The first aspect allows us to evaluate whether a solution has been correctly architected with industry best-practice in mind. The latter is an evaluation of code readability and checks for practices such as defensive programming (including error-handling) and performant code.

Further, we'll leverage our automated code-quality checks (that we deploy for all our in-house code) and scan the codebase against a series of quality and security rules that will allow us to determine an overall quality score.

We'll also run security, performance and SEO scans against the website and feedback the results of these to you.

Once these checks have been complete, our development team is able to highlight any high-risk code – whereby a security vulnerability may be present, as well as a high-level description of the code quality. This aims to answer questions such as:

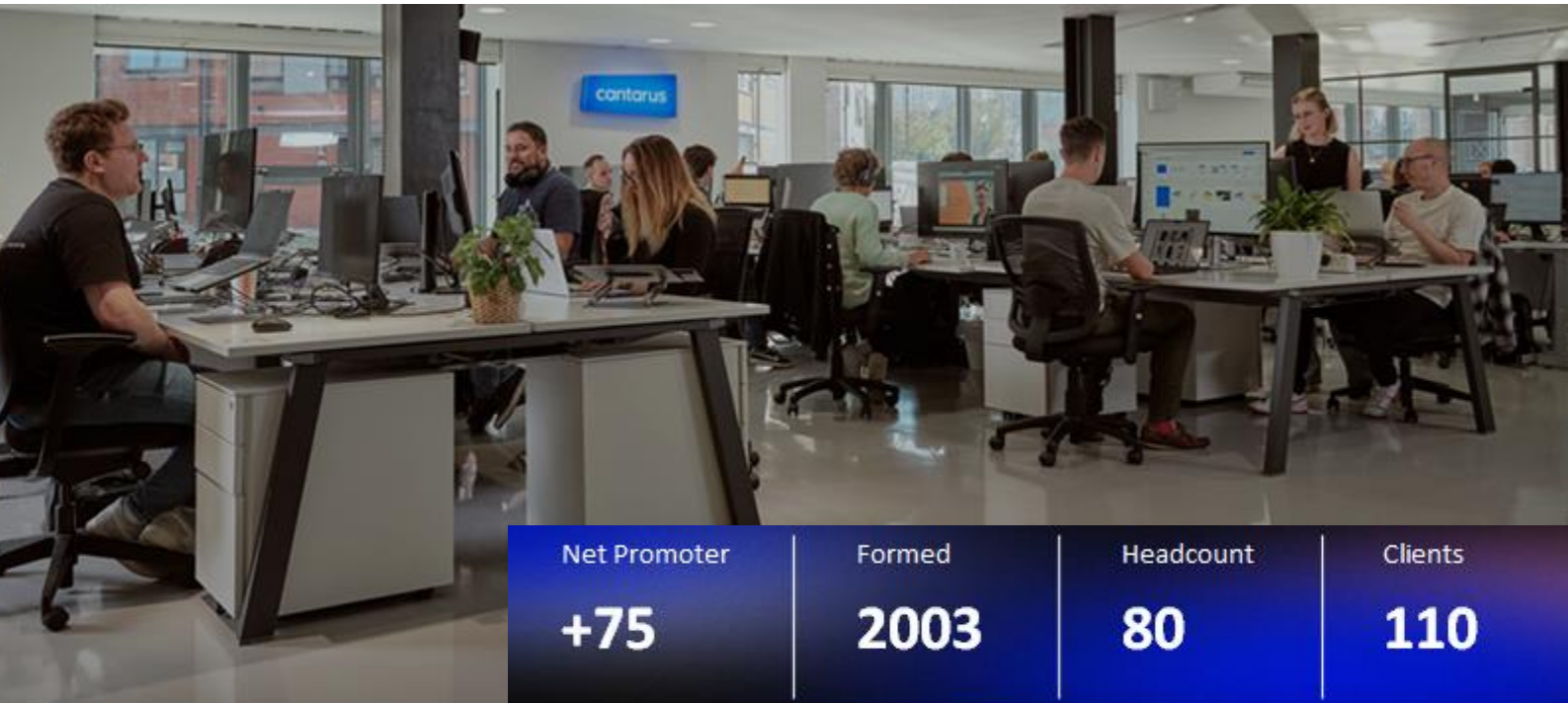
1. How long would it take a skilled developer to begin adding to the codebase?
2. Would we host the solution on our infrastructure without any security/performance changes?
3. Is the architecture extensible?

Solution Suitability Review

Following the main code review, we conduct an overall suitability review. This allows us to determine if the solution presented to us is a good fit for the problem being solved. Leveraging our expertise across many sectors and the entire digital ecosystem, we can evaluate whether a different approach might make sense, and the distance such an approach is from the current solution.

Migration Plan

A member of our team will work with the buyer to put together a migration plan for the site. This may involve remediating any issues which were discovered in the previous stages, a hosting migration, or if you're starting from scratch with a new Kentico website, we can set this up for you and provide you with immediate access.



Cantarus are a collective of strategic consultants, creatives and technologists blending digital strategy with craft to act as an amplifier for our client’s ambitions. We help our clients understand their audiences’ needs, optimise their investment in technology, drive meaningful engagement and offer deeply personalised end-user experiences. Our experience enables us to work across the entire digital ecosystem and we thrive on challenging projects that require a diverse skillset and close collaboration with our clients.

We’re an independent, full-service agency wholly owned by our employees and with locations in the UK, Europe and the US. Our ownership structure is highly advantageous; we have no tactical pressure – e.g., short-term financial targets – from external investors and zero bank debt. This facilitates strategic thinking combined with rapid decision-making and agility, enabling us to make long-term investments in our relationships with clients, our people, and our technology; we believe this ultimately leads to dramatically better results for all parties.

Our people are at the heart of everything we are and we’re extremely proud that so many talented and diverse individuals have elected to work and grow with us. We provide a true meritocracy where skillsets are continually honed, challenged, and expanded; a place to do the best and most rewarding work of our people’s careers whilst having a great time doing so.

We believe our deep cross-sector expertise, including membership, commercial, government, public sector, charitable and not-for-profit organisations, is truly unique in the UK. This experience gives us the ability to offer our clients knowledge and best practice from outside their sector.

Our client portfolio includes diverse commercial, Not for Profit (NFP) and public sector organisations in the UK, EMEA and the USA. In the UK, we are proud to have been accepted onto the Crown Commercial Services G-Cloud framework, enabling us to offer our services to the UK governmental organisations and the public sector.

Security Accreditation

Cantarus are ISO 9001 (quality), ISO 27001 (security) and Cyber Essentials Plus certified; demonstrating our commitment to placing information security and quality management at the centre of services we provide. Our data protection, communications and freedom on information practices are reviewed on an annual basis. We maintain and execute a number of internal policies around GDPR and Data Protection that each team within the business is responsible for executing, with managers of each team accountable for implementation.

We work closely with a number of government bodies and local authorities. As such, we're well versed in the extensive regulatory and compliance standards imposed upon suppliers, including GDPR and the DPA.



The logo for cantarus, featuring the word "cantarus" in a white, lowercase, sans-serif font. The text is enclosed within a white, hand-drawn rectangular border that is slightly tilted and has rounded corners.

cantarus

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