



G-Cloud 12 Support Service Definition

Overview

Agento Digital is a specialist company helping clients to use intranet and digital communications tools to work more effectively and save money. We provide ongoing support and maintenance services for the GovIntranet WordPress CMS.

Our support service includes:

- ✦ Setup and migration
- ✦ Planning and project support
- ✦ Training
- ✦ Ongoing helpdesk support
- ✦ Maintenance and monitoring

Setup and migration

We help clients migrate digital products to cloud technologies, for example, moving from legacy in-house intranets (Lotus Notes, Drupal, Sharepoint and in-house systems) to cloud hosted WordPress instances.

The process is tailored to individual cases but typically involves requirements gathering, content/technology auditing, data standardisation, taxonomy and information architecture, development of scripts for automated data transformation, testing and quality control.

In addition to moving content from one system to another, many projects also involve content rewriting and information architecture exercises. We can also provide editorial resources to transform PDF and Word documents into accessible, plain English HTML pages.

We also support clients switching between cloud products, for example WordPress hosting, Google Analytics, DNS changes and domain name changes.

Planning and project support

Most projects start with an intensive discovery phase to build an in-depth understanding of user needs, technical requirements, current pain points and future aspirations. We incorporate user



research, Google Analytics review, alpha prototyping and information architecture workshops in the discovery process, documenting user stories and capturing needs in a discovery document.

In addition to discovery, we help with:

- ✦ Technical planning e.g. publishing workflow, user access, data retention
- ✦ Strategy and governance e.g. content writing guide, publication policies, ownership
- ✦ Ongoing training e.g. for skills continuity and new software functionality

Training

We provide a range of training:

- ✦ Application-specific: we providing CMS administrator and publisher training on the GovIntranet WordPress theme, templates and plugins, WordPress and other cloud solutions.
- ✦ Publishing: we run sessions on effective writing skills for intranets to help publishers communicate effectively and publish accessible content.
- ✦ Engagement and evaluation: we run workshops on how to use digital tools effectively for communication and engagement of online audiences using cloud-based tools and apps.

Ongoing support

We provide support within fixed-priced project and also on an ongoing basis under managed hosting, support and maintenance agreements that clients can pick and choose from flexibly.

We operate a helpdesk service to support clients via email and phone under a SLA, guaranteeing an initial response within a business day, and ensuring requests from different members of the client team can be tracked and reported against their support time allocation. Our helpdesk typically covers answering questions, management information reports, providing ad-hoc guidance on how to use the cloud solution, dealing with non-bug related issues, coaching and performance fine-tuning.

Support hours can also be used for training and implementation of minor solution improvements.



Maintenance and monitoring

Our maintenance service includes software management, configuration and updates, plus service monitoring and reporting.

We install patches for security vulnerabilities, and new versions of software when existing versions become unsupported. We deploy a number of tools to monitor the internal and external health of solutions, identifying and rectifying problems before they surface to users, or detecting problems as they occur to respond to them, reducing the impact on users.

We charge a fixed price per month, determined by the complexity of the solution.

On-boarding and off-boarding

On-boarding generally involves the receipt of a client brief for a project and the production of a proposal describing the scope of work, costs and timescales,. Contracts are agreed once the proposal has been discussed and accepted.

Off-boarding processes vary and are normally specified in client proposals. Typically, we are able to supply database and file exports for use with another supplier. Theme and plugin licence costs become the responsibility of the client/new supplier.



Pricing

Project support

Our services are priced at £760+VAT per senior consultant day, £980+VAT per director day. Large projects (over 100 hours) are typically subject to discounts dependent on the nature of the work (training, consultancy, cloud software deployment etc.)

Helpdesk support

Our pre-paid, retainer-based support service is priced at £135+VAT per hour.

Hosting maintenance support

Used in conjunction with Helpdesk support, our hosting and maintenance services are priced at a flat rate of:

- £370 per month (up to 500 users)
- £490 per month (500 to 2000 users)
- £610 per month (2000 to 5000 users).

Higher specifications available.

Information assurance

We are registered data processors with the Information Commissioner's Office.

Our senior staff have SC clearance.