



NORTHERN WOLF

- MARKETING -

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Service Definition

Lot 3 Cloud Support

Overview

This service provides specialist cloud support for organisations using Umbraco-based websites and content management systems. It delivers bespoke design, development, configuration, integration, and optimisation services to help public sector organisations adapt and extend their cloud-hosted CMS platforms to meet specific operational, technical, and accessibility requirements.

The service is suitable for organisations requiring additional capability beyond standard platform functionality, including custom features, system integrations, performance improvements, and accessibility remediation.

What the service provides

The service supports the full lifecycle of cloud-hosted Umbraco applications, from initial configuration and enhancement through to ongoing optimisation, maintenance and improvement. Services are delivered by experienced Umbraco specialists and tailored to the buyer's requirements.

Typical activities include bespoke development, content design, workflow configuration, integration with third-party systems, content migration, accessibility improvements, and performance optimisation. Work is delivered using an approach with clear priorities, regular communication, and transparent reporting.

Delivery approach

Services are delivered remotely as standard and follow established waterfall delivery practices. Engagements begin with a discovery and scoping phase to confirm requirements, dependencies, and delivery priorities. Delivery is then structured into defined phases, with regular progress reviews to allow feedback and controlled refinement where appropriate.

The service can be used to support an existing Umbraco implementation, a new implementation, or alongside a separately contracted SaaS CMS platform.

Security and Data Handling

All services are delivered in line with good practice for secure cloud delivery. Access to buyer systems is controlled and limited to what is required for delivery. Buyer data remains the property of the buyer and is handled in accordance with GDPR and relevant data protection legislation.

Flexibility

The service is provided on a time-and-materials basis, allowing buyers to scale effort up or down as requirements change. Short-term and longer-term engagements are supported.

