



G-Cloud 15

Forrit One – next generation enterprise CMS – Support
and Services

Service Definition Document

Framework Reference No. RM1557.15

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Introduction

This document forms part of Forrit Technology Limited's formal response to the Crown Commercial Service's Invitation to Tender for G-Cloud 15.

It describes the services being offered by Forrit for inclusion in the G-Cloud Framework.

About Forrit

Founded in 2014, Forrit Technology Limited ("Forrit"), headquartered in Edinburgh, is a digital technology company that has developed a cloud-based marketing solution built on Microsoft Azure. Forrit is also a Microsoft partner and has achieved the highest level of accreditation for Microsoft Azure and Application Development with Gold competencies for Cloud Platform (Azure) and Application Development. Forrit has also been awarded the Cyber Essentials accreditation and ISO27001 certification.

At Forrit we help our clients deliver digital experiences around the globe that entertain, educate, inform, and inspire.

Forrit One is the next generation enterprise CMS. Born in the cloud. Built for the future.

Forrit One has been built as one platform with two key environments:

1. Service Delivery Hub - enables scripted configuration of the Azure tools, services and infrastructure required to run your global digital estate.



2. Marketing Portal – Next generation web content management providing the tools you need to build and manage your global digital estate.

Service Name

Forrit One – next generation enterprise CMS – Support and Services

Service Type

Forrit's Support and Consulting are being offered under Cloud Support of the G-Cloud Framework.

Service Description

This service provides customer support and deployment services for Forrit.

Forrit One delivers outstanding customer experiences for your global digital estate and has been built as a single platform on Microsoft Azure with two environments:

-  Service Delivery Hub – enables scripted configuration of the Azure tools, services and infrastructure required to run your global digital estate. Provision optimal environments that ensure the best customer experience.
-  Marketing Portal – Next generation web content management. A fully integrated solution, the Marketing Portal provides the tools you need to build and manage your global digital estate.

Forrit One extends the capability of an Azure subscription, leveraging the full potential of Azure's cloud services and tools on a single platform. This simplifies and automates complex configuration processes and enables rapid and secure website creation, versioning and editing using an intuitive interface.

Forrit provides an extensive range of support services for users of the Forrit One Platform. Typical services are outlined in the following tables, and clients can select the appropriate level of support for their needs.



Discovery & Project Setup	Core Build: Front-End, Platform, DevOps & QA	Integrations & Advanced Features	Pre-Launch, Go-Live & Handover
• Scope of work alignment • Stakeholder onboarding and delivery methodology agreement • Establish governance and communication channels • Multistakeholder project initiation workshops • Comprehensive business and technical requirements gathering • Integration point assessment • Platform and delivery strategy definition • Discovery and risk assessment • Dependency audit • Backlog creation and prioritisation (Jira) • Scoped project plan with milestones • Environment planning • DevOps workflow definition • Third-party SOC setup	• Configure development environments • Integrate Azure DevOps pipelines • Configure web applications within agreed architecture • Develop reusable front-end components (WCAG 2.2 AA compliant) • Batch-import legacy content where applicable • Continuous QA (functional, regression, key flows, performance, accessibility) • Run structured agile sprints ◦ Sprint planning, refinement, reviews, retros, ongoing backlog refinement (Jira) • Stakeholder UAT support	• Integrate core tools and services (i.e. cookie tool, analytics, forms) • Integration of other third-party systems (client-specific) • Custom API integrations • Custom development • Localisation support • Personalisation strategy support • Wider content optimisation support	• Content freeze and environment stabilisation • Comprehensive regression testing • Pre-launch penetration test actions • Performance, accessibility, and compliance validation • Content editor training • User / role configuration • Approval workflow configuration • Project-specific documentation • Configure post-launch monitoring and optimisation • Establish regular monthly performance reviews • Establish regular quarterly strategic planning meetings

Business-as-Usual Support & Continuous Improvement	Managed Platform Services
• Code and component hygiene work • Ongoing component development • New functionality development • Custom builds and integrations • Ongoing optimisation support • Resolution of incidents and bugs to required SLAs • Technical/user support • Jira backlog maintenance • Agile project management • Stakeholder communications	• CMS upgrades and supporting documentation • Security patching • Service health checks and monitoring • Optimised management of Azure resources and settings • Infrastructure support • Disaster recovery testing • Regular verification and testing of the backup service

Support

Typically support from Forrit is provided remotely, however for certain support requirements, onsite assistance can be provided. Onsite support will be with the correct level of resources required to resolve the issue. Our support costs are dictated by the hours required and are based upon our standard day rates.

If 24x7, weekend support or an extension of our standard 0900 – 1700 support hours is required we will arrange this based on the customer's specific requirements.

Additional support is also available via Microsoft – See <https://azure.microsoft.com/en-gb/support/plans>

Forrit Technology Limited

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