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Umbraco – Content Management System

G-Cloud 15 Service Definition

1. About Chess

We help you deliver a 'Modern Workplace', providing flexibility of access to services and information in a secure and compliant environment. Addressing your challenges through professional services, support, adoption and change management.

We have extensive experience supporting public sector organisations across central and local government, emergency services, healthcare, higher education, the third sector and housing associations. Our expertise spans both modern cloud platforms and legacy application environments.

Why Chess

- Proven Microsoft 365 Adoption & Change Management practice, following Prosci™ methodology advocated by Microsoft.
- Highly experienced technical specialists across Microsoft 365 and Azure.
- Over 30 years of delivering successful Microsoft-aligned transformation services.
- Comprehensive portfolio including Microsoft 365 security and compliance, identity and access management, device management, Power Platform, and cloud migration services.

2. Service Overview – Umbraco Content Management System

Umbraco is a comprehensive web Content Management System (CMS) delivered on the Microsoft cloud using a subscription model. Chess Digital's Umbraco Consultancy Service is based on Umbraco-as-a-Service (UaaS) and is ideal for organisations who want to focus on creating compelling website and intranet content experiences while we design, build, deploy and support the platform.

UaaS is a scalable, full-featured CMS with a rich ecosystem of add-ons and integrations with third-party tools, enabling functionality tailored to your requirements.

3. What We Offer

- A dedicated Creative Team to design compelling public-facing web experiences such as awareness campaigns, learning hubs, idea forums and community sites.
- Certified Umbraco developers to build the foundations of your site and empower your team to manage content with ease.
- Deep Microsoft expertise to integrate Umbraco with SharePoint and Customer Relationship Management systems, harnessing the strengths of each platform.
- Support services for peace of mind – proactive assistance and problem resolution when things don't go to plan.

4. Service Features

4.1 Extensibility and Integration

Umbraco's editing and content creation tools are customisable. We tailor Umbraco's features and workflows to match your objectives and ways of working, rather than forcing process changes to fit the system.

4.2 Powerful and Easy-to-use Interface

The Umbraco platform is intuitive for non-developers and designers alike. Minimal training is required, so your people can focus on creating and governing great content rather than learning new technology. .

5. Web Content Management

Umbraco enables content authors to create robust site structures using publishing sites and pages. During the Analysis and Specification phase, Chess Digital will collaborate with you to define page layouts and content types to support all required artefacts — for example: links to external systems, calendar controls, web parts, and links to forms and documents.

6. Delivery Approach & Scope

6.1 Discover & Design

- Stakeholder workshops to capture objectives, audience needs and success measures.
- Information architecture, page templates and content types defined for governance and re-use.
- Accessibility and design standards aligned to your brand.

6.2 Build & Integrate

- Component-based build of page templates and content types in Umbraco.
- Integration with Microsoft 365/SharePoint and CRM where required.
- Configuration of add-ons and third-party connectors as agreed.

6.3 Content Enablement

- Editor training and guidance to ensure quality, accessible content.
- Content migration support and governance recommendations. .

6.4 Test, Deploy & Support

- Functional and user acceptance testing.
- Deployment to production with rollback planning.
- Operational handover and optional managed support.

7. Benefits

- Create compelling, mobile-friendly digital experiences for public websites, portals and intranets.
- Leverage collaboration and document capabilities through integration with Microsoft platforms.
- Speed time-to-value with scalable, cloud-based UaaS and reusable templates.
- Empower editors with an intuitive interface and governed content model.

8. Security, Privacy & Compliance

- Solutions are aligned to your organisation's security and compliance requirements and the Microsoft cloud hosting model.
- Role-based access can be configured to ensure appropriate authoring, approval and publishing controls.
- We provide guidance on content governance, retention and accessibility standards.

9. Assumptions & Dependencies

- Delivery is remote-first unless otherwise specified.
- Timelines depend on stakeholder availability and access to required environments.
- Third-party licences, hosting and platform subscriptions are customer-provisioned unless otherwise agreed.

10. Out of Scope (Available on Request)

- Custom product development beyond agreed integrations and extensions.
- Legacy content remediation unless included in scope.
- Ongoing managed service beyond warranty period (available as an add-on).

11. Ordering Process

Please contact us to discuss scope and timings. We will agree a detailed Statement of Work and issue a work order for approval.

Email: bids@chessict.co.uk | Call: 0344 770 6000

12. Related Services (Available on G-Cloud 15)

- Microsoft 365 professional services & consulting
- Adoption & Change Management
- SharePoint intranet and collaboration services
- Application integration and API development
- Managed support services

13. Additional Features

- Analysis Workshops & Requirements Gathering
- Business Process Mapping
- Web development to a proven methodology
- Design and creative services
- Mobile friendly, device agnostic solutions
- Managed services and Azure web hosting
- Open Source Web Content Management solutions
- Hosting and Support contracts with 24x7 monitoring
- Integration with other line of business apps
- Accessible Design and Development Services (WCAG 2.2)

14. Additional Benefits

- Comprehensive and secure web content management system
- Editing and content creation tools are customisable
- Design Authority
- No licensing fee for Web CMS
- Hosting solutions can be tiered for use
- SLA backed support contracts