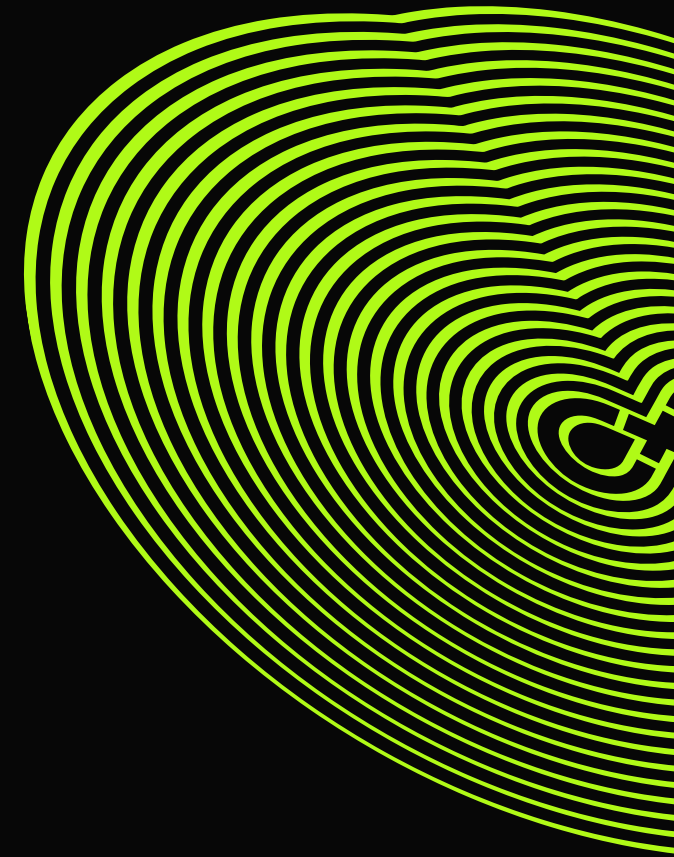


WordPress & WooCommerce Development and Support Services

G-Cloud 15 Service Definition Document

IMDMS LTD
Company Registration: 05970261
Document Version: 1.0
Date: January 2026

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01

Websites that get more action

WE EMPOWER ORGANISATIONS WITH ENTERPRISE WORDPRESS SOLUTIONS

Impact Media enables our clients to achieve their digital ambitions through specialist WordPress and WooCommerce development. With over 20 years of experience, we deliver accessible, user-centred websites that transform how organisations connect with their audiences.

Our mission is to work with our clients to deliver digital services that are not just functional, but exceptional - meeting the highest standards of accessibility, security, and performance.



We deliver in-line with internationally recognised standards

QUALITY MANAGEMENT

**ISO 9001:2015
certified**

ACCESSIBILITY

**WCAG 2.1 AA
compliance as
standard**

SECURITY

**Cyber Essentials
awareness, GDPR
compliant**

OUR PUBLIC SECTOR EXPERIENCE INCLUDES

- Healthcare organisations (NHS and private)
- Educational institutions and multi-academy trusts
- Not-for-profit organisations

We have a proven track record of delivering projects on time, within budget, and to the highest quality standards. Our clients choose us because we understand their challenges and deliver solutions that work.

02

The Impact Media Difference

WE DELIVER ACCESSIBLE, PERFORMANT WORDPRESS SOLUTIONS
THAT MAKE AN IMPACT

20+

Years working with WordPress
since 2003

ISO

9001:2015 quality management
certified

99.9%

Uptime average on WordPress
hosting infrastructure

5-Star

Verified customer reviews
across multiple platforms

WCAG

2.1 AA accessibility compliance
as standard, not optional



Cloud Platforms: AWS, DigitalOcean, Linode

CDN: Cloudflare, Amazon CloudFront

Integrations: CRM, ERP, Payment Gateways, Email Marketing, Analytics

What Our Clients Say

"Great team on the project, as always. Delivered exactly what we needed with clear deliverables and transparency along the way. These are the guys for a WordPress website."

— GLOBAL HEAD OF MARKETING

"Impact Media did a fantastic job with Earth Pan, digging deep into our requirements and really capturing the essence of the brand in the designs. As a company, they are process driven, have good attention to detail, communicated consistently and clearly throughout the project and ultimately delivered a fast and easy-to-use WordPress website. We would recommend them to anyone looking to develop a WordPress site."

— ECOMMERCE PROJECT MANAGER

"They provide proactive website management and support, to ensure that our sites remain secure, available and fast."

— MARKETING COMMUNICATIONS MANGER

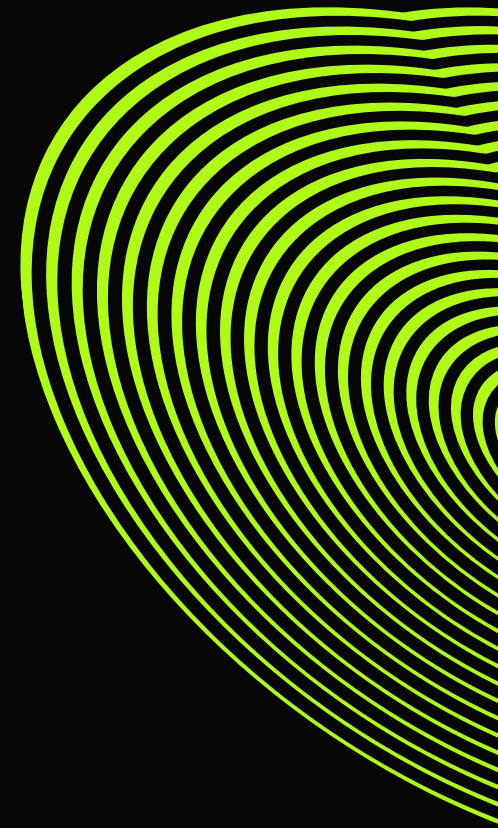
03

Description of Services

WORDPRESS & WOOCOMMERCE DEVELOPMENT AND SUPPORT

Impact Media has a proven track record of delivering user-centred, accessible, and award-winning WordPress and WooCommerce solutions for public and private sector organisations for over 20 years.

We specialise exclusively in WordPress, making us true subject matter experts. Our deep knowledge allows us to deliver solutions that are robust, scalable, secure, and maintainable.



Cloud Software

- Bespoke WordPress website development
- WooCommerce e-commerce solutions
- WordPress multisite implementations
- CMS migrations to WordPress
- Custom theme and plugin development
- Third-party system integrations
- Accessibility compliance and remediation

Cloud Hosting

- Managed WordPress hosting (UK data centres)
- 99.9% uptime SLA
- Daily automated backups
- Security monitoring and patching
- Performance optimisation
- SSL certificates included
- 24/7 server monitoring

Cloud Support

- Ongoing support and maintenance
- Security patching
- WordPress core, theme, and plugin updates
- Performance monitoring and optimisation
- Technical helpdesk support
- Emergency incident response
- Website evolution and continuous improvement

Typical Activities

Service design and UX discovery

Technology audits and stack optimisation

UX & UI design, content audit, and strategy

Frontend and backend development

Custom integration with ERP, CRM, and payment solutions

Security hardening and compliance audits

Cloud hosting setup, optimisation, and ongoing support

Analytics/data strategy and conversion rate optimisation

Training and knowledge transfer

04

Features and Benefits

TECHNICAL EXCELLENCE, SERVICE QUALITY, SECURITY AND COMPLIANCE

Technical Excellence

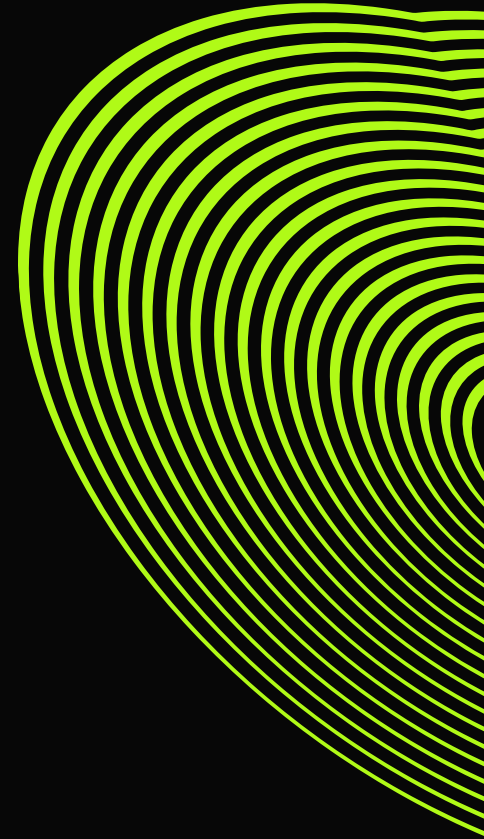
- Open-source development following secure coding practices
- WCAG 2.1 AA and GDPR-compliant WordPress solutions
- Customizable publication workflows and content types
- Proven WordPress track record across multiple sectors
- Analytics tracking, reporting, and conversion monitoring
- User and member areas for gated content
- Security patching for critical vulnerabilities
- Ongoing improvements and maintenance packages

Service Quality

- Industry-leading support SLA with business hours coverage
- Optional 24/7 coverage for business-critical sites
- ISO 9001:2015 certified quality management
- Dedicated account management
- Monthly service reporting and reviews

Security & Compliance

- BPSS cleared team members available
- ISO 9001:2015 quality assurance
- Cyber Essentials aware
- GDPR compliant operations
- Regular security audits and penetration testing



For Your Organization

- WCAG 2.1 AA accessibility compliance as standard
- Reduce technical debt and total cost of ownership
- Excellent drag-and-drop editor experience for content teams
- Enable dynamic form management and CRM/ERP integration
- Dedicated multi-disciplinary team embedded in your organisation
- Stabilize existing WordPress implementations and improve security

For Your Users

- Accessible to all users including those with disabilities
- Fast page loads and excellent performance
- Mobile-responsive design
- Intuitive navigation and user experience
- Secure data handling and privacy protection

For Your Budget

- Transparent, competitive pricing
- Fixed price or time & materials options
- Reduce ongoing maintenance costs
- Maximize return on digital investment
- Long-term partnership approach

05 Case Study: WordPress Multisite solution

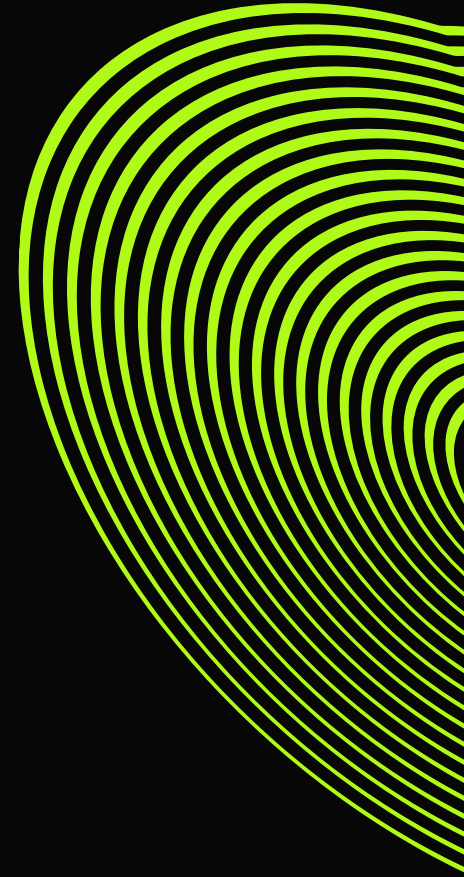
SECTOR: MANUFACTURING

CHALLENGE

Client approached us in 2022 for the redesign of their suite of websites, starting with their main group website.

OBJECTIVES

- The redesign and development of 6 websites within a multisite environment
- Improved usability across the each website - with improved UI and UX
- Deliver a look and feel that represents their premium brands
- Code-free updates and full control over content
- The ability to create pages and campaigns without the need for developer help
- Technical support available from an agency when we do require help
- Increased brand awareness
- Improved lead generation, with CRM integration
- Easier and faster time to launch when acquiring new businesses
- To be seen as a leader of industry and not a follower - reflective of sustainability work, and being first to embrace BIM data
- Serve their diverse audience with effective user journeys



What We Did

- Designed and implemented WordPress multisite network architecture
- Developed custom theme framework with centralised brand control and local flexibility
- Developed news and communications system
- Ensured full WCAG 2.1 AA accessibility compliance
- Provided comprehensive training for staff members

Technical Highlights

- Custom multisite theme framework
- Role-based access control across network
- GDPR-compliant data handling
- Mobile-responsive design
- Performance optimised (PageSpeed 80+)

OUTCOMES

59%

Conversions Up By 59% With Website Redesign

22%

Increase in Organic Traffic

58%

Increase Page Views

39%

Increase User Engagement

Client Reference Available: Yes

06

Implementation Plan

Impact Media has an excellent track record of delivering on time and within budget, enabled by our Agile methodology.

Our Approach to Agile

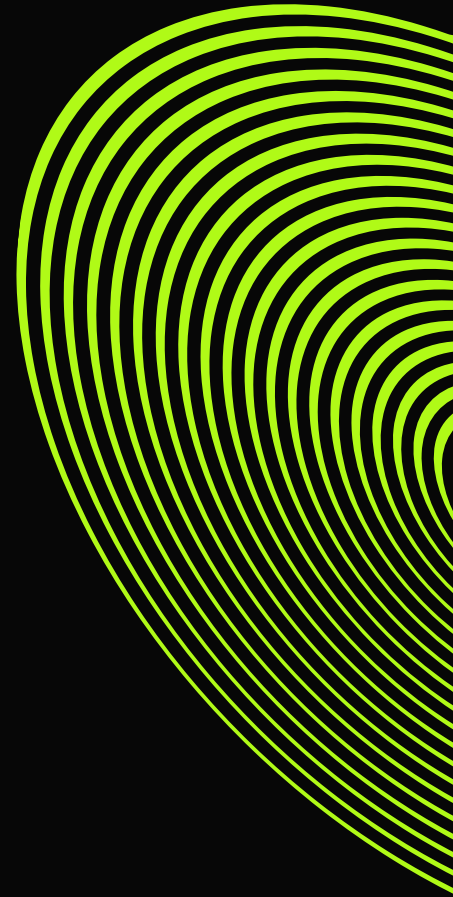
Our approach to Agile is pragmatic and flexible. We adopt recognised Agile methods like Scrum and Kanban and adapt them to your preferred ways of working. We can adjust:

- The cadence and location of ceremonies
- The tools used (Teams, Miro, Jira, Basecamp, etc.)
- The governance structure
- The communication frequency and format

This ensures maximum transparency, visibility, and stakeholder engagement throughout the project.

Privacy and Security by Design

With any data processing as part of delivery, we adopt privacy-by-design principles. We follow our ISO 9001:2015 quality management system and information security policies to ensure data security at every stage.



At the start of any G-Cloud project, we will work with your team to:

1

Understand and agree the approach

- Define the success criteria
- Agree specific deliverables
- Establish ways of working and governance
- Understand security constraints
- Ensure relevant clearances are in place

2

Create the implementation roadmap

- Key milestones and releases
- Dependencies and risks
- Resource requirements
- Timeline and critical path
- Budget allocation

3

Establish project governance

- Reporting structure
- Decision-making process
- Change control procedures
- Quality gates
- Stakeholder engagement plan

06 · TYPICAL PROJECT PHASES

WEEKS 1-2

Discovery & Planning

- Stakeholder workshops
- Requirements gathering
- User research
- Technical specification
- Project plan and timeline
- Risk assessment

WEEKS 3-5

Design

- Information architecture
- UX wireframing
- Visual design concepts
- Design review and feedback
- Design approval
- Design system creation

WEEKS 6-12

Development

- Sprint planning
- Iterative development
- Regular client demos
- Feedback integration
- Code reviews
- Continuous testing

WEEKS 13-14

Testing & QA

- Functionality testing
- Cross-browser/device testing
- Accessibility testing (WCAG 2.1 AA)
- Performance testing
- Security testing
- User acceptance testing (UAT)

WEEK 15

Launch

- Pre-launch checklist
- Content finalization
- Training delivery
- Go-live execution
- Post-launch monitoring

WEEKS 16-18

Post-Launch Support

- 30-day support period
- Bug fixing and refinements
- Performance monitoring
- Feedback collection
- Final handover and documentation

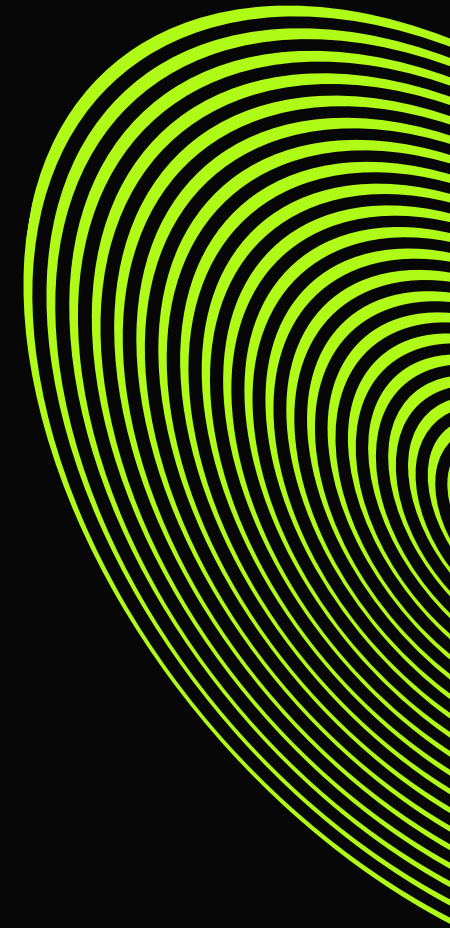
07

Information Assurance and Security

WE ARE ISO 9001:2015 CERTIFIED AND CYBER ESSENTIALS AWARE

SECURITY MANAGEMENT

Impact Media is committed to ensuring its people, processes, data, and technologies are secured in line with industry best practice. We maintain an Information Security Management System aligned with ISO 27001 principles, and we are working towards formal certification.



Application Security

- Secure coding practices following OWASP guidelines
- Regular security audits and vulnerability assessments
- Penetration testing available on request
- Security patches applied
- Web Application Firewall (WAF) protection
- DDoS protection on all hosted sites
- Malware scanning and removal
- Two-factor authentication support

Data Security

- Encryption at rest and in transit (TLS 1.2+)
- Secure credential management
- Password hashing using modern algorithms (bcrypt)
- Regular encrypted backups
- Secure data disposal procedures
- GDPR-compliant data processing

Access Control

- Role-based access control (RBAC)
- Principle of least privilege
- Strong password requirements enforced
- Session management and timeout
- Activity logging and monitoring
- IP restriction options where required

Quality and Service Management

Impact Media maintains a Quality Management System certified to ISO 9001:2015. This covers all aspects of our service delivery, from initial enquiry through to ongoing support. Our commitment to quality is demonstrated through:

- Regular internal audits
- Management review meetings
- Continuous improvement programs
- Client feedback loops
- Risk management procedures
- Documented processes and procedures

Business Continuity

We implement and maintain Business Continuity arrangements aligned with ISO 22301 principles for all services we provide. Our Business Continuity Plan includes:

- Risk assessment and business impact analysis
- Documented recovery procedures
- Alternative working arrangements
- Communication protocols
- Regular testing (annual minimum)
- Continuous improvement process

Staff Vetting

All our staff undergo thorough vetting procedures:

- Right to work verification
- Identity verification
- Reference checks
- DBS checks where appropriate
- BPSS clearance available on request
- Regular security awareness training

Incident Response

We have established incident response procedures:

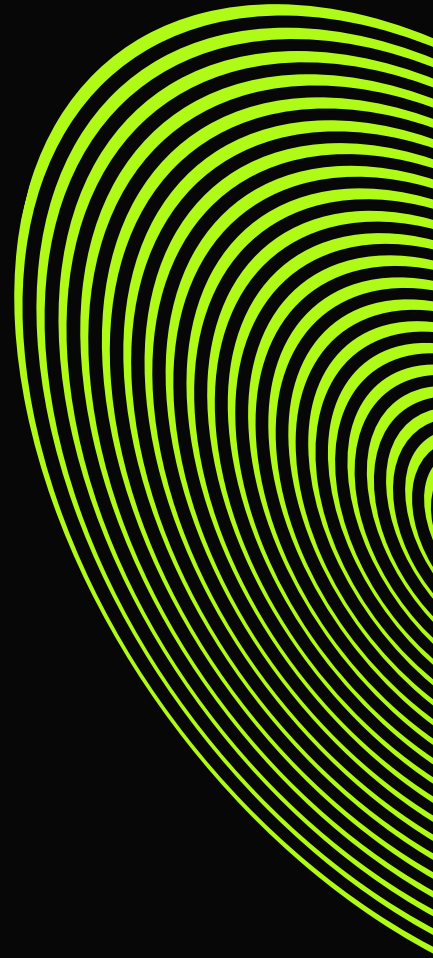
- 24-hour incident notification for critical issues
- Documented response procedures
- Forensic analysis capability
- Remediation and recovery processes
- Post-incident reporting and lessons learned
- Communication protocols with stakeholders

08

Testing and Quality Assurance

Quality Assurance (QA) is everyone's responsibility at Impact Media, and we have dedicated QA processes throughout our delivery lifecycle. Following our ISO 9001:2015 certified quality management system, QA is integrated into every step, with quality gates placed at each stage.

By placing QA at the forefront of our delivery processes, we guarantee that necessary measurement, analysis, and continual improvements occur, helping us deliver better products and services through a clearly documented risk-management process.



We provide comprehensive QA services covering all functional and non-functional requirements.

Functional Testing

- Integration testing of system components
- System testing of complete functionality
- User acceptance testing (UAT) support
- Regression testing after changes
- Cross-browser compatibility testing
- Cross-device testing (desktop, tablet, mobile)

Non-Functional Testing

- Performance testing and optimisation
- Load testing for high-traffic scenarios
- Security testing and vulnerability scanning
- Accessibility testing (WCAG 2.1 AA compliance)
- Usability testing with real users
- SEO testing and optimisation
- Analytics implementation verification

Accessibility Testing

We approach accessibility using a combination of:

- Automated testing tools (axe, WAVE, Lighthouse, Stark)
- Keyboard navigation testing
- Color contrast analysis
- Focus management verification
- Alternative text verification
- Form accessibility testing
- Third-party audit support (on request)

Browsers Tested

- Chrome (current version)
- Firefox (current version)
- Safari (current version)
- Edge (current version)
- Mobile Safari (iOS 14+)
- Chrome Mobile (Android 10+)

Devices Tested

- Desktop (1920px and above)
- Laptop (1366px - 1919px)
- Tablet landscape (1024px - 1365px)
- Tablet portrait (768px - 1023px)
- Mobile landscape (568px - 767px)
- Mobile portrait (320px - 567px)

Performance Testing

- Google PageSpeed Insights (target: 80+)
- Core Web Vitals compliance
- Page load time optimisation (target: <3 seconds)
- Time to First Byte (TTFB) optimisation
- First Contentful Paint (FCP)
- Largest Contentful Paint (LCP)
- Cumulative Layout Shift (CLS)
- First Input Delay (FID)

Security Testing

- OWASP Top 10 vulnerability testing
- SQL injection testing
- Cross-Site Scripting (XSS) testing
- Cross-Site Request Forgery (CSRF) testing
- Authentication and authorisation testing
- Session management testing
- Input validation testing
- Dependency vulnerability scanning

ALIGNMENT WITH ORGANISATIONAL NEEDS

Where your quality and performance requirements are not fully defined, Impact Media can provide experienced business analysts and technical subject matter experts to help develop them in alignment with organisational needs to a testable state. We can provide the full range of these services or assist and support you in planning and executing your own quality assurance and performance test cycles.

09

Technical Requirements, Onboarding and Offboarding

**THERE ARE NO TECHNICAL PREREQUISITES FOR USING IMPACT
MEDIA SERVICES**

Access and Flexibility

- We use web-based solutions accessible to everyone
- Open to various collaboration tools based on project/client requirements
- Can work with your existing systems and tools
- Compatible with Microsoft Teams, Google Workspace, Slack, etc.
- Flexible hosting options (cloud or on-premises where required)

Existing Systems

- Can support, maintain, and enhance existing WordPress websites
- Can migrate from other CMS platforms to WordPress
- Can integrate with existing ERP, CRM, and other business systems
- Can work with existing hosting providers or migrate to our hosting



We make onboarding simple and efficient.

Project Setup

- Dedicated project/delivery manager appointed
- Initial discovery and planning workshops
- Requirements gathering and documentation
- Project timeline and milestones agreed
- Communication protocols established

Team Integration

- Introduction to your assigned team members
- Access to our project management tools
- Integration with your preferred communication tools
- Regular sync meetings established
- Stakeholder engagement plan agreed

Knowledge Transfer

- Understanding of your existing systems
- Documentation of current processes
- Identification of key contacts
- Security and access requirements defined
- Training needs assessment

Service Delivery

- ITIL-based process adapted to your needs
- Access to our support ticketing system
- Onboarding to monitoring and reporting tools
- Service Level Agreement (SLA) established
- First contact resolution targets set

Training

- Initial CMS training for content editors
- Advanced Editorial training for technical staff
- Custom training materials provided
- Ongoing training and support available
- Knowledge base access

We ensure smooth transitions at the end of our engagement.

Exit Planning

- Dedicated project manager appointed for offboarding
- Exit plan created and agreed
- Timeline for handover established
- Documentation requirements identified

Knowledge Transfer

- Complete knowledgebase handover
- Technical documentation provided
- Training for incoming provider
- Handover meetings scheduled
- Q&A sessions arranged

Access and Credentials

- Secure transfer of credentials
- Access removal timeline agreed
- Data export provided in agreed formats
- Source code handover (if applicable)
- Hosting migration support (if required)

Final Deliverables

- Technical specifications
- Design assets and source files
- Analytics and performance data
- Final project report

10

After Sales Support

Our account managers work proactively with clients to maintain and enhance services. We believe in building long-term productive relationships, not just delivering projects and moving on.

Regular Engagement

- Scheduled account review meetings
- Proactive service improvement suggestions
- Performance reporting and analysis
- Strategic planning support
- Budget planning assistance

Knowledge Sharing

We work across sectors delivering diverse projects and services. This experience allows us to:

- Share best practices from other sectors
- Provide introductions to peers facing similar challenges
- Facilitate discussion on common issues
- Offer insights on industry trends
- Support innovation and continuous improvement



We can facilitate knowledge-sharing sessions on various topics.

Accessibility and Inclusive Design

- Understanding WCAG 2.1 requirements
- Creating accessible content
- Testing for accessibility
- Building accessibility into processes

WordPress Best Practices

- Content governance and workflows
- Security hardening
- Performance optimisation
- SEO fundamentals
- Plugin selection and management

Digital Strategy

- Making better use of data and analytics
- Conversion rate optimisation
- User experience improvements
- Content strategy development
- Multi-channel integration

Technical Sessions

- Integration possibilities with WordPress
- API development and usage
- Custom functionality development
- Headless WordPress and modern frameworks
- Green hosting and sustainability

Continuous Improvement

- Regular satisfaction surveys
- Lessons learned sessions
- Feedback loops built into all processes
- Process improvement recommendations
- Root cause analysis for any issues

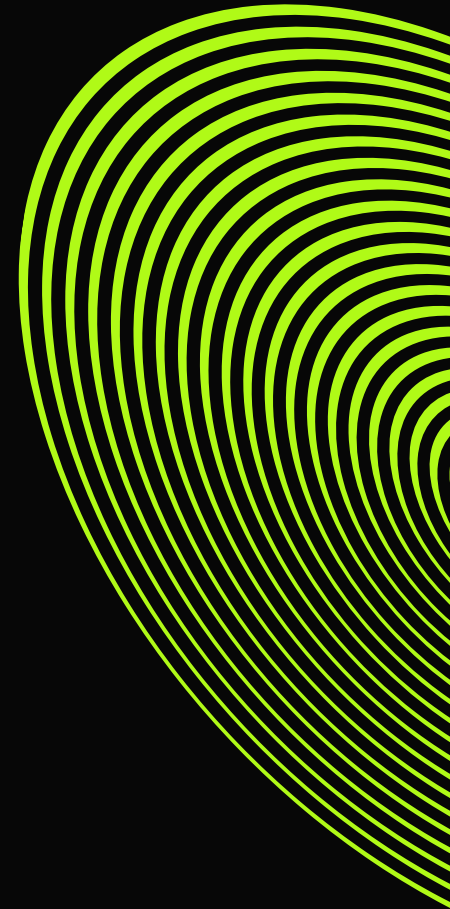
11 Service Levels

Support Coverage

- **Core Business Hours:** Monday-Friday, 9:00 AM - 5:00 PM GMT (standard)
- **Extended Hours:** Available by agreement for business-critical sites
- **24/7 Coverage:** Available by agreement for business-critical sites
- **Bank Holidays:** by agreement for business-critical sites

Support Channels

- Email support: support@impactmedia.co.uk
- Phone support: (Professional tier and above)
- Web portal: Online ticket submission and tracking
- Emergency hotline: Premium and Enterprise tiers only



Response Times (Core Business Hours)

PRIORITY	DESCRIPTION	ESSENTIAL	PROFESSIONAL	PREMIUM	ENTERPRISE
P1 - Critical	Site down, major security breach	4 hours	2 hours	1 hour	30 minutes
P2 - High	Significant functionality broken	6 hours	3 hours	2 hour	1 Hour
P3 - Medium	Minor issues, cosmetic problems	8 hours	6 hours	3 hours	2 hours
P4 - Low	Enhancement requests, questions	5 business days	4 business day	3 Business Days	2 Business Days

Resolution Targets

P1 - CRITICAL

4-8 hours (depending on tier)

P2 - HIGH

8-24 hours

P3 - MEDIUM

1-3 business days

P4 - LOW

Best effort, typically <10 days

P1 - Critical

- Website completely inaccessible
- Major security breach or active attack
- Data loss or corruption
- Payment processing completely broken (e-commerce)

P2 - High

- Significant functionality not working
- Major performance degradation
- Security vulnerability requiring immediate attention
- Key user journey broken

P3 - Medium

- Minor functionality issues
- Cosmetic problems affecting user experience
- Non-critical errors or warnings
- Questions requiring technical expertise

P4 - Low

- Enhancement requests
- General questions
- Minor cosmetic issues
- Documentation requests

Monthly Service Reporting

All support clients receive monthly reports including:

- Ticket volume and types
- Response time performance
- Resolution time performance
- Uptime statistics
- Performance metrics
- Security updates applied
- Recommendations for improvements

Quarterly Reviews

Professional tier and above receive quarterly business reviews covering:

- Service performance against SLAs
- Trends and patterns
- Opportunities for improvement
- Roadmap planning
- Budget planning for next quarter

SLA Credits

If we fail to meet our SLA commitments:

- Response time breach: 5% credit per occurrence
- Uptime below 99.9%: 5% credit per 0.1% shortfall
- Maximum credit: 100% of monthly fee
- Credits applied to next invoice
- Request must be made within 30 days

12 Business Continuity and Disaster Recovery Plan

Impact Media has established policies and procedures to ensure business continuity and rapid disaster recovery. These can be adapted and extended to meet specific client requirements.

Business Continuity Arrangements

Our Business Continuity Plan covers:

- All corporate and business unit systems
- Service-specific systems and resources
- Alternative working arrangements
- Communication protocols
- Supplier management
- Regular testing and updates

Risk Assessment

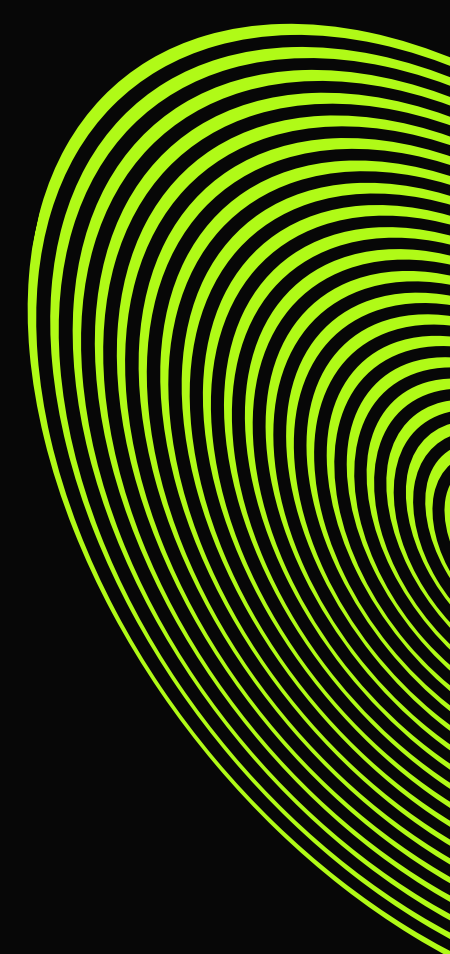
- Identification of critical business functions
- Business impact analysis
- Risk assessment and prioritization
- Mitigation strategies
- Regular review and updates

Alternative Working

- Remote working capabilities for all staff
- Cloud-based tools and systems
- Video conferencing for client meetings
- Secure VPN access
- Mobile device management

Communication

- Emergency contact procedures
- Client notification protocols
- Staff communication channels
- Status page for service updates
- Escalation procedures



12 · BACKUP AND DISASTER RECOVERY

We provide comprehensive backup and disaster recovery options.

Backup Strategy

- Daily automated backups included as standard
- Offsite backup storage
- Regular backup testing
- 30-day backup retention (configurable)
- Encrypted backups
- Multiple backup copies

Recovery Capabilities

- One-click restore from backup
- File-level restore available
- Tested recovery procedures
- Point-in-time recovery
- Database restore available
- Recovery documentation

Recovery Objectives

SERVICE TIER	RTO (RECOVERY TIME OBJECTIVE)	RPO (RECOVERY POINT OBJECTIVE)
Essential	24 hours	24 hours
Professional	8 hours	24 hours
Premium	4 hours	24 hours
Enterprise	2 hours	4 hours (with enhanced backup)

Platform Standard

- Daily backups
- 30-day retention
- Standard recovery procedures
- Suitable for most websites

Enhanced

- Multiple daily backups
- 90-day retention
- Priority recovery
- Faster RTO/RPO
- Suitable for business-critical sites

Bespoke

- Custom backup schedule
- Custom retention period
- Dedicated recovery resources
- Geographic redundancy options
- Hot standby available
- Suitable for mission-critical applications

Testing and Validation

- Annual DR exercise included (Professional tier and above)
- Backup integrity testing (monthly)
- Recovery procedure testing (quarterly)
- Documentation updates (as required)
- Lessons learned and improvement

24/7 Support Backup

By agreement for business-critical sites. Our support services are backed by:

- On-call rota for out-of-hours support
- Documented escalation procedures
- Multiple points of contact
- Cloud specialists available 24/7 (by agreement for business-critical sites)
- Geographic team distribution

13 Ordering and Invoicing Process

We take a flexible, client-centered approach to all our engagements, working closely with you to ensure our services meet your specific requirements while delivering value as early as possible.

INITIAL ENGAGEMENT · PRIOR TO SERVICE DELIVERY COMMENCING, WE WILL WORK WITH YOU TO AGREE

Scope and Deliverables

- Defining the success criteria
- Ensuring commercials align with outcomes
- Agreeing specific deliverables
- Understanding security constraints
- Ensuring relevant clearances are in place

Ways of Working

- Governance structure
- Communication protocols
- Reporting requirements
- Change control procedures
- Quality gates and approvals

Team and Resources

- Team size and composition
- Key roles and responsibilities
- Resource allocation
- Availability and timelines

Commercial Terms

- Pricing model (T&M, Fixed Price, or Managed Service)
- Payment schedule
- Invoicing arrangements
- Terms and conditions



Statement of Work

Once scope is agreed, we produce a Statement of Work containing:

- Detailed scope description
- Deliverables and acceptance criteria
- Timeline and milestones
- Team structure and responsibilities
- Pricing and payment terms
- Terms and conditions
- Signatures from both parties

Via G-Cloud Framework

1. Identify required service(s) from our G-Cloud listing
2. Contact us to discuss requirements
3. We provide a Statement of Work
4. You raise a call-off contract via your procurement team
5. We begin delivery upon contract signature

Direct Ordering

1. Contact us to discuss requirements
2. We provide a proposal or Statement of Work
3. You issue a purchase order
4. We begin delivery upon PO receipt

Development Projects (Fixed Price)

- 50% deposit upon contract signature
- 25% at agreed mid-point milestone (typically design approval)
- 25% upon completion and client sign-off (pre go live)

Development Projects (Time & Materials)

- Monthly invoicing in arrears
- Detailed timesheet breakdown provided
- Approved by project manager before invoicing

Monthly Services (Hosting/Support)

- Invoiced monthly in advance
- Payment by direct debit, standing order, or BACS
- 10% discount for annual payment in advance
- Pro-rated for part months

Payment Terms

- Standard payment terms: 30 days from invoice date
- Early payment discounts available on request
- Late payment interest in accordance with Late Payment Act
- Multiple payment methods accepted

Invoice Details

- Clear description of services
- Service period covered
- Breakdown of charges
- VAT calculation
- Payment instructions
- Purchase order reference (if applicable)
- Contact details for queries

Changes and Variations

- Documented via change request process
- Impact assessment provided (cost and timeline)
- Client approval required before work commences
- Change documented in project records
- Invoice clearly identifies variation work

Transparency

We believe in transparent pricing and billing:

- No hidden costs or surprise charges
- Clear breakdown of all fees
- Regular project financial updates

Websites that get more action.

For further information:

Email us: hello@impactmedia.co.uk

Visit us: www.impactmedia.co.uk

Impact Media

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Company Registration: 05970261

Document Version: 1.0 · Date: January 2026 · Review Date: January 2027

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