



Crown
Commercial
Service

G-Cloud 15 Service Definition

Drupal Migration Service

Lot 3 - Cloud Support

Table of Contents

1	INTRODUCTION	3
1.1	COMPANY OVERVIEW	3
1.3	DRUPAL & ANNERTECH – OUR VALUE PROPOSITION	5
1.4	WHAT THE SERVICE PROVIDES	6
1.5	SOCIAL VALUE	7
1.6	OVERVIEW OF THE G-CLOUD SERVICE	8
1.6.1	<i>Our Agile Approach to Project Delivery</i>	8
1.6.2	<i>Migration and Upgrade projects</i>	9
1.6.3	<i>Migration Analysis and Planning</i>	10
1.6.4	<i>Migration process</i>	10
1.6.5	<i>Upgrade process</i>	10
1.6.6	<i>Hosting Migration</i>	11
1.7	ASSOCIATED SERVICES	11
2	DATA PROTECTION	13
2.1	INFORMATION ASSURANCE	13
2.2	BUSINESS CONTINUITY STATEMENT/PLAN	13
2.3	PRIVACY BY DESIGN	13
3	USING THE SERVICE	14
3.1	ORDERING AND INVOICING	14
3.2	ON-BOARDING, OFF-BOARDING, SERVICE MIGRATION, SCOPE ETC.	14
3.3	TRAINING	15
3.4	IMPLEMENTATION PLAN	15
3.5	SERVICE MANAGEMENT	15
3.6	SERVICE CONSTRAINTS	16
3.7	SERVICE LEVELS	16
3.8	FINANCIAL RECOMPENSE MODEL FOR NOT MEETING SERVICE LEVELS	17
4	PROVISION OF THE SERVICE	18
4.1	CUSTOMER RESPONSIBILITIES	18
4.2	TECHNICAL REQUIREMENTS AND CLIENT-SIDE REQUIREMENTS	18
4.3	OUTCOMES/DELIVERABLES	19
4.4	AFTER-SALES ACCOUNT MANAGEMENT	19
4.5	TERMINATION PROCESS	20
5	OUR EXPERIENCE	21
5.1	CASE STUDY – UNIVERSITY OF LIMERICK	21
5.1.1	<i>The Challenge</i>	21
5.1.2	<i>The Solution</i>	23
5.1.3	<i>Results</i>	24
5.2	CLIENT LIST	25
6	CONTACT DETAILS	26

1 Introduction

1.1 Company Overview

Annertech is a multi-award-winning digital agency, focussing on creating exceptional user experiences. We do this while providing the most performant and secure solution that delivers on the needs of the organisation.

Put simply, we partner with great clients to create digital success stories.

We are perceived in the market as one of Europe's leading Drupal specialists, are Drupal certified Platinum Partners and are highly prominent within the international Drupal community. We are also Drupal Signature Supporting Partners and Upsun (formerly called Platform.sh) Platinum Partners for hosting.

We are strong supporters of the Drupal project and its ecosystem, and regularly contribute code and time, and help organise Drupal events. With thousands of code contributions and over 500 years' combined Drupal experience, our team is responsible for in excess of 50 contributed projects on drupal.org. We're also proud to have, not 1, but 2 Drupal Core maintainers and 1 Security Team Member on our team.

Annertech specialises in Drupal Migration services. We are a trusted partner for public sector organisations across the UK and Ireland, working together to design, develop, and share Drupal code to improve service outcomes. Our aim is to help organisations efficiently serve their users by identifying and resolving challenges they face. We support public sector organisations looking to adopt and utilise the free, publicly owned open-source software Drupal.

Our History

Annertech (UK) is part of the Annertech group which was established 15 years ago in 2008 and is headquartered in Ireland. After many years of successfully delivering services to the Irish public sector, such as Dublin City Council, University of Limerick, and Department of Defence, Annertech (UK) was established in 2021 to deliver services to UK clients. Since then we have gone on to work with the likes of Essex County Council, Redcar & Cleveland Borough Council, and many others.



1.3 Drupal & Annertech – Our Value Proposition

Our Drupal Migration service solves a key problem within the public sector by helping organisations in their planning and adoption of the Drupal platform and in upgrading their sites or migrating them to a new hosting platform.

We understand that public sector organisations face challenges in efficiently serving their users, and our service addresses these challenges by supporting and enhancing the publicly owned open-source Drupal content management system, and by assisting clients in migrating to the platform. By combining learnings and developing solutions to common problems, the Drupal ecosystem is constantly evolving.

Annertech personnel are experts at migrating content from one system/database to another or accessing data from one data store and migrating it to Drupal. We have considerable experience in upgrading and migrating from legacy platforms, whether that be older versions of Drupal or other systems such as SharePoint, WordPress, Joomla!, Terminal 4 and others, and have done this for a large number of clients.

We have migrated thousands of pages of content and large document repositories, as well as other records such as users, taxonomy terms, products, and metadata. We also have considerable experience amalgamating multiple sites into one single Drupal platform.

We have tried and tested onboarding methods that help organisations migrate or upgrade their websites to the latest version of Drupal. We understand that every client and every site is different, so we aim to make the migration as painless as possible.

Annertech has been involved in the development of Drupal since 2008 and continues to be instrumental in its evolution, promotion and rollout. We are Drupal Certified Platinum Partners and are Signature Supporting Partners.

As respected, involved members of the Drupal community, we are perceived in the market as one of Europe's leading Drupal specialists. We are highly prominent within the international Drupal community and regularly speak at and help organise Drupal events.

At the moment we:

- have a staff member on the Drupal Security Team (one of only 29 people worldwide)
- have 2 Drupal core maintainers on staff
- have multiple Acquia-certified Drupal developers on staff
- maintain approximately 50 contributed projects on drupal.org
- are actively involved in the Drupal community and some of our staff members are on local Drupal Association committees
- are heavily involved in the organisation of DrupalCon Europe, and
- present frequently at DrupalCon and other events.

Through this involvement, we are very aware of what is being worked on for Drupal, and its future roadmap. We will ensure that work completed for you will be shared with the Drupal community.

We are working with multiple organisations on their Drupal websites across both the UK and Ireland. We have the experience in not only upgrading or migrating your content to the Drupal CMS for you, but also in supporting, maintaining, and hosting it and in migrating it to new hosting environments.

To date, Annertech has delivered Drupal solutions for the likes of [London Borough of Barking and Dagenham](#), [the National Library of Ireland](#), [Haringey Council](#), and [University of Limerick](#).

We continue to promote and advocate for Drupal and have written extensively on the benefits of code sharing and joining the project.

1.4 What the Service Provides

Our service, Drupal Migration, offers a range of benefits to organisations across the UK and Ireland.

- We help our clients in their adoption of the Drupal platform and migrate their content and data to it. This can be from a range of legacy CMS platforms and data sources, such as WordPress, SharePoint, Joomla!, CSV, XML and many more.
- We help our clients who have legacy versions of Drupal to either upgrade or migrate their site to the latest version of Drupal.
- We assist clients who need to migrate their Drupal sites to new hosting environments, such as Upsun, Acquia, AWS, MS Azure, and Google Cloud Platform.

The service focuses on reducing technical risk, service disruption, and operational overhead while ensuring continuity for users and stakeholders. Delivery is aligned with public sector requirements, including GDS Digital Service Standards, accessibility obligations, and security best practices. The service is suitable for departments, agencies, local authorities, and other public sector bodies seeking to improve platform resilience, performance, and long-term sustainability through Drupal.

Throughout our engagement, we will aim to be a pro-active partner. Your Account Manager will work with you to enhance your digital presence and make sure that you are getting the most out of our service.

It is important to stress that, at Annertech, we see this as a partnership, and not just another client-supplier relationship.

1.5 Social Value

Annertech is committed to social value and aligns with the Social Value themes outlined in PPN 002. We recognise the importance of kickstarting economic growth, making Britain a clean energy superpower, breaking down barriers to opportunity, and building an NHS fit for the future.

Our Drupal Design, Development, Support and Hosting service contributes to these themes by enabling organisations to serve their users more efficiently and effectively. Annertech is a Platinum Certified Drupal Partner and have significantly contributed to the evolution of the platform.

What initially drew us to become involved in Drupal was that we have always been huge believers in the open-source, contribution philosophy and this is what Drupal espouses.

As a digital only company, we've removed the need for paper, and travel to on-site meetings only where value can be added. We are committed to achieving Net Zero emissions by 2030.

In addition, we partner with suppliers who are committed to reducing their carbon footprint. We have zero tolerance for slavery and human trafficking and ask our suppliers to make a similar commitment and include an anti-human trafficking and slavery in their contracts wherever possible.

At Annertech, the wellbeing of our staff is very important to us. We offer all staff members fully flexible working conditions, including the ability to work from home and fully flexible working hours. We also run a wellbeing programme where staff can access online resources and avail of a 24/7 Employee Assistance Programme which covers a large range of assistance from mental health, legal and financial advice, family counselling, and more.

1.6 Overview of the G-Cloud Service

Drupal Migration service is a service offered by Annertech. The service aims to help organisations serve their users more efficiently by identifying and resolving challenges faced by public sector organisations with their Drupal CMS or in their adoption of the Drupal platform.

Annertech supports public sector organisations to safely transition from legacy platforms or outdated Drupal versions to modern, secure, and sustainable Drupal solutions and secure hosting platforms. The service is designed to minimise operational risk, protect users, and ensure continuity of service throughout the migration or upgrade process.

We deliver end-to-end Drupal migrations and upgrades, beginning with structured discovery and planning. This includes auditing existing platforms, content, integrations, and technical constraints, and producing a clear migration or upgrade approach aligned to organisational objectives and delivery timelines.

Our service covers the migration of content, data, and configurations, using automated and repeatable processes where appropriate. We support structured content modelling, data transformation, and validation to improve content quality and long-term maintainability. We provide Drupal migration and configuration support.

Drupal upgrades are delivered across core, contributed modules, themes, and configurations. We update integrations with APIs, identity providers, and third-party services to ensure continuity of functionality and security. Frontend theming updates and template refactoring are provided where needed to support improved usability and accessibility.

We place strong emphasis on quality assurance and risk reduction. This includes accessibility validation, WCAG compliance improvements, SEO preservation through managed redirect strategies, and structured testing and user acceptance support. All migrations and upgrades are delivered in line with public sector standards, including GDS Digital Service Standards and security best practices.

The service concludes with controlled go-live planning and post-delivery assurance, ensuring the upgraded or migrated Drupal platform is stable, secure, and ready for ongoing development and continuous improvement.

1.6.1 Our Agile Approach to Project Delivery

We take an Agile approach to project delivery. Agile represents a model of website planning and execution that prioritises a strong level of communication and relationship development between our clients, their service users and the project delivery team.

The emphasis of our delivery approach is to create a system whereby the client is engaged in the process throughout and is a large part of the successful deployment of the new or updated version of your website.

From the very start, we work to develop a deep understanding of your organisation, your audience, your strategy, and objectives.

We bring research insights together with creative technical solutions. Our team brings value to Drupal projects with proven Drupal implementation experience, and adept configuration, optimisation, and managed support services.

1.6.2 Migration and Upgrade projects

These are some of the things we typically can support you with:

- Discovery workshops and user research to ascertain an organisation's exact requirements and those of its stakeholders and website users.
- Drupal configuration and setup.
- Architecture and system design for deployment of Drupal.
- Analysis of complex Drupal technology requirements.
- Content discovery, including reviews, audits, ROT (redundant-outdated-trivial) analysis.
- Content design and content strategy ensuring there is an intuitive information architecture (IA) in place, revising content structures as needed including taxonomy and clear signposting, and consolidating/reducing the content where appropriate.
- SEO and keyword analysis and implementation.
- Design and develop front-end user experience to meet user and business needs.
- Enhance back-end content authoring and management interfaces to improve experience.
- Integrate your site with external systems.
- Implement multilingual capabilities.
- Review and optimisation of your web publishing and technical architecture.
- Review of security, accessibility, analytics, and evaluating performance improvements for your site
- Once-off maintenance to get your site back up to standard and in line with best practices.
- Migration projects – Content migration planning and assistance with content migration, including revising data structures, data mapping, and both automated and manual migrations.
- Upgrade projects – Website upgrades from one Drupal version to another
- Forward-planning for major system upgrades and site revisions.

1.6.3 Migration Analysis and Planning

We start by analysing the current website to gain a deep understanding of its architecture, content structures and functionality. We then collaborate with you to gather insights about your organisation, its users, and your objectives and goals.

Depending on your current CMS and your goals for the site, we will make a recommendation regarding whether to approach the project as an upgrade or a migration project.

For example, if your current site is on Drupal 7, or older, or not on Drupal at all, then we recommend approaching it as a migration. Alternatively, if on Drupal 8 or later, and assuming no major structural changes needed, then we would typically recommend taking an upgrade approach.

If a migration is determined to be the best path, we will work with you to develop a detailed migration plan, and map all legacy data structures to the new site.

Alternatively, if an upgrade is required, we will analyse your custom code and any contributed modules in use, and create a bespoke upgrade plan for your site.

1.6.4 Migration process

Scripts to automate the migration of data are developed, with manual migration performed where necessary. A controlled batch of content is used for testing purposes with iterative testing performed throughout to ensure data consistency.

Should any content change location or URL path during the website redevelopment process, a redirect strategy will be put in place to minimise any potential negative SEO impact.

Deployment

A final migration can be run in the pre-launch phase to capture any new content added to the legacy platform in the intervening period. A content freeze or dual-website editing process needs to be put in place in this pre-launch phase to ensure no edits are lost. All migrated content is then deployed to the new production site.

1.6.5 Upgrade process

Custom code on your site will be reviewed for compatibility with the target Drupal version, with changes being made where needed. Contributed modules will be upgraded to the latest compatible versions. If no compatible versions are available, then we will discuss potential options with you. These may include patching the module and contributing it back, or switching to a different module which provides similar functionality.

Deployment

Final end-to-end testing will be performed against a fresh copy of the production site, before passing it over to the client for user acceptance testing. No content freeze is required for an upgrade, so once the upgrade is signed off, a backup will be taken of the live site, and the upgrade deployed to production.

1.6.6 Hosting Migration

Annertech are partners with Acquia and Upsun (formerly called Platform.sh) and can assist you in migrating your existing Drupal website to either of these platforms, as well as other popular platforms such as MS Azure, AWS and Google Cloud Platform.

We will ensure that your site is correctly optimised on these platforms, with appropriate configuration and caching in place.



1.7 Associated Services

Our Drupal Migration service includes a range of associated services that can be bought alongside the main service. These include:

1. **Professional Services:** Our team of experts can provide consultancy, training, and implementation services to help organisations maximise the value and impact of Drupal. These can be in the areas of UX research & design, content design and strategy, content writing, development, and performance and SEO optimisation. Please see our pricing document for our daily rates.
2. **Maintenance and Support:** We provide ongoing maintenance and support services to ensure the smooth operation of Drupal, including bug fixes, security updates, and technical assistance. Please see our pricing document for our support subscription package pricing.
3. **Site audit:** Our site audit provides you with a high-level overview of your site. In it we assess how the website fairs in terms of performance, accessibility, SEO, security, adherence to Drupal best practises and overall general standards of quality. The main aim is to understand the current status of the site with a view to identify key areas for improvement or areas that may be cause for concern.
4. **Training:** We provide Drupal content editor and administrator training, as well as “train the trainer” training. Each course is tailored to meet your specific requirements and can be delivered on-site or online via Teams, Zoom or similar tools. We can also offer Drupal developer training course to get your in-house development team up-to-speed with the platform. Please see our pricing document for our daily rates.
5. **Hosting:** Annertech are Upsun Platinum Partners and we provide a managed

Drupal hosting service. The servers are specifically primed for Drupal and can give up to a 99.99% up-time guarantee depending on the package chosen. Please see our pricing document for costs.

6. **Cookie consent management:** To help clients comply with cookie consent regulations, we provide a managed service which includes a cookie consent widget, monthly scans of your site for new cookies, monthly management and classification of any new cookies found to ensure you always remain compliant, monthly updating of your cookie policy page, and reports.
7. **Vulnerability scanning:** Annertech are AppCheck Partners and we provide monthly and quarterly scanning of your website to check for new vulnerabilities and an optional management or consultation service.
8. **Accessibility scanning:** Annertech can provide monthly scanning of your site to detect potential accessibility issues along with quarterly consultations and reports.

These associated services can be tailored to meet the specific needs and requirements of each organisation, providing a comprehensive and integrated solution for their digital transformation journey.

2 Data Protection

2.1 Information Assurance

As a service provider, we prioritise the security and protection of information. We have robust processes and facilities in place to safely manage information and ensure data confidentiality, integrity, and availability. We comply with industry best practices and standards, to maintain a secure environment for our clients. We are ISO 27001 certified, as well as Cyber Essentials and Cyber Essentials Plus.



Our team follows strict information security policies and procedures to safeguard sensitive data. We continuously monitor and update our security measures to mitigate risks and ensure the highest level of information assurance.

2.2 Business continuity statement/plan

Our business continuity plan ensures that Annertech can continue to operate should a disaster occur, which could jeopardise Annertech's ability to carry out its normal business. The plan covers when and how it will be invoked and defines what actions need to take place, when, and the responsible people.

It identifies the main areas of risk to Annertech as being:

- loss of key systems or utilities
- loss of staff

As Annertech is a distributed company, with the majority of staff working remotely, the loss of premises is not a main area of risk to Annertech.

A more detailed plan can be provided to the buyer on request.

2.3 Privacy by Design

Annertech has data protection by design embedded across the business. In advance of Annertech engaging with any customer data, Annertech will agree data management and data protection protocols with the customer, assigning clear roles and responsibilities in respect of the data.

Annertech is registered with the Information Commissioner's Office (ICO) as a Data Processor. We have a dedicated Data Protection Officer to ensure compliance with the regulation. As a data processor, we comply with GDPR principles and ensure all our processing meets Data Protection law. We are happy to work with clients to help meet their regulatory requirements.

3 Using the service

3.1 Ordering and Invoicing

To order services from Annertech for Drupal Migration service, please contact our team to discuss your requirements in more detail. You can reach us at hello@annertech.com or by phoning +44 20 458 600 65. Our team will assist you with the call-off contract, to formalise the agreement.

Our fees are invoiced monthly in arrears for any on-going engagement via our support subscription packages, while other work is usually invoiced upon completion of agreed milestones. Payment terms are 30 days net of receipt of the invoice. If you have any questions or need further assistance, please don't hesitate to reach out to our team. We are here to help you throughout the ordering and invoicing process.

3.2 On-Boarding, Off-Boarding, Service Migration, Scope etc.

The on-boarding process for our Drupal Migration service is designed to help users start using the service effectively and efficiently. Here's how we support users during the on-boarding phase:

1. **Kick-off Meeting:** We start by scheduling a kick-off meeting with key team members to understand your specific requirements and goals.
2. **Dedicated Point of Contact:** We assign you an Account Manager who will provide assistance and guidance during the on-boarding process and throughout the contract. They will be available to answer any questions and address any concerns you may have.
3. **Documentation:** We provide comprehensive documentation that includes user guides to help you utilise the Drupal platform effectively.
4. **Training:** We offer training sessions tailored to your needs, whether it's for administrators, content editors/designers, or developers. These sessions can be conducted remotely or on-site, depending on your preference.
5. **Account Management:** Throughout the on-boarding process, our account management team will be available to ensure a smooth transition and address any issues that may arise.

Regarding off-boarding, when you decide to stop using our service, we will work closely with you to ensure a seamless transition to your new provider. We will provide all code, documentation and data access as needed.

We are committed to supporting you throughout your journey with Drupal, ensuring that you have the necessary resources and expertise to maximise the value of our service.

3.3 Training

Our training facilities for Drupal Migration service include a range of resources to support users in acquiring the necessary skills and knowledge. These facilities include:

1. **Online Help/Assistance:** Comprehensive online documentation and user guides are available on Drupal's website to assist users in understanding and utilising the features and functionalities of Drupal. These resources are easily accessible and available 24/7.
2. **Introductory/On-boarding Services:** As part of our commitment to facilitating orientation to the new service, we offer introductory and on-boarding services. This includes personalised training sessions, either remotely or on-site, to help users get started with Drupal. Our experienced trainers provide hands-on guidance and support to ensure a smooth transition and effective utilisation of the platform. Please see our Pricing document for daily rates.

3.4 Implementation Plan

A detailed implementation plan can be provided to the buyer on request. We offer a partnership approach, working closely with organisations to identify and resolve challenges they face.

3.5 Service Management

We manage our Drupal Migration service using a combination of people, processes, and technology. Here's how we ensure effective service management:

- **Certifications and Standards:** We adhere to industry best practices and standards, including ISO/IEC 27001 certification for data security and are ISO 27001 certified. Our team follows ITIL service management principles to deliver high-quality services.
- **Continual Improvement:** We have a proactive approach to continual improvement. We regularly assess our processes, identify areas for enhancement, and implement necessary changes to optimise service delivery.
- **Service Constraints and Incidents:** We have a well-defined process for handling service constraints and incidents. Our project management and ticketing system acts as a single point of contact for customers to seek support and make requests.
- **Progress Reporting:** We provide regular progress reports to our customers, keeping them informed about the status of their projects. Our reporting includes key milestones, deliverables, and any relevant updates.

3.6 Service Constraints

Service Hours

Services are available between 9am and 5:30pm Monday-Friday, excluding public holidays. Service delivery outside of these hours can be discussed if required.

Access Requirements

We require access to the website code, database and files for the purposes of performing the analysis and migration. Access to analytics platforms is also required.

If deployment to a hosting environment is needed, we require an automated deployment system or SSH server access. FTP or control panel access alone is not sufficient.

3.7 Service Levels

Associated Service – Maintenance and Support

Package Sizes

We offer a number of maintenance and support subscription packages. They cover help and support from our dedicated managed services team, plus continuous improvement and development.

These come in bundles of 8 hours per month and are billed in 15 minute increments.

	Bronze	Silver	Gold	Enterprise
Hours per month	8	16	24	25+

All packages can be **upgraded or downgraded with one month's notice**.

We do not penalise clients for exceeding their monthly subscription, and still only charge extra work at the hourly rate according to the package chosen. However, we are unable to guarantee our capacity to take on extra work which has not been previously flagged or agreed to.

If not all subscribed hours are used within a given month, you can **roll over hours** to the following month(s). A cap of one month's subscription is applied.

Service Hours

Subscription services are available between 9am and 5:30pm Monday-Friday, excluding public holidays. Service delivery outside of these hours can be discussed if required.

Response Times

We provide a number of communication channels: phone, email, ticketing system – basically, we'll make it as easy as possible for you to talk to us (and directly to a developer if you wish).

- **Critical priority** – immediately, with a maximum 1 working hour response time
- **High priority** – within 8 working hours
- **Medium priority** – within 24 working hours
- **Low priority** – within 5 working days

3.8 Financial Recompense Model for not Meeting Service Levels

We do not have a specific financial recompense model in place for not meeting service levels. However, we are committed to providing high-quality service and ensuring customer satisfaction. If there are any issues or concerns regarding service levels, we will work closely with you to address them and find a suitable resolution.

Our goal is to deliver a reliable and efficient Drupal Migration service that meets your expectations and requirements. We value your feedback and will continuously strive to improve our service delivery.

4 Provision of the service

4.1 Customer Responsibilities

These responsibilities will vary per project but normally focus on a commitment to:

- Resourcing the project internally
- Ensuring that key project sign-off points are met
- Making key decision makers available to review progress at points identified in the project plan

4.2 Technical Requirements and Client-Side Requirements

The technical requirements for our Drupal Migration service include the following:

1. System Requirements: The client will need to have a compatible hosting environment that meets the system requirements of the Drupal platform. This includes a web server, database server, and PHP version compatibility.

PHP versions supported

PHP version	Drupal version						
	10.4	10.5	10.6	11.1	11.2	11.3	12.0
8.1 (notes)	✓ Yes	✓ Yes	✓ Yes	✗ No	✗ No	✗ No	✗ No
8.2	✓ Yes	✓ Yes	✓ Yes	✗ No	✗ No	✗ No	✗ No
8.3	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✗ No
8.4	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✓ Yes	✗ No
8.5	✗ No	✗ No	✗ No	✗ No	✗ No	✓ Yes	✓ Yes

Note: Drupal 10 requires at least PHP 8.1. PHP 8.1.6 is recommended.

2. Client-Side Requirements: The client will need to provide resources to facilitate the implementation and ongoing management of the Drupal service. These requirements can be further discussed and documented during the onboarding process, ensuring a clear understanding between both parties.

We understand that each client's requirements may vary, and we are committed to working closely with you to ensure a smooth and successful implementation of Drupal.

4.3 Outcomes/Deliverables

This service will deliver the following outcomes, deliverables, and outputs:

- **Identification and assessment of the client's current situation:** We will work closely with the client to understand their specific needs, challenges, and goals.
- **Delivery of a Drupal system:** We will provide the client with a fully functional Drupal system that is tailored to their requirements. This includes the installation, configuration, and customisation of the Drupal distribution, as well as the migration of all necessary content or data to it where required.
- **Documentation and materials:** The client will receive comprehensive documentation and training to support the use and maintenance of the Drupal system.
- **Expert guidance and consulting:** Our team of experts will provide ongoing support and guidance to the client throughout the implementation of the Drupal system. This includes regular consultations, troubleshooting assistance, and advice on best practices.

By leveraging the Drupal platform and our expertise, the client will benefit from improved service outcomes, streamlined processes, and enhanced user engagement.

4.4 After-sales Account Management

To build and maintain customer relationships, we take the following approach:

1. **Relationship Management:** We prioritise effective communication and collaboration between our team and the customer. We assign dedicated account managers who serve as the primary point of contact, ensuring smooth and efficient communication. Our account managers work closely with customers to understand their needs, address any concerns, and provide ongoing support.
2. **Reporting:** Reporting will form a major element of the communications between Annertech and the customer. These communications will take place at regularly scheduled intervals.
3. **Customer Satisfaction:** We strive to ensure customer satisfaction by delivering high-quality services and solutions. We actively seek feedback from customers to understand their experience and make necessary improvements. Our goal is to exceed customer expectations and build long-term partnerships based on trust and mutual success.
4. **Business Partnership:** We aim to grow our business partnerships by fostering a collaborative and mutually beneficial relationship. We work closely with customers to identify opportunities for innovation, provide strategic guidance, and explore ways to enhance their digital capabilities. Our focus is on delivering value and helping customers achieve their goals.

By adopting these practices, we aim to build strong and lasting customer relationships, ensuring customer satisfaction and driving mutual success.

4.5 Termination Process

In our Drupal Migration service, we have a clear approach to termination that includes specific clauses, rights, obligations, and responsibilities for both parties.

Termination Process: If either party wishes to terminate the service, they must provide written notice with a minimum of 30 days' notice. The termination notice should include the effective date of termination and the reasons for termination.

Rights and Obligations: Upon termination, and subject to payment of any outstanding fees, the customer retains the rights to any deliverables or outputs provided during the service period. The supplier is responsible for ensuring a smooth transition and providing any necessary support or documentation to facilitate the transfer of services. Daily rates (as per our Pricing document) will apply in respect of any extra documentation or support that may need to be written or provided.

5 Our experience

5.1 Case Study – University of Limerick



The University of Limerick (UL) is one of Ireland's most recognised and respected educational institutes. With faculties in Arts, Education and Health Sciences, Business, and Science and Engineering, the university offers a range of programmes up to doctorate and postdoctoral level.

With the end of life of Drupal 7 quickly approaching, the university worked with Annertech to future-proof the security of the website by migrating the existing solution to the latest version of Drupal 9. This will eventually see the consolidation of 200+ websites on to one, scalable Drupal 9 platform.

5.1.1 The Challenge

The University of Limerick has a large portfolio of more than 200 websites on a variety of platforms. However, the governance and maintenance of the ever-growing number of sites was proving difficult to manage at scale.

A strategic decision was made to consolidate as many of these disparate sites into one platform, thereby improving governance, regulatory compliance and brand consistency, and reducing technical debt.

With a site the scale of the University of Limerick's, the main challenges faced can be broken into 4 areas: Migration, accessibility, content editor experience and performance.

Migration

Having successfully completed some of Ireland's largest Drupal migrations, Annertech are more than familiar with the challenges that can be faced. The university's website structure was originally architected in such a way that each section of the website (such as /business or /science) was its own individual Drupal site.

Although each website was based on the same template originally, variations in the structure of content types, component types and taxonomy vocabularies crept in over time. For example, there were multiple "People" content types across the sites, with different fields and different purposes.

This caused some challenges surrounding the consistency of the data being migrated.

Accessibility

With a growing spotlight on accessibility across the public sector, a focus of the project was improving the website from an accessibility perspective.

As with many other organisations, University of Limerick's brand colours and guidelines were not originally created with today's accessibility standards in mind. This was particularly evident with the colour contrast of its primary palette.

Although changing the design or the website itself was not in scope, we felt it was crucial to tackle some of the more serious accessibility concerns.

Unintuitive Editor Experience

With websites with lifespans similar to University of Limerick's, additions, changes and tweaks are sometimes implemented over time without full consideration of the wider solution. Multiple pieces of custom functionality are often developed in parallel with the same or similar functionality. Although minor differences may exist in how isolated pieces of functionality work, this can introduce unnecessary complexity and technical debt to an already complex system.

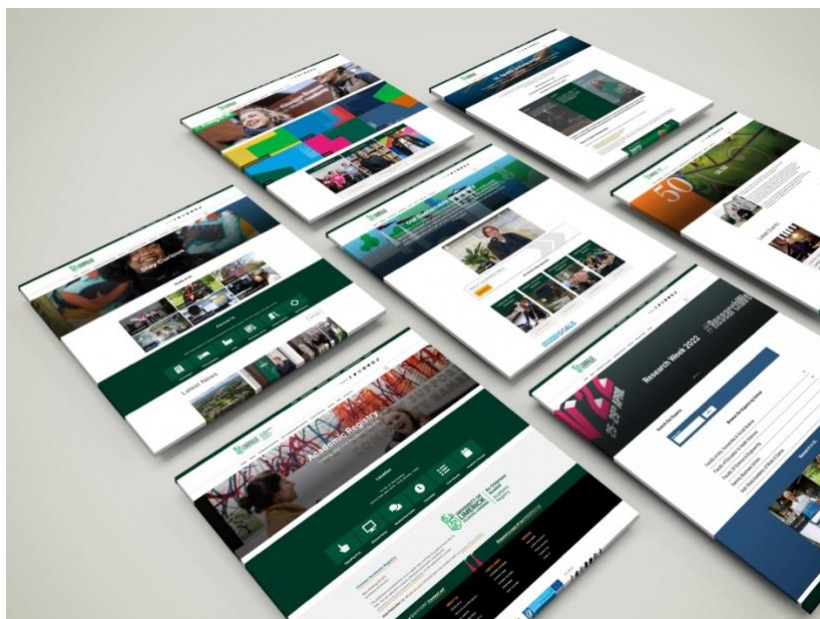
The end result can also materialise as a content editor experience that is confusing and makes it difficult to create a consistent content experience for end users.

Performance

As part of the overall solution, Annertech had the opportunity to focus on performance from the ground up.

Website performance is particularly important to an organisation such as the University of Limerick, who have equally important engagements from existing student/staff/researchers, as well as critical engagement from potential students looking to make a decision to embark on an educational path.

Website performance is important in endless ways – from helping the site to rank better in search engines, right down to helping engagement and conversion rates for prospective students.



5.1.2 The Solution

Migration

A core cohort of 50 websites were on one central Drupal 7 multisite and these were identified as the first stage in migration to a new platform. We amalgamated these sites into one core platform built on Drupal 9.

With phase one just being completed, so far we have seen the migration of more than 60,000 nodes spanning 70 content types, 95 component types and over 60 vocabularies, which resulted in more than 3,700 individual migration processes!

These were whittled down to just 28 content types, 20 component types and 32 taxonomy vocabularies.

Accessibility

As part of its first accessibility monitoring report, the National Disability Authority (NDA) ran tests on the University of Limerick's website and provided feedback. This feedback included an overall accessibility score of 24.62%. The biggest issues were in the areas of colour contrast and parsing.

We tweaked the website design, ensuring that there was a colour contrast ratio of at least 4.5:1, and that a programmatically determinable name was set for all user interface components. We also addressed the parsing issues.

While we have not received an updated accessibility score from the NDA just yet, we anticipate this being much improved.

Editor Experience

When it comes to the confusing content editor experience, it was quite obvious that a consistent content experience would be the best solution for end users. We decided on the new easy-to-use Layout Builder for content layout and the Group module for editorial control.

The first 50 sites have been migrated from their legacy data structures into this new system. This allows content editors to work on a streamlined, far more user-friendly system. A project like this also offers the opportunity to amalgamate similar pieces of functionality in a consistent, user-centred approach.

By taking a heuristic approach with the team, it was possible to amalgamate and reduce the number of content types by over 60%, the number of components by over 80%, and the number of taxonomy vocabularies by over 45%.

This will undoubtedly aid in the scalability and consistency of the solution to allow for future growth.

Performance

For robust high-availability front-end performance, we leverage the Fastly CDN.

Coupled with the Drupal purging system, we can selectively purge items from the Fastly cache when updated, leaving other items functional in the Fastly cache. Fastly is used by some of the most demanding high traffic websites such as The Guardian, Drupal.org and Boots.

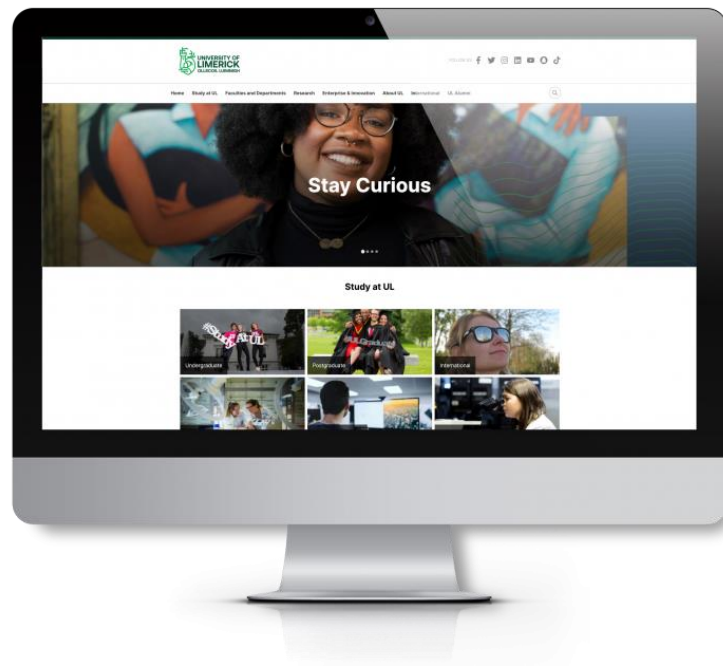
Furthermore, we use selective traffic routing at the Fastly layer, to direct some traffic to the legacy web server, as some of the content and many of the sites scheduled for migration aren't yet complete, so still need to be served from the legacy hosting. All of this is transparent to the end-user and to search engines.

5.1.3 Results

- In just 10 months, we created a new unified platform for the University of Limerick's large portfolio of websites. This resulted in vastly improved governance and security, and reduced hosting and maintenance overheads.
- We migrated more than 60,000 nodes spanning 70 content types, 95 component types and over 60 vocabularies, which resulted in more than 3,700 individual migration processes.
- The migration also resulted in an 80% reduction of component types enabling a more consistent brand and experience for users.
- The accessibility of the new site was drastically improved moving from a score of 25/100 to 98/100 and now ranks first in the Silktide Index for Irish Higher Education Institutes for accessibility.
- The scalability and consistency of the upgraded, modern site has given it longevity and stability.
- Consolidating and updating its numerous websites ensures that branding is consistent across the various divisions and departments, the sites comply with regulatory requirements, and performance has been enhanced.
- The University of Limerick now offers all its users – visitors (prospective and current students and staff), content editors and those who need the site to be accessible – a safe, slick, streamlined experience.

“The scale and complexity of our migration project made it very challenging. Annertech were very professional throughout and worked with us very closely through the whole project, overcoming any hurdles with innovative and effective solutions. Their engagement with, and commitment to, the project was first class, and the end result is a framework that is far more robust, performant and scalable than we previously had. We are very excited to evolve our new platform going forward.”

- Website Manager, University of Limerick



5.2 Client List

Here are just some of the clients we work with.



6 Contact Details

Name:

Annertech (UK) Ltd.

Contact Lead:

Stella Power, Managing Director

Address:

Finegan Gibson 2nd Floor Causeway Tower,
9 James Street South,
Belfast,
Northern Ireland,
BT2 8DN

Contact Details:

Email: hello@annertech.com

Phone: +44 20 458 600 65



annertech

We're looking forward to working together.

