



Crown
Commercial
Service

G-Cloud 15 Service Definition

LocalGov Drupal Migration and LocalGov Drupal Upgrade Service

Lot 3 - Cloud Support

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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 LocalGov Drupal Design, Development, Support and Hosting services. We are a trusted partner for councils across the UK and Ireland, working together to design, develop, and share LocalGov Drupal code to improve service outcomes. Our aim is to help councils efficiently serve their citizens by identifying and resolving challenges they face. We support local councils looking to adopt and utilise the free, publicly owned open-source distribution of LocalGov Drupal..

Our History

Annertech (UK) is part of the Annertech group which was established over 17 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 and Limerick City & County Council, 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, Haringey Council, and many others.

1.2 LocalGov Drupal & Annertech - Our Value Proposition

Our LocalGov Drupal Migration and Upgrade service solves a key problem within the local government sector by helping councils in their planning and adoption of the LocalGov Drupal platform and on-going development and optimisation afterwards.

We understand that councils face challenges in efficiently serving their citizens, and our service addresses these challenges by supporting and enhancing this publicly owned open-source distribution of LocalGov Drupal. This distribution is designed by councils, for councils, and allows for the sharing of Drupal code to improve service outcomes. By combining learnings and developing solutions to common problems, the LocalGov Drupal ecosystem is constantly evolving.

Annertech has been involved in the development of LocalGov Drupal since the beginning of 2021 (Beta phase) and continues to be instrumental in its evolution, promotion and rollout. We are an official LocalGov Drupal supplier and members of the Open Digital Cooperative.

Our staff were responsible for leading the rewrite of the frontend base theme for LocalGov Drupal and were heavily involved in the development of the Microsites platform.

As respected, involved members of the LocalGov Drupal community and the wider Drupal community, we are constantly involved with the various LocalGov Drupal working groups. Some examples include Product Working Group, Technical Group, Steering Group, and Microsites Working Group.

Through this involvement, not only are we very aware of what is being worked on for LocalGov Drupal, but we are also one of the lead development agencies doing this work.

We will ensure that work completed for you will be shared with the LocalGov Drupal community. We can also ensure that you will be introduced to LocalGov Drupal working groups and will be working collaboratively with other councils.

We are working with multiple councils on their LocalGov Drupal websites across both the UK and Ireland. We have the experience to not only design and deliver a LocalGov Drupal website for you, but also to support, maintain, host and further enhance it going-forward.

To date, Annertech has been involved in moving numerous councils to LocalGov Drupal, including:

- [Redcar and Cleveland Borough Council](#) – 2022
- [London Borough of Barking and Dagenham](#) – 2022
- [Essex County Council \(SEND\)](#) – 2023
- [Carlow County Council](#) – 2024
- [Solihull Metropolitan Council](#) – 2025
- [Galway County Council](#) – 2025

We continue to promote and advocate for LocalGov Drupal and have written extensively

on the benefits of code sharing and joining the distribution.

1.3 What the Service Provides

Our service, LocalGov Drupal Migration and LocalGov Drupal Upgrade, 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, Jadu, Umbraco, GOSS, CSV, XML and many more.
- We help our clients who have legacy versions of LocalGov Drupal to either upgrade or migrate their site to the latest version of LocalGov 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 local authorities and other public sector bodies seeking to improve platform resilience, performance, and long-term sustainability through LocalGov 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.

1.4 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 LocalGov Drupal Migration and Upgrade service contributes to these themes by enabling councils to serve their citizens more efficiently and effectively. Annertech is an official LGD supplier and have significantly contributed to the evolution of the platform.

What initially drew us to become involved in LocalGov Drupal was that we have always been huge believers in the "Build to Share" philosophy and this is what LocalGov Drupal espouses.

We will ensure that work completed for you can be shared with the LocalGov Drupal community and that you will be working collaboratively with other councils.

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.

1.5 Overview of the G-Cloud Service

LocalGov Drupal Migration and LocalGov Drupal Upgrade 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 LocalGov Drupal CMS or in their adoption of the LocalGov Drupal platform.

Annertech supports public sector organisations to safely transition from legacy platforms or outdated LocalGov Drupal versions to modern, secure, and sustainable LocalGov 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 LocalGov 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 LocalGov Drupal migration and configuration support.

LocalGov 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 LocalGov Drupal platform is stable, secure, and ready for ongoing development and continuous improvement.

1.5.1 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 LocalGov Drupal projects with proven LocalGov Drupal implementation experience, and adept configuration, optimisation, and managed support services.

1.5.2 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.
- LocalGov Drupal configuration and setup.
- Architecture and system design for deployment of LocalGov Drupal.
- Analysis of complex LocalGov 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 LocalGov Drupal version to another
- Forward-planning for major system upgrades and site revisions.

1.5.3 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.

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.

1.5.4 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.

1.5.5 Upgrade process

Custom code on your site will be reviewed for compatibility with the target LocalGov 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.

1.5.6 Hosting Migration

Annertech are partners with Acquia and Upsun (formerly called Platform.sh) and can assist you in migrating your existing LocalGov 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.



1.6 Associated Services

Our LocalGov Drupal Migration and LocalGov Drupal Upgrade 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 LocalGov 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 LocalGov 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 LocalGov 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 LocalGov 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 LocalGov 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 LocalGov Drupal Migration and Upgrade, 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 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 LocalGov Drupal Migration and Upgrade 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 LocalGov 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 LocalGov Drupal,

ensuring that you have the necessary resources and expertise to maximise the value of our service.

3.3 Training

Our training facilities for LocalGov Drupal Migration and Upgrade 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 LocalGov Drupal's website to assist users in understanding and utilising the features and functionalities of LocalGov 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 LocalGov 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 councils to identify and resolve challenges they face.

3.5 Service Management

We manage our LocalGov Drupal Migration and Upgrade 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 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

For our on-going engagement via our subscription packages, the following service hours and response times apply:

Service Hours

Subscription services are available between 9am and 5:30pm Monday-Friday, excluding public holidays. Additional 24/7/365 support is available for Critical issues for an additional cost. Please see pricing document.

Upsun hosting support is available 24/7/365.

Access Requirements

We require an automated deployment system or SSH server access. FTP or control panel access alone is not sufficient.

3.7 Service Levels

3.7.1 On-Going Engagement via our Subscription Packages

Package Sizes

We offer a number of 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.

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

3.7.2 Hosting

Service Hours

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

Upsun support is available 24/7/365.

Response Times

At Annertech, 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

In addition, Upsun provide the following response times 24/7/365 on their Enterprise tier:

- **Critical priority** – within 1hr of ticket logged in their system
- **High priority** – within 8hrs of ticket logged in their system
- **Medium priority** – within 24hrs of ticket logged in their system
- **Low priority** – within 48hrs of ticket logged in their system

3.8 Outage and Maintenance Management

To prevent the risk of technical issues causing delays, we have implemented several measures in our LocalGov Drupal Migration and Upgrade service:

- **Measuring Downtime:** We track and measure downtime to identify patterns and areas for improvement. This allows us to take proactive steps to minimise downtime and ensure uninterrupted service delivery.
- **Ad-hoc Service Needs:** We are prepared to handle ad-hoc service needs promptly and efficiently. Our team is equipped to respond to urgent requests and technical issues, ensuring minimal disruption to your operations.

By implementing these measures, we aim to provide a reliable and efficient service that minimises the risk of technical issues causing delays.

3.9 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 LocalGov Drupal Migration and Upgrade 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 LocalGov Drupal Migration and Upgrade service include the following:

1. System Requirements: LocalGov Drupal is built on the Drupal content management system (CMS). Therefore, the client will need to have a compatible hosting environment that meets the system requirements of Drupal. 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 LocalGov 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 LocalGov 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 LocalGov Drupal system:** We will provide the client with a fully functional LocalGov Drupal system that is tailored to their requirements. This includes the installation, configuration, and customization of the LocalGov Drupal distribution.
- **Documentation and materials:** The client will receive comprehensive documentation and training to support the use and maintenance of the LocalGov Drupal system.
- **Expert guidance and consulting:** Our team of experts will provide ongoing support and guidance to the client throughout the implementation and maintenance of the LocalGov Drupal system. This includes regular consultations, troubleshooting assistance, and advice on best practices.

By leveraging the LocalGov Drupal platform and our expertise, the client will benefit from improved service outcomes, streamlined processes, and enhanced citizen 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 LocalGov Drupal Migration and Upgrade 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. If the customer terminates the service, any pre-paid hosting fees may be non-refundable.

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 Studies

Redcar and Cleveland Borough Council



We worked with the [Redcar and Cleveland Borough Council](#) (RCBC) team, in collaboration with Invuse, to deliver a new and improved website powered by LocalGov Drupal to replace their outdated and inaccessible website. The redevelopment was based on the feedback and data established during the various phases of the project.

Results:

- In just 9 months, we were able to provide a modern and user-first website which reflected the identity of RCBC.
- We brought RCBC's website and content up to Government Digital Service (GDS) standards for accessibility, facilitating WCAG 2.1 AA compliance.
- The new LocalGov Drupal website is now running at a high performance, loads content faster and - crucially to RCBC's users - is mobile-responsive.
- Our user research and stakeholder engagement centred approach ensured that RCBC's new website prioritised a functional, flexible and user-friendly experience.
- We also provided RCBC's team a support and maintenance agreement for any questions or assistance that was required.

"Working with the team involved has been incredible. Their passion and buy-in with our vision was what made the whole journey, from procurement to delivery, completely seamless. The transparency and communication back to our team is why we have been able to launch a successful and efficient resident-focussed platform."

- Redcar & Cleveland Borough Council



Carlow County Council



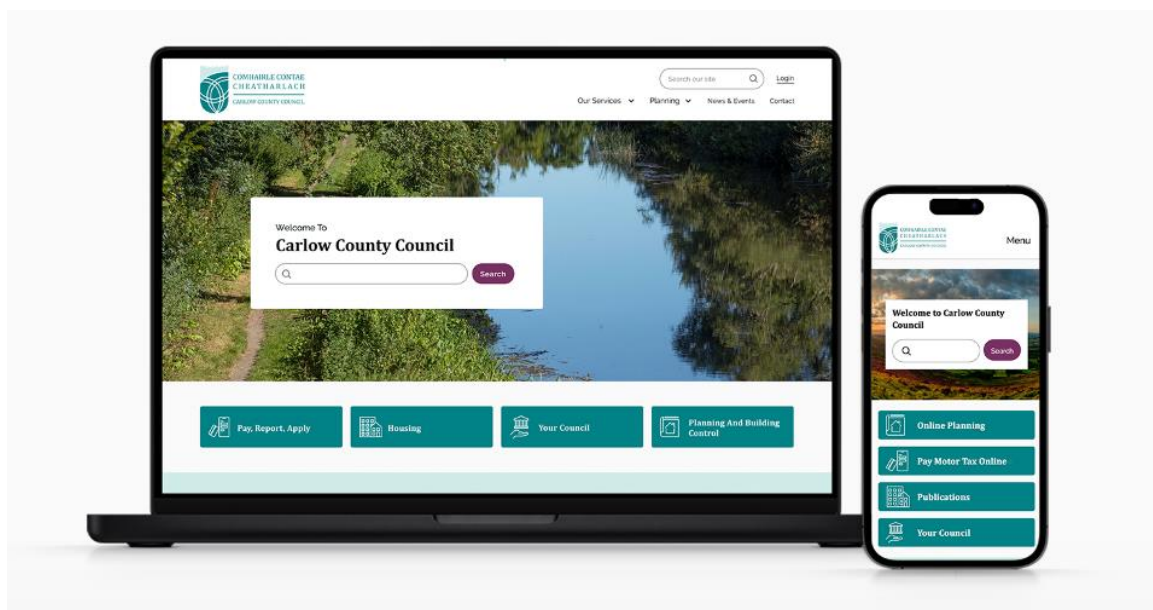
CARLOW
COUNTY COUNCIL
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Customer-centric and service-orientated. That was what Carlow County Council wanted first and foremost with its new website. By combining a gorgeous design and custom development with the accessibility-driven LocalGov Drupal CMS, the latest Irish addition to the LocalGov Drupal community has achieved everything on its wish list, and more.

The council wanted the website to be innovative in its design, deployment, and appearance, and employ the latest technologies and functionality. It also needed to be flexible, scalable, and future-proofed to meet requirements without excessive ongoing development.

Results:

- Carlow.ie was completed in 11 months – not bad for a council website with a considerable volume of content that needed to be rewritten.
- Meets WCAG 2.1 AA accessibility standards and ranks in the top 3 in the Silktide accessibility index for Irish councils.
- The new site boasts a beautiful responsive design and performs optimally – GTmetrix scored it a Grade A, with a 100% performance score which represents how well the website is built for optimal performance.
- The project also resulted in the addition of the Irish Planning Notices module to the LocalGov Drupal project, which will assist other Irish councils adopting LocalGov Drupal.
- New custom features bespoke to Carlow.ie were added, including a council meeting solution, management team structure and contact details, and job vacancies portal.
- We also provided Carlow's team with a hosting agreement and an on-going support and maintenance agreement for any questions or assistance that was required.



5.2 Client List

Here are just some of the Local Government clients we work with.



6 Contact Details

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annertech

We're looking forward to working together.

