



Crown
Commercial
Service

G-Cloud 15 Service Definition

Drupal Design, Drupal Development, Drupal Support and Drupal Hosting

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 Drupal Design, Development, Support, Maintenance and Hosting 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 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, 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, Haringey Council, and many others.



1.2 Drupal & Annertech – Our Value Proposition

Our Drupal Design, Development, Support and Hosting service solves a key problem within the public sector by helping organisations in their planning and adoption of the Drupal platform and on-going development and optimisation afterwards.

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. By combining learnings and developing solutions to common problems, the Drupal ecosystem is constantly evolving.

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 to not only design and deliver a Drupal website for you, but also to support, maintain, host and further enhance it going-forward.

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.

1.3 What the Service Provides

Our service, Drupal Design, Drupal Development, Drupal Support and Drupal Hosting, offers a range of benefits to organisations across the UK and Ireland. We help our clients get up and running with the Drupal platform and continue to support them after launch.

We provide two ways of working with us which you can choose from according to your needs:

1. **One-off engagements** – these are typically design and development projects where you need us to help or support you with Drupal development. These projects may involve developing a new website or adding enhancements to an existing site. Please see our **Pricing Document for our daily rates** if you wish to work with us in this manner.
2. **On-going engagement with our subscription packages** – these are typically where you need a set number of hours from us on a continual basis over many months. Again, these can be used for adding enhancements to existing sites or also for website support and maintenance. Please see our **Pricing Document for pricing on our subscription package options**.

As part of the service, we can also provide a fully managed hosting solution for LocalGov Drupal websites. Key features of our offering includes:

- **Security** – We'll look after security updates to LocalGov Drupal and the contributed modules on your site.
- **Server Updates** – We'll keep the server up to date with security releases for the operating system
- **Performance** – Using technologies such as Reverse-Proxy Caching, Solr, Redis and APC, we'll make sure your site works fast – all the time.
- **Multiple Environments** – We will provide multiple environments in addition to Production, such as Development, Testing and Staging.
- **Deployment** – We'll look after getting the site onto the platform.

Regardless of how you engage with us, we 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 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.

1.5 Overview of the G-Cloud Service

Drupal Design, Drupal Development, Drupal Support and Drupal Hosting 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.

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

1.5.2 Site Audits (*Pre-Existing Sites Only*)

If Annertech was not involved in the development of your current Drupal website, we will need to conduct a site audit before commencing any work on it. Please see our Pricing Document for costs associated with this.

The site audit allows us to familiarise ourselves with the site's setup and structure which will be invaluable to us when enhancing it or providing support for the site. It will also allow us to identify any potential security vulnerabilities or other areas that may need attention.

1.5.3 One-Off Engagements (*Daily Rates*)

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.
- User and client-centred discovery and research phases.
- Prototyping, storyboards, flat designs and interactive wireframes.
- Mobile-first approach ensuring designs are fully responsive across all user devices.
- 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.
- Content migration planning and assistance with content migration, including revising data structures, data mapping, and both automated and manual migrations.
- 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.
- Website upgrades from one Drupal version to another
- Forward-planning for major system upgrades and site revisions.

Website support is not available via a once-off engagement due to the continuous and on-going nature of this work. This item is only available through our subscription packages (see below).

1.5.4 On-Going Engagement via our Subscription Packages

Dedicated Managed Services Team

All on-going engagements are carried out by our dedicated (and ring-fenced) managed services team of 15+ Drupal developers. We do not outsource to other agencies.

The managed services team is solely dedicated to looking after clients with a subscription package and ensuring that their needs are met.

All members on the managed services team are long standing members of the Drupal community, have experience developing Drupal 7, 8, 9, 10 and 11 websites and are able to perform both frontend and backend development tasks. They are skilled at investigating difficult issues and finding solutions to technically challenging problems.

Not only that, but the team are always very pleasant to deal with and our subscription clients are always very happy with our service.

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.

What's Offered in Subscription Packages

Development

A website that is fresh and modern is key to the credibility of a business. For existing sites, it is therefore important to maintain on-going development on the site, through the addition of new enhancements and features, not waiting until it is tired and dated.

However, sometimes simply enhancing an existing site is not possible or not enough. In this scenario, we can support you by replacing it with Drupal.

We work with clients to continuously roll out new features and take full advantage of new functionality that has been contributed back to the Drupal project.

Support for you

We have clear support structures and partnership contracts, depending on your team's own resources and individual needs. Support can be via a combination of telephone, email and ticketing system, tracking the actions and completion dates.

Upgrades

CMS upgrades are split into three categories depending on their type and level of effort required.

- **Security upgrades** – we ensure your site stays secure and up-to-date with all security patches
- **Minor upgrades** – for example, updating from Drupal 10.1.x to Drupal 10.2.x
- **Major upgrades** – these upgrades are generally larger updates, such as Drupal 10 to 11.

Our standard target is to update our sites for all Drupal security releases (regardless of severity level) within 1 week of the security release being made. For highly critical releases, we target 2 days.

We typically apply all patch and minor updates to Drupal core within 1 month of release. Major updates (e.g. going from Drupal 9 to 10) require additional effort and testing, and are therefore scheduled with each client as appropriate as a major project.

Consultancy services

As well as providing support and development of new features, Annertech is also able to offer access to all of our in-house consultancy services through your chosen subscription

package.

How to Contact Managed Services

We provide a number of communication channels: phone, email, ticketing system.

Ticketing system – Our online ticketing system is our preferred method of communication with the managed services team to ensure everyone on the team has full visibility of the request raised. At all times you can see how much work has been completed, what is being worked on, what needs doing, and if any items are ready for your UAT process.

We aim to be as open and transparent as possible in all our dealings, so you are never in the dark about any aspect of your project.

We can provide training on how to get the most out of the ticketing system as part of the on-boarding process.

Email – Support via email can be provided by emailing support@annertech.com. Emails sent to this address will go directly to the managed services team who will investigate the issue as well as create a ticket in Trello for tracking the issue.

Phone – Phone support is provided on +44 20 458 600 65 but this is reserved for critical or emergency issues, such as the site being unavailable or key pieces of functionality not working as expected and which is having a detrimental effect on the organisation.

Monitoring of issues

All new tickets added to the ticketing system, as well as updates to existing tickets, will trigger notifications for our team.

Our notification channels are closely monitored by the managed services team staff to ensure that we meet our high customer-satisfaction standards.

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 our pricing document.

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

Reports

All subscription clients are given access to a dashboard which allows them to query at any point the number of hours that have been spent in the current month, where that time has been spent and how many hours are remaining. This report can be filtered by custom date ranges too if desired, so you can look back at previous months.

In addition, we provide historical ticket/card statistics reports on the effort spent per ticket and the elapsed time per ticket and other reports such as details on SSL cert renewals, performance and accessibility.

1.5.5 Hosting

The service aims to help organisations serve their serve more efficiently providing fast, secure hosting for their Drupal website.

The Platform

Upsun provides a best-of-breed, next-generation hosting platform, designed for the needs of modern web applications. It is highly automated, extremely secure, and includes technologies which other providers are unable to match, such as highly-available storage, automatic recovery, and other features which ensure reliability and performance.

Upsun manage the stack up to the application layer, including all security updates, operating system upgrades and patches, and operations and monitoring.

Annertech then manage all security updates to your Drupal application, including contributed modules, and add additional layers of monitoring and support.

Upsun is designed from the ground up for security, consistency, auditability and control, while still providing the freedom to let development teams innovate and iterate safely and securely. Upsun removes the problems associated with the administration of web hosting and online service delivery. Their easy-to-use automation makes everything simpler and faster, including testing, deployment, scaling, security, and availability.

Upsun is a second-generation Platform-as-a-Service built especially for continuous deployment. It allows you to host web applications on the cloud while making your development and testing workflows more productive.

Git Driven Infrastructure

The main requirement of Upsun is that you use Git to manage your application code. Your project's configuration is driven almost entirely by a small number of YAML files in your Git

repository.

As a Platform as a Service, or PaaS, Upsun automatically manages everything your application needs in order to run. That means you can, and should, view your infrastructure needs as part of your application, and version-control it as part of your application.

Every branch you push is a fully independent environment—complete with your application code, a copy of your database, a copy of your search index, a copy of your user files, everything – and its automatically generated URL can be sent to stakeholders or to automated CI systems.

Features

Enterprise-grade security

Three-tier firewall, always-on DoS detection, inline mitigation via WAF, automatic SSL certificates, and immutable containers provide unbeatable out-of-the-box security, on ISO 27001 certified hosting providers.

Auditable deployment certainty

A full audit trail for every change guarantees that the code you commit is the code that is deployed, with every change auditable via revision logs. Once in production, code is unchangeable without an audited commit, giving unprecedented visibility on system state.

Predictable, reliable, repeatable

Version-controlled, fully composable infrastructure, defined in code, results in fully testable, repeatable infrastructure deployments. Code always runs as designed because infrastructure is predictable.

3-zone Resiliency and Failover

Even the smallest projects are backed by three availability zones and high-availability storage, with automated failover in the event of a zone outage. Noisy neighbours are automatically rebalanced to less busy hosts to maintain optimum performance for all users.

Automated, complete backups

For when only a complete rollback will do, automated and on-demand full cluster snapshots offer peace of mind.

Upsun is about Agility

All Upsun architectures come with the Upsun Continuous Deployment workflow based on Git.

Hosting Tiers

Upsun offer Professional and Enterprise tiered plans.

	Professional	Enterprise
Uptime	99.5%	99.9%
Storage	50G	50G
Additional storage	In increments of 5G	In increments of 5G
Number of environments	Minimum 3	Minimum 4
Backups	Basic, retained for max 2 days	Advanced, GFS rotation, retained for max 1 year
CDN	Not included	Included, 1TB monthly bandwidth
WAF	Not included	Included
Traffic volumes	See pricing document	See pricing document

Reports

All subscription clients are given access to a dashboard which allows them to query at any point site availability, upcoming SSL certificate renewals and other reports such as details on performance and accessibility.

1.6 Associated Services

Our Drupal Design, Development, Support and Hosting service includes a range of associated services that can be bought alongside the main service. These include:

1. **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. For more information, see the “On-Going Engagement via our Subscription Packages” section above.
2. **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.
3. **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.

4. **Hosting:** Annertech are Upsun (formerly called Platform.sh) 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.
5. **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.
6. **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.
7. **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 Design, Development, Support and Hosting, 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 Drupal Design, Development, Support and Hosting 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 Design, Development, Support and Hosting 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 Design, Development, Support and Hosting 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.

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

Package sizes

Upsun offers Professional and Enterprise tiered plans.

	Professional	Enterprise
Uptime	99.5%	99.9%
Storage	50G	50G
Additional storage	In increments of 5G	In increments of 5G
Number of environments	Minimum 3	Minimum 4
Backups	Basic, retained for max 2 days	Advanced, GFS rotation, retained for max 1 year
CDN	Not included	Included, 1TB monthly bandwidth
WAF	Not included	Included
Traffic volumes	See pricing document	See pricing document

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 Drupal Design, Development, Support and Hosting 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 Drupal Design, Development, Support and Hosting 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 Design, Development, Support and Hosting 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 customization of the Drupal distribution.
- **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 and maintenance 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 Design, Development, Support and Hosting 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 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



University of Limerick

With the end of life of Drupal 7 quickly approaching, Annertech worked with the University of Limerick to future-proof the security of their website by migrating 50 of their sites onto one platform running the latest version of Drupal. This eventually saw the consolidation of 200+ websites on to one, scalable Drupal platform.

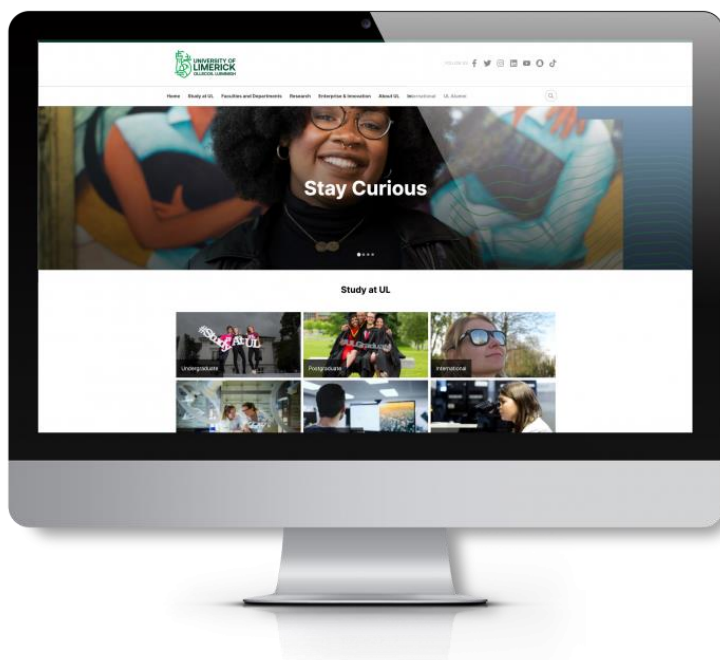


Results:

- 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 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."

- University of Limerick



National Library of Ireland

The National Library of Ireland's (NLI) website no longer reflected NLI's brand and presence and offered limited opportunities for creative flexibility. Annertech worked with the NLI to reimagine their website, creating a new elegant design and a user-friendly, flexible and accessible solution using the Drupal content management system.

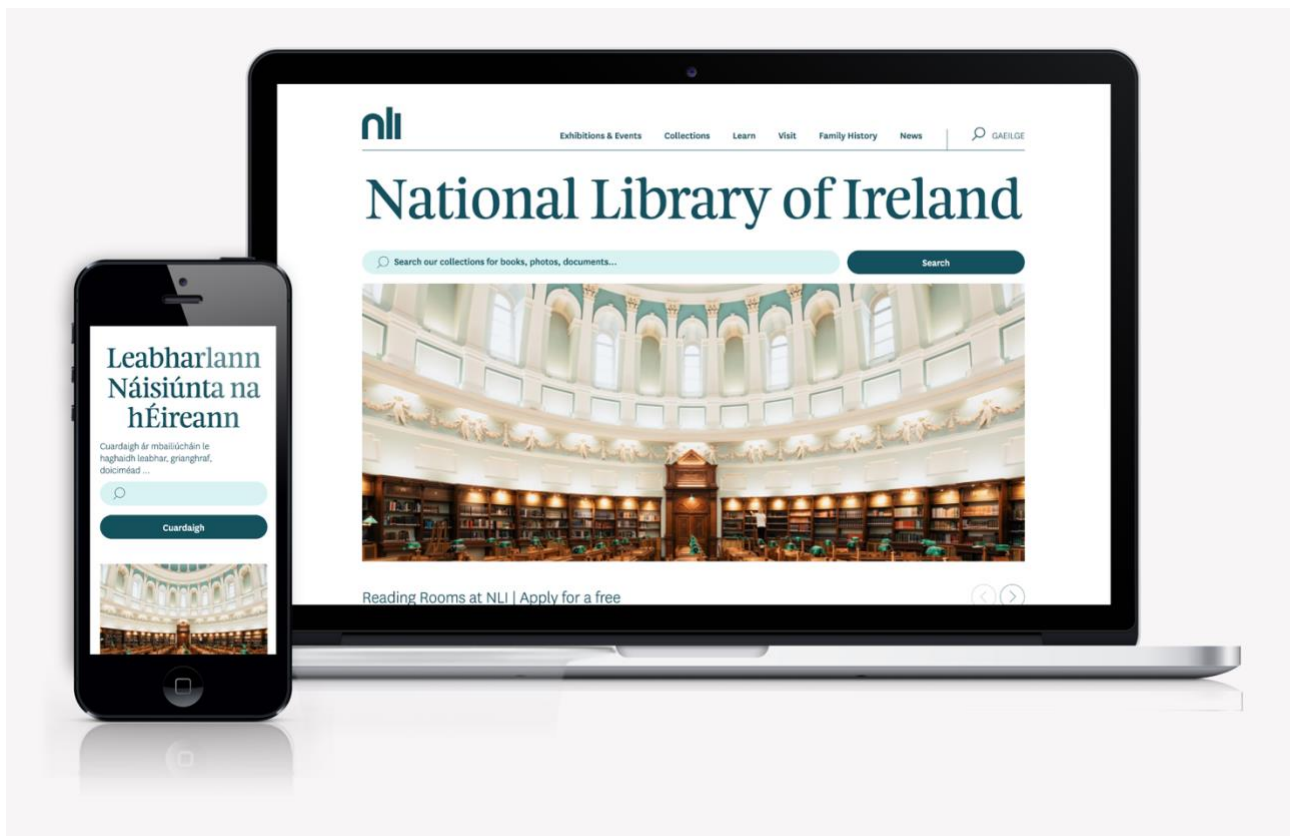


Results:

- A beautiful new design which is as elegant as the beautiful Victorian buildings that house the National Library of Ireland.
- The experience of searching for content was reimaged through enhanced search capabilities provided by Apache Solr and by incorporating results from the library's catalogue into the search experience on the website.
- We created page templates and flexible components based on the specific content needs of the Library. The updated website now provides both an adaptable and consistent approach to content.
- The website is now full bilingual with content available in both English and Irish.
- The experience around events and exhibitions provided by the Library has been exponentially improved through the creation of a rich search interface displaying events the Library offer. The integration with Eventbrite enables consistency across the platforms and reduced duplication of effort by NLI staff.
- As a result of the improvements, the website's bounce rate was reduced by 50%, with the Collections section now the most popular section of the website with 14% of overall views.
- The performance of the website is outstanding with a GTmetrix grade of A and 99/100 Google Lighthouse score.
- The website is also WCAG 2.1 AA compliant and has won multiple awards for its accessibility including Best in Universal Design at the Spider Awards and Excellence in Digital Accessibility at the National Digital Awards.
- The site has also won multiple other awards including a Silver Shark award for Digital/UI Design, Best Website at the Digital Media Awards, and the Grand Prix (best of the best) at the Spider Awards.

"Annertech worked with us throughout this major project. Their knowledge and commitment to delivering an AA rated website enabled us to deliver an accessible and bi-lingual redesigned website that will better serve our online users."

- National Library of Ireland



5.2 Client List

Here are just some of the clients we work with.



6 Contact Details

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annertech

We're looking forward to working together.

