



Managed WordPress Hosting.

MIXD

Secure, scalable managed hosting.

Enterprise WordPress hosting that is designed specifically for UK public sector organisations.

Hosted in the UK and operated by specialists in enterprise WordPress development, we provide secure hosting, maintenance and support services for the NHS, central government departments, local authorities and other public sectors.

A digital agency committed to the public sector.





24/7 support:

Our helpdesk is available 9–5:30 Monday to Friday for routine requests and 24/7 for sites requiring emergency support to help fix problems.



Unrivalled experience:

Get timely support for WordPress, additional training and best practice guidance on web accessibility from the foremost experts.



Enterprise security:

Proactive security with DDoS protection, managed WAF, automated patching, daily backups and uptime monitoring.



Trusted and certified:

With multiple levels of security controls, our enterprise-grade platform is trusted by many public sector entities in the UK.

MIXD

Best-in-class expert support.

Mixd provides public sector expertise and a depth of service found nowhere else, so you can have the confidence to build better digital services.

Working with our expert team means less time worrying about code, managing infrastructure, plugin selection and integrations—or whether you are securely positioned for growth. Expect a high-touch, hands-on partnership, committed to meeting your needs.

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Platform support

The foundation for your success:

- 24/7 emergency support
- Management of infrastructure
- 99.95% uptime guarantee
- Daily backups
- DDoS protection
- Web Application Firewall (WAF)
- TLS/SSL management

Site support

Full end-to-end peace of mind:

- Dedicated account team
- WordPress security updates
- Developer support
- Design development
- Best practices guidance
- Security reviews
- Integration support

Expert support

Strategic services and guidance:

- Accessibility audits and training
- WordPress training
- Content design
- Architecture consulting
- Usability testing
- User research
- performance optimisation



Enterprise-grade security:

With multiple layers of security controls and protections – including edge protection, secure networking, robust access controls and continuous monitoring – Mixd meets the most stringent security requirements of UK public sector entities.

- Automated WordPress updates and patch management
- Web Application Firewall (WAF)
- DDoS protection
- Cloudflare's powerful CDN

MIXD

Global standards for security.

Mixd is certified to ISO 27001, 9001 and 20000-1 and meets NHS DSPT and Cyber Essentials Plus requirements. These standards provide independent assurance of our approach to security, privacy and service and quality management.



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Hosting pricing and plans



MOST POPULAR				
CORE 1	CORE 2	CORE 3	CORE 4	CORE 5
Best for small, campaign sites. Provides essential hosting infrastructure for small public sector websites, campaigns and microsites with low traffic demands. WordPress and plugin maintenance included. £120 per month, billed annually	Best for local and specialist services. Designed for smaller public sector services with a small user base and modest traffic, where reliability and security are key. WordPress and plugin maintenance included. £250 per month, billed annually	Ideal for mid-scale public sector websites. A dependable balance of performance, resilience and cost for public sector websites and digital services. WordPress and plugin maintenance included. £380 per month, billed annually	Best for growing public sector sites. Increased capacity and performance to support the growth of expanding public sector websites. WordPress and plugin maintenance included. £450 per month, billed annually	Best for high-traffic public sector sites. High-capacity hosting engineered for demanding traffic and performance requirements across public sector websites. WordPress and plugin maintenance included. £620 per month, billed annually

Solution recommendations are indicative – we will tailor them based on our assessment of your website requirements for disk space and traffic.

All costs are exclusive of VAT



Dedicated hosting:

Our dedicated hosting tier runs on dedicated infrastructure using a fully containerised architecture. Each service has isolated resources tailored to its needs, delivering improved performance and flexibility for intranets, e-learning platforms and large websites.

Plan:	Monthly Cost (ex VAT):
Premium 1	£900
Premium 2	£1,100
Premium 3	£1,300
Premium 4	£1,950



Professional services add-ons



Support time add-ons:

Support time is purchased separately from our hosting plans, giving you control over the level of support you need. Our support time add-ons can be used flexibly across technical support and troubleshooting and offer better value than ad-hoc support.

Support add-on:	Cost (ex VAT):
10 hours of additional support time	£1,267
20 hours of additional support time	£2,405
40 hours of additional support time	£4,680
80 hours of additional support time	£9,100



Accessibility Auditing:

We conduct a series of manual checks to help you understand and solve issues affecting the usability of your website.

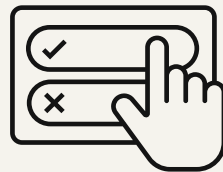
From £2,925 / per site.



Accessibility Training:

We offer a range of accessibility awareness training courses designed specifically for public sector organisations.

From £180 per person.



Usability Testing:

We work with a wide range of users with hearing, sight, mobility or cognitive impairments to test your site.

Price on request.



Performance Service:

We check for bottlenecks and identify opportunities to improve performance of your site with tailored recommendations.

Price on request.



Scope of support services



Scope of support services:

WordPress core releases		
WordPress minor releases and security updates		
WordPress plugin updates		
TLS certificate management		
Domain / DNS management		
Design development		
Developer support		
Management of site(s) content		
Management of access control to WordPress		
Search optimisation recommendations		
Website audit (technical health assessment)		
Logtivity Log management		
Google Analytics account management		
WordPress training		
Content design reviews		
Web accessibility guidance		
Out of hours emergency support		

All plans include access to support services, with support time purchased separately via support time add-ons. Services marked as 'Optional' are available as a professional service add-on for an additional fee.

Accessibility training		
Accessibility audit		
Usability testing		
User research		
Penetration testing		
Review / mitigation of penetration testing results		
Load testing		
Performance optimisation		
Content migration		

Management of infrastructure		
Any major upgrades to operating systems		
Backups		
Disaster recovery		
DDoS protection		
Web Application Firewall (WAF)		
Systems monitoring		
Proactive site monitoring		
Notification of any known CMS vulnerabilities		
Notification of major incident (platform/CMS)		
Root cause analysis of incidents		
Provide detailed post incident report		



Frequently asked questions



Frequently asked questions

What is the difference between your Core and Premium hosting plans?

Our Core plans are designed for the majority of public sector websites. They run within a shared, containerised environment and are suitable for small to medium-sized websites with largely cacheable content. Our Premium hosting plans provide dedicated infrastructure, with containers isolated at both the network and resource level. These plans are intended for high-demand, highly dynamic websites and intranets, that require additional processing power to handle uncached or dynamic requests.

How do you differentiate between hosting plans?

Pricing is primarily based on expected monthly visit volumes. For highly dynamic services, such as intranets, membership platforms, or learning management systems (LMS), we instead assess the volume of dynamic requests. Standard brochure or marketing websites are typically static and highly cacheable. In contrast, intranets, membership platforms and LMS services generate personalised responses that cannot be cached and therefore require greater processing capacity.

**Where is data hosted?**

Mixd hosts data in Google Cloud data centres geographically located in London, United Kingdom which have been certified as ISO, PCI DSS and SOC compliant. Google Cloud infrastructure services include backup power, HVAC systems and fire suppression equipment to help protect your data. Backups are hosted on Amazon Web Services (AWS) S3 data centres in London, United Kingdom which are encrypted in transit and at rest. AWS services include backup power, HVAC systems and fire suppression equipment.

Are backups encrypted?

All backup data is encrypted while in transit using TLS 1.2. All backups are stored off-site on AWS S3 and encrypted using S3's built-in AES 256 encryption.

**Is support time included with hosting plans?**

No. Support time is not bundled with our hosting plans. Support is purchased separately through support time add-ons, allowing you to choose the level of support that best meets your needs and ensuring you only pay for the support you require.

How do I contact support?

You can contact our support team at any time by raising a ticket through our online support desk (Zendesk). Routine support requests are handled Monday to Friday, 09:00–17:30, excluding UK public holidays. For urgent or critical issues, emergency support is available 24 hours a day, seven days a week, with direct access to an on-call engineer.

Will unused support time roll-over to the next year?

No, unused support time does not rollover to the next year.



What can I use my support time for?

Support time can be used flexibly across a wide range of services, including:

- Technical support and troubleshooting
- WordPress CMS support and training
- Content and design assistance
- Accessibility audits and accessibility training

Support time can be shared across all websites covered under a single contract.

How are support requests prioritised?

Support is backed by our Service Level Agreement (SLA) to ensure requests are prioritised and handled appropriately within an agreed timeframe.



Further information

If you require any additional information about any of our services, please email info@mixd.co.uk or call us on 0113 360 8250.

Mixd

Platform

New Station Street

Leeds

LS1 4JB

Web: www.mixd.co.uk

VAT Registration Number: GB847265011