



Supporting our frontline, online.



Built for Fire and Rescue Services.

Ready Mixd is a feature-rich, out-of-the-box WordPress solution designed for Fire and Rescue Services. It enables organisations to launch new websites faster and more efficiently than a traditional bespoke website project.

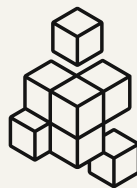
Ready Mixd is secure and flexible. It provides an engaging, mobile-friendly and accessible website aligned with the GOV.UK Service Manual and Government Service Standards, bringing together user research, design and development best practice to ensure services are clear and user focused.





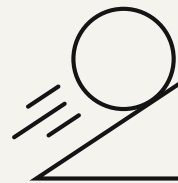
Value for money:

Ready Mixd provides true value for money with a tried and tested solution that avoids repeating work that has already been done.



Customisable and flexible:

Designs can be customised to match your branding and we can optionally customise functionality to meet your specific needs.



Accessibility compliance:

Ready Mixd has been developed to comply with WCAG accessibility requirements and we can also provide accessibility auditing and training.



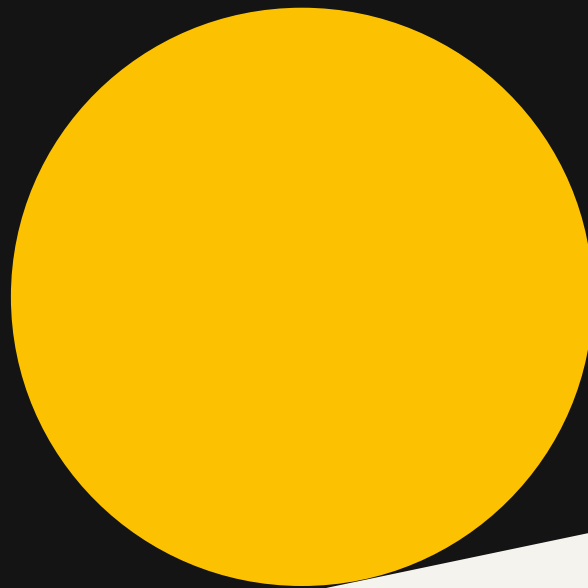
Fully managed web hosting:

Hosted in the UK and operated by specialists in WordPress development, we provide secure hosting, maintenance and support services.



Accessibility comes as standard.

Ready Mixd is designed and built to meet WCAG AA requirements,
aligned with the Government Service Standard.





Switch on to user-centred design.

Ready Mixd is built around a user-centred approach, grounded in understanding real user needs and designing digital services that are clear, accessible and easy to use.





User research:

Ready Mixd is informed by user research and public sector insight, helping ensure content structure, navigation and journeys are shaped around real user needs.



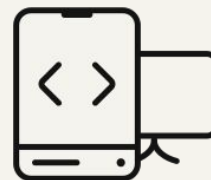
UX Design:

Ready Mixd applies user-centred design principles to deliver clear, consistent layouts and templates that help users understand information and complete tasks.



WordPress CMS:

Ready Mixd is built on WordPress, providing a flexible, open-source content management system that is easy to manage and widely used across the public sector.



Accessibility:

Accessibility is built into Ready Mixd, with templates designed to support WCAG compliance and help organisations meet accessibility regulations.

MIXD

Secure, scalable managed hosting.

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

Hosted in the UK and managed by specialists in enterprise WordPress, we provide secure hosting, maintenance and support for fire services, emergency responders, local authorities and public sector organisations.

A digital agency committed to the public sector.



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.

A digital agency committed to the public sector.





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 debugging



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.



A digital agency committed to the public sector.





Ready Mixd pricing



How much does Ready Mixd cost?

Ready Mixd pricing is based on a simple setup fee and your service’s specific requirements. Our solution simplifies Fire and Rescue website design by providing an out-of-the-box platform that can be tailored to meet your operational and communication needs.

Item:	Cost (ex VAT):
Discovery, design, installation and training	From £16,891.88 (3-year contract, subject to scope)
Managed WordPress hosting	From £120/month*

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



Request a demo:

Request a demo and we will arrange a short call to help you understand whether Ready Mixd is the right fit for your organisation. We will discuss your needs and show how Ready Mixd supports the delivery of clear, accessible public-facing websites.

- Discuss your current challenges and organisational objectives
- See a live demonstration, including the WordPress editing experience
- Understand how Mixd Intranet can be tailored to your requirements
- Ask questions about security, hosting and support



Ready Mixd features summary



Ready Mixd Fire – features summary:

Custom branding (logo, colours and backgrounds)	
GOV.UK Service Manual compliance	
Responsive design (i.e. mobile friendly)	
Customisations (i.e. custom design layouts or changes to functionality)	
Content starter pack (migration of ~25 pages, templates and training)	
WordPress training (2x online training sessions)	

Services directory	
Stations and locations directory	
Incidents directory	
People directory	
Resources directory	
Publications directory	
News directory	
Events and meetings directory	
Site search	
Alert banners and side-wide promotions	
Freedom of Information disclosure log and publication scheme	
Forms (end-to-end encryption via OAuth integration)	
Google Maps (embedded maps to display locations, events and meetings)	
Google Translate	

Accessibility evaluation (Google Lighthouse)	
Accessibility audit	
Accessibility training	

WordPress content management system	
Content expiry and review dates	
Related content	
Cookie Compliance with Cookie Control by CIVIC	
Admin workflow (i.e. editorial approval process for WordPress Editors)	
Custom admin groups and user management	

Single Sign-on (SSO) with Microsoft Entra ID	
Jobs integration with 3rd party systems	
Content migrations	



Frequently asked questions



Frequently asked questions

How flexible is Ready Mixd and what level of customisation is included?

Ready Mixd is a flexible WordPress framework, not a fixed product. Every site is built specifically for each organisation, with no functional restrictions beyond budget and scope.

Our standard Ready Mixd setup includes an allowance for design and branding, such as applying your logo, colours and typography, and configuring layouts using our proven components. You retain full control over all content, and default modules can be enabled or disabled as required.

Where additional design work, bespoke layouts or new functionality are needed, we can extend the site beyond the standard framework. Any work outside the included allowance is scoped and costed separately, with a clear project fee agreed in advance.

**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.

**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.



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

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