

brace digital

G-Cloud 15

Service Definition

Umbraco CMS Support & Maintenance.

Cloud Hosting Services.

Section one

Who are Brace Digital



About Brace Digital

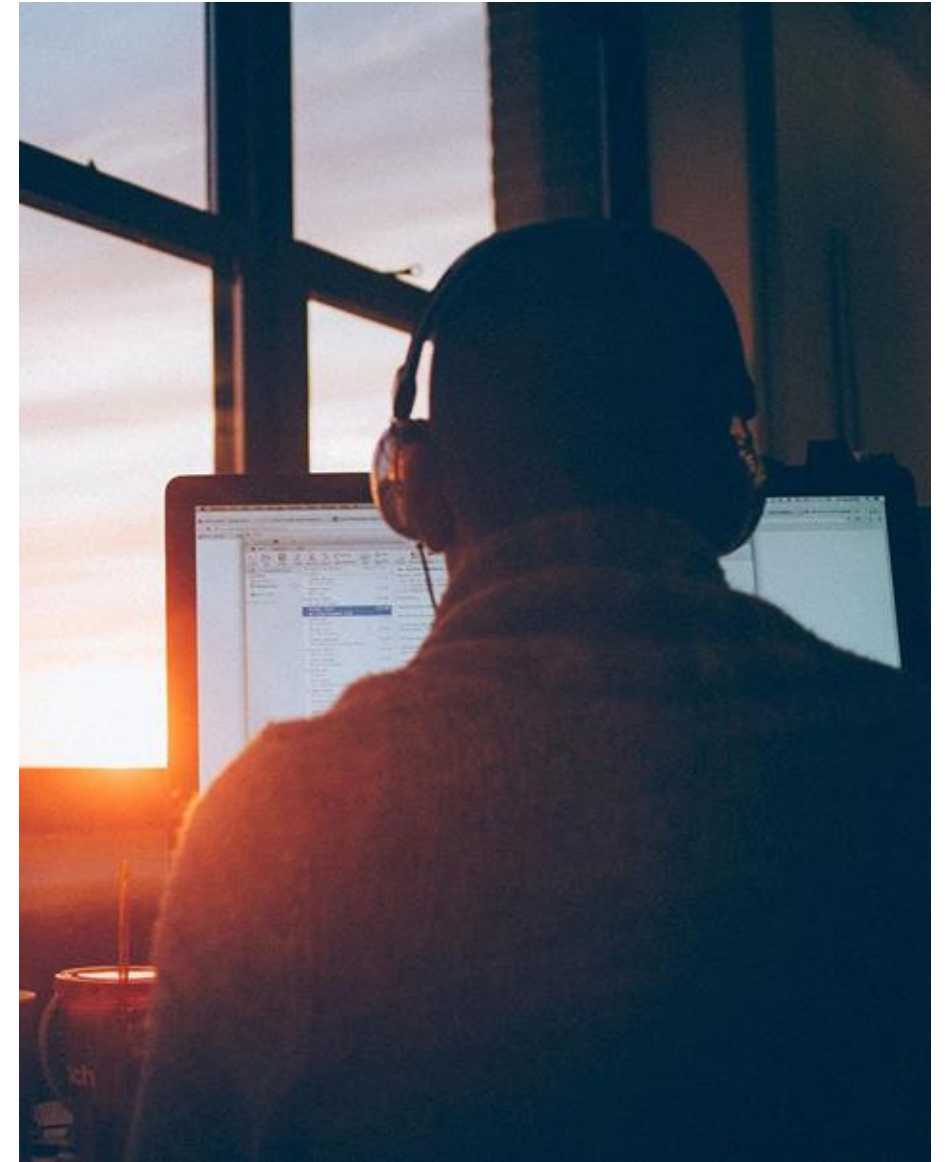
We are an Umbraco specialist web development agency based in Chester. We build beautiful, feature rich websites and applications, whilst also providing ongoing website support with rapid response times.

Our four core services are: **Website Support & Maintenance, Website Development, Website Health Checks, & Website Hosting.**

Primarily we develop on the Microsoft stack using .NET, MSSQL and Azure, but we are a dynamic team who can also work with other industry standard technologies.

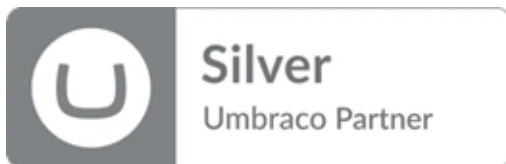
We have successfully integrated many third-party systems such as CRMS, payment gateways and even clients custom back-office systems. This affirms that we'll do everything in our power to make even the most complex integrations seamless and natural to your end user.

We appreciate that our clients have busy schedules, so we ensure the delivery of your web project is pain free and satisfies your needs. With our vast experience of the web project life cycle, we know what works and what doesn't, ultimately delivering the best project every time.



Our Umbraco Capabilities

- We are an Umbraco Silver Partner and our certified developers have been working in Umbraco for over 15 years
- We predominantly develop in Umbraco, making us specialists with this platform
- We're active members of the Umbraco community, regularly attending meet ups and Umbraco events
- We have extensive experience of Umbraco websites in varying sectors, including in the public sector
- We work with clients on new build projects and provide ongoing support and maintenance for existing Umbraco websites
- We have vast experience of taking on Umbraco websites that we did not build and supporting, maintaining and enhancing them for our clients



Our Cloud Hosting Capabilities

- Hosting setup and optimisation using either Microsoft Azure or other hosting platforms, including but not limited to:
 - Technical architecture and implementation
 - Technical resource provisioning for setup
 - Flexible load balancing with enterprise-level rule based auto-scaling (geo-location/metric)
 - Cloud based asset management
 - Server management and maintenance
 - Proactive monitoring of server performance and logs
- Continuous integration using Microsoft DevOps or other automated deployment tools

Our Values

We support & delight

Proactivity and expertise is baked into everything we do. We strive to make every client feel there is never a problem. Efficiency and high quality customer service with quick response times is what we pride ourselves on.

Keep it simple

We say it like it is, we're transparent and will always make things easy to understand. This is at the heart of everything we do, to ensure we're working as efficiently as we can be for you with no fuss or complication.

Only the best will do

We go the extra mile; our processes are there for a reason and we're worth every penny. We pride ourselves on the quality of our work, the expertise we bring, and our level of customer service that we offer.

Be human

Clients enjoy working with us because we're friendly and natural. We build relationships with our clients for the long term, acting as a trusted partner and extension of your team.

Honesty is the best policy

We're transparent with our clients and partners, and are always upfront. Working as your strategic partner, we are always thinking long term and are putting forward our recommendations with your best interests always at the forefront.

Expert & informed

With our level of experience and passion as a team, we're really good at what we do and we demonstrate that through informed conversation. We work to best practice and industry standards.



Our Clients



Section two

Overview of Services



Our Umbraco Services

Consultancy

Our certified team of developers have a breadth of knowledge and experience having worked with Umbraco for over 15 years. Consultancy services can be provided on an ad-hoc or ongoing retainer basis for training and upskilling internal teams.

Website Development

Our front and back-end developers are able to assist with new website builds as well as functional improvements to existing websites. Website development can be provided for ad-hoc projects or on an ongoing retainer basis.

Umbraco Upgrades

Our team is highly experienced in carrying out Umbraco upgrades, providing a seamless transition between major versions with all content migrated. Minor upgrades and security patches can also be completed.

Website Design & UX

Our UX designers are able to offer full wireframing and designs for new websites as well as offering design refreshes and updates for existing websites. UX consultancy can also be provided.

Website Health Checks & Auditing

Our team are able to perform regular or ad-hoc audits to assess the health of your website. This includes auditing in the areas of security, accessibility, performance and sustainability to provide a suite of recommendations and improvements.

Website support & maintenance

We pride ourselves on the level of support offered to our clients. With tried and tested processes in place, we work as a trusted partner to ensure our client's websites are regularly maintained and performing to the best of their ability.



Our Cloud Hosting Services

Flexible load balancing & auto-scaling

We can allow for dynamic distribution of web traffic across multiple servers ensuring optimal performance and scalability for the website. This ensures auto-scaling automatically scales the instance of the website as the demand increases.

DDoS protection

With the DDoS protection we can utilise advance algorithms and a global network to swiftly detect and mitigate malicious attacks which safeguards the website.

Content Delivery Network (CDN)

Using a network of servers across strategically positioned geographic locations, we can deliver web content/media to website users more efficiently and with minimal latency.

Disaster recovery

A robust backup and maintenance plan is supplied where required. This includes frequency of backups and series of steps taken to restore the service in accordance with the agreed SLA.

Firewalls

Using robust security measures, we can enable organisations to easily configure and manage access control policies to protect their website from unauthorised access and malicious threats.

Infrastructure + security

We operate in line with ISO 27001:2013. A number of our systems process sensitive data and frequently undergo 3rd party penetration testing. We develop all of our systems according to the recommendations of OWASP (open web application security project).



Section three

Approach to Support



Onboarding

For any new clients and websites that we work on, an onboarding exercise firstly needs to be carried out. Brace Digital are heavily experienced in supporting and developing websites that we have not developed, and supporting the hosting environment where the site resides. To fully understand the website and its infrastructure we would carry out the following steps:

- We will request a copy of your website's source code (or access to a source code repository), a copy of your website's database, media and form files, access to your Umbraco CMS and any technical documentation that we require.
- We would download all of these assets and set up the website locally on our developers' machines.
- We will carry out a technical review to include the source code and Umbraco implementation, and put together a list of questions for anything which requires further explanation that we wish to seek answers on.
- Onboarding call - Brace Digital will meet with your key stakeholders and administrators of the website. We will understand how you like to work and your preferred working practices. During this call, we will ask key questions, discuss the functionality of the website and in particular how editors use the CMS. We'll discuss any areas of the website or CMS that you have issues with, and discuss your current hosting environment and deployment processes.
- Once we have completed the above steps, Brace Digital are then in a position to support your website and hosting moving forwards.

Umbraco support & maintenance

We pride ourselves on the high level of service provided as part of our Umbraco Support and Maintenance Package.

- A suitable number of days is purchased each month for Brace Digital to support and maintain your website. Under the contract for this agreement, SLA terms are issued to confirm the support level you can expect to receive.
- Uptime monitoring is in place for all websites covered by the support and maintenance packaging, meaning we are aware of any issues with users being able to access the website immediately to be able to respond and rectify the issue promptly within business hours.

- Our SLA response times are:

Severity Level	Max Response Time
Level 1	4 hours
Level 2	12 hours
Level 3	72 hours
Level 4	7 Business Days

- Support is provided by our UK based team during the business hours of 09.00am-17.00pm Monday-Friday (excluding bank holidays). An online ticketing system is in place where users can raise tickets 24/7 and add priority levels.
- The time purchased with us is spread into sensible blocks of time in our schedule to ensure you have support time allocated throughout the months and lead times are short.
- Our team has the skills for the full web development cycle, so time can be used as you require for design, development, consultancy, or hosting support for example.
- All time that is used is logged and reported on a monthly basis, with flexibility given on when hours need to be used by.
- Fortnightly calls are scheduled to ensure Brace Digital are aware of key priorities and there is continuous progress on tasks with regular communication.

Cloud Hosting Support

Building on from the support & maintenance package, we also pride ourselves on the high level of service we provide with hosting support too. There be can two options for cloud hosting; either a separate ring-fenced budget or draw time from the website support and maintenance budget.

- In addition to the website support onboarding/audit, we also complete a thorough onboarding and auditing task for website cloud hosting.
- During the audit, we would discover what your cloud hosting requirements are and identify any migration steps from the existing hosting provider (if applicable)
- Once the audit/onboarding process is complete, we would provision the necessary architecture that meets your requirements.
 - This would include dev/staging environments for testing and user acceptance testing
- There may be a requirement to modify the existing source code for any configuration needed for the cloud hosting, this would be completed at this stage. This would include building out the build + release pipelines for continuous integration with slot swapping functionality to enable full rollback functionality when a deployment to production is made.
- Once the architecture is in live and in place, a disaster recovery plan would be implemented so you have the piece of mind of interrupted service and website stability
- There would be ongoing proactive monitoring of server logs to ensure website stability and performance

Section four

Experience



Barnsley Metropolitan Borough Council

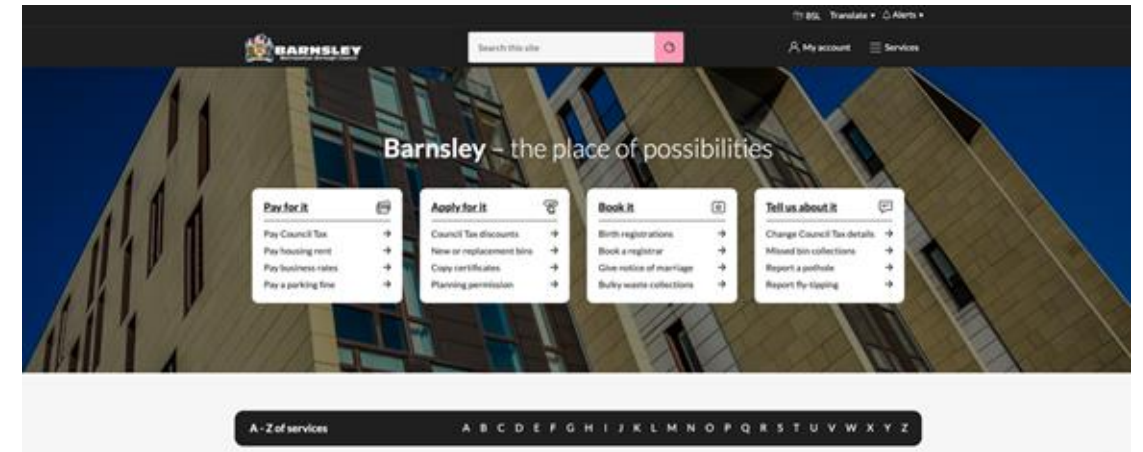
Service provided: Ongoing website support and maintenance

Functionality included and work completed:

- Implemented build + release pipelines in DevOps for continuous integration
- Legacy issues resolved since onboarding, including looking at site stability, and synching live files with the source code repository
- Staging environments and continuous integration set up
- Regular maintenance audits carried out including for security, and page speed and improvements made
- Security patches applied
- Umbraco upgrade from v7 to v10, v10 to v13 completed and v13 to v17 planned for 2026
- Website hosting is managed in Microsoft Azure

Website:

<https://www.barnsley.gov.uk/>



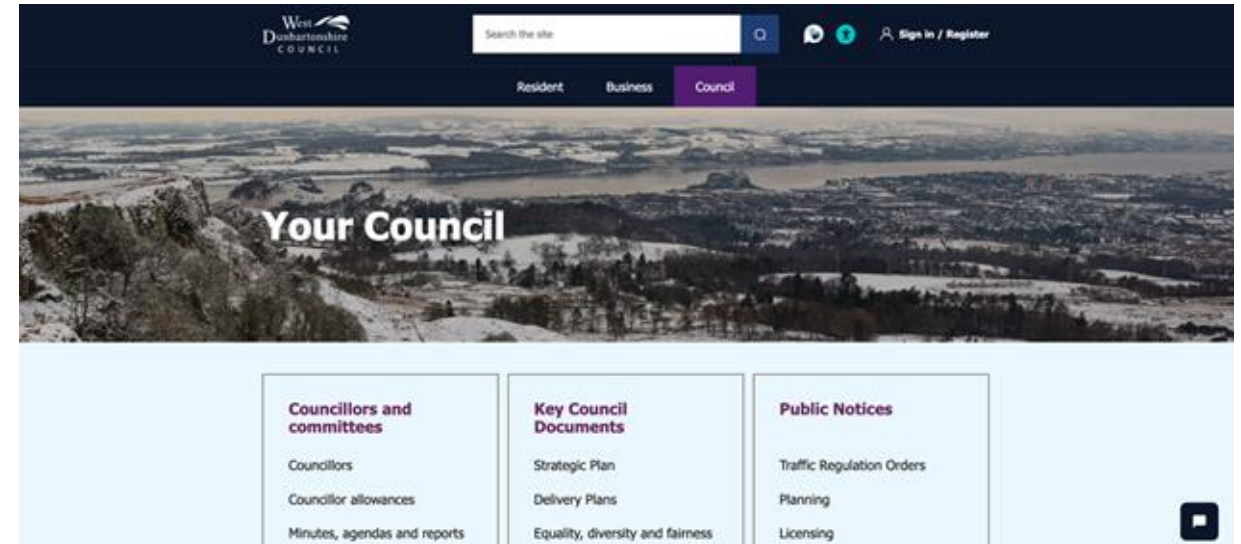
West Dunbartonshire Council

Service provided: Ongoing website support and maintenance across 2 websites.

Functionality included and work completed:

- Implemented build + release pipelines for continuous integration
- Legacy issues resolved since onboarding
- Staging environments and continuous integration set up
- Regular maintenance audits carried out including for accessibility and improvements made
- Security patches applied
- Umbraco upgrade from v7 to v8, and v8 to v13 completed and v17 upgrade planned for 2026
- Security audits completed and recommendations applied
- Website hosting is managed in Microsoft Azure
- Continuous integration/automated deployment using Microsoft Azure tooling

Website: <https://www.west-dunbarton.gov.uk/>



Chelmsford City Council

Service provided: Website rebuild project in Umbraco

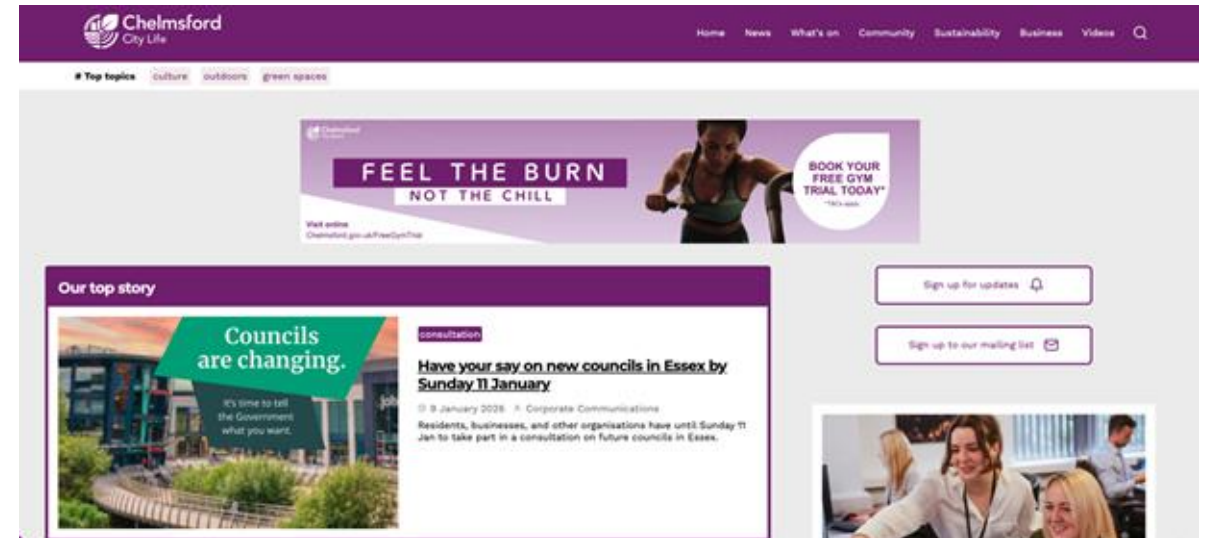
Functionality included and work completed:

- Website was rebuilt in Umbraco from WordPress to address immediate security concerns and usability issues
- Integration with Cludo for search functionality
- Twitter (X) feed
- Image advert functionality
- Umbraco Forms integration
- Integration to achieve browser and email notification functionality upon publish for subscribed users
- Website hosting provided on Brace Digital's cloud provisioned server
- Continuous integration and auto deployment



Website:

<https://citylife.chelmsford.gov.uk/>



Berneslai Homes

Service provided: Ongoing website support and maintenance

Functionality included and work completed:

- Implemented build + release pipelines in DevOps for continuous integration
- Implemented redirects to address immediate issues after their new site launched.
- Upgrade from Umbraco v9 to v10, and v10 to v13. V17 upgrade planned for 2026.
- Accessibility improvements made to ensure website is compliant
- Implemented Umbraco security patches as required for their current version
- Deployment issues resolved in Microsoft Azure

Website:

<https://www.berneslaihomes.co.uk/>



Weaver Vale Housing Trust

Service provided: Umbraco upgrade from v7 to v8, and consultancy provided for v8 to v13 upgrade for both their report and repair tool, and their customer account manager tool.

Website: <https://www.wvht.co.uk/>

Functionality included and work completed:

- Implemented build + release pipelines in DevOps for continuous integration
- Leveraged Umbraco Forms to provide customisable repair tool for contact centre staff to diagnose issues for customers
- Large scale Umbraco upgrade to LTS version
- Consultancy to enable in house developers to upgrade to v13.
- Comprehensive training provided for contact centre
- Implemented single sign on (SSO) for logging into Umbraco



Section five

Umbraco



Why Umbraco?

Umbraco is the leading .NET open source content management system which is trusted globally by some of the biggest organisations. It's benefits and features include:



Benefits	Features
User friendly CMS offering an intuitive interface for editing. There is no requirement for technical knowledge to add, edit and remove content from the website	Umbraco's visual content editor provides an intuitive interface with features such as inline editing, drag -and-drop functionality and real -time previews which streamlines the content management process.
Open source with a strong community to drive continuous improvement of the platform and offer accessible support to the developer community	Umbraco's vibrant and supportive community drives improvement through forums , documentation, meetups and online resources. The community fosters collaboration, knowledge sharing and mutual assistance which ensures users have access to valuable support and guidance
Umbraco offers a highly flexible and customisable platform allowing developers to create tailored solutions that meet specific project requirements	Umbraco allows developers to create custom templates and page types providing flexibility in designing unique layouts and structures for different types of content
Umbraco is built on .NET which provides a solid foundation for building scalable and high performance websites. It mirrors the Microsoft release cadence so you can easily plan the LTS long -term supported versions.	- Umbraco includes built -in caching mechanisms and performance optimisation features to ensure fast and responsive website performance. By caching static content and optimising server -side processing, Umbraco minimises page load times and enhances overall user experience.
Umbraco prioritises security and reliability offering built -in features and best practices to help protect websites from common security threats. Regular updates and patches are released to constantly improve the security and stability of the product identified via the very regular penetration tests that are conducted.	It incorporates various security features which include role -based access control, HTTPS support, password policies and data encryption. In addition, you can conduct a health check from within the administration panel to ensure best practices are being followed

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Thank You

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