PRODO WEBSITE SERVICE DEFINITION

1. Service Overview

The Corde Website and Hosting Service is a managed digital platform designed specifically for housing providers and public sector organisations. It provides a secure, accessible and easy-to-manage website platform, supported by structured implementation, ongoing hosting, and application support.

Our Framework - Corde - is our Umbraco based website framework, that is built with the Public Sector/ Housing sector in mind, based on 20+ years of experience delivering websites. It is informed by user feedback and website performance analysis, to ensure that the enhancements we make are in the best interest of our clients and their users.

Corde encompasses a tried-and-tested library of content modules, features and functionality, which means we can provide efficiency of delivery and value for money by making use of the optimised fundamentals we know work within the sector as the framework of your website. It allows organisations to iterate on a working base, providing a mobile-first, responsive, device-agnostic website which is user centric and accessibility compliant.

The framework is designed to balance standardisation, speed of deployment and cost control with the flexibility required by housing providers to reflect their brand, services and local priorities. It enables organisations to deliver clear digital information and self-service journeys for residents while maintaining strong governance, security and performance.

Corde is delivered as a managed service rather than a standalone software licence. We are responsible for platform hosting, core updates*, security management and operational support, allowing customers to focus on content, communications and service delivery rather than technical infrastructure.

The platform approach helps ensure websites remain maintainable, secure and aligned to evolving accessibility, security and regulatory expectations over time.

2. Service Tiers – Corde Go and Corde Pro

The service is available through two structured tiers to meet different organisational needs and levels of complexity. The core deliverable between the two options are consistent and include:

- Kick-off and specification
- Application of brand (as defined below)
- Flexible Umbraco content modules
- Cookie control implementation
- Quality assurance testing
- Content migration/population support
- CMS training
- Launch preparation, redirects and deployment
- Project and Account Managers

Corde Go

Corde Go is a standardised, rapid-deployment website platform. It provides a pre-designed theme aligned to common public sector/housing provider needs, including service information, contact pathways and customer guidance. It is designed for organisations who are seeking a cost-effective, less time-intensive route to modernising their website, whilst ensuring an accessible and user-friendly website. This option is often chosen as a starting point for organisations looking for a expediated delivery timeline, whilst providing the flexibility and extendibility to iteratively enhance the website on an ongoing basis.

Corde Pro

Corde Pro builds on the same managed framework but allows for a fully tailored look-and-feel, created from multi-faceted UX & design research activities, including customer-based research, to inform a fully custom website, created solely around your organisation and customer base. This includes full access to our design and adventure process, which provides enhanced longevity of design which takes opportunities with brand exploration, whilst adhering to brand guidelines and accessibility standards.

Both tiers are delivered within the same secure hosting and support model, with differences focused on customisation scope and implementation depth rather than underlying security or resilience.

Additional functionality

One of the key advantages of Corde's framework on the Umbraco platform is its exceptional extendibility. Additional functionality can be introduced through controlled enhancement work, either during implementation or as part of ongoing service development. All enhancement work is scoped and delivered using the published development day rates.

These developments are not constrained by the up-front selection between Go/Pro design options.

3. Onboarding and Implementation

Our Corde website onboarding process adheres to a structured, end-to-end delivery methodology, designed to provide clients with clarity, consistency, and a seamless progression from project initiation to launch. The process commences with a formal project kick-off, during which the project is established within our internal systems and the scope is confirmed.

The discovery phase varies according to the selected service tier. Corde Go projects employ a theme-based design process with limited customisation, whereas Corde Pro projects encompass tailored user experience research and bespoke design activities. Upon approval of the final designs, our development team implements these within an Umbraco website, utilising the Corde framework and in accordance with the agreed specification. Each website subsequently undergoes rigorous internal quality assurance, cross-browser and device compatibility testing, accessibility validation, structured client user acceptance testing, and content population.

Following client Umbraco CMS training, we orchestrate a carefully managed deployment to the live environment, conduct post-launch checks, and transition the project to our Customer Success team for ongoing support. This approach ensures a smooth transition into our managed service model, wherein hosting, platform updates, and security maintenance are comprehensively managed by our team.

4. Ongoing Support Model

Corde is supported as a managed hosted service with ongoing hosting, platform maintenance, security updates and user support. The support function is accountable for the ongoing health, maintenance, stability and improvement of live Prodo-built solutions. Customers retain control over their content and day-to-day site management through the content management tools provided. The support function provides:

- 24/7 access to dedicated Jira portal
- Strong contracted SLAs
- Ability to raise tickets for enhancements, advice and incidents
- Direct communication with support team
- Discuss ideas directly with our experts, obtain training, or other ad-hoc support
- A flexible package to suit your needs
- Monthly report and meeting with your dedicated Account Manager
- Quarterly reviews - revisit key objectives, challenges and results

Regular service reviews can be carried out to discuss performance, planned improvements and evolving requirements. Optional enhancement work, such as new features or integrations, can be scoped and delivered separately using the published development day rates, agreed in advance through a defined change process.

Hosting:

Our hosting provision is managed by our dedicated infrastructure team, supported by a Microsoft Tier 1 partner.

Hosting is provided within Microsoft Azure by our infrastructure team, supported by our cloud operations partner. The environment is configured to support performance, security and maintainability for public sector websites.

***Umbraco Upgrader:**

Our Umbraco Upgrader services is managed by our dedicated upgrade team, to ensure the maintenance of the underlying Umbraco platform. This service not only provides the latest security patches but manages upgrade path between long-term supported major versions of the Umbraco CMS.

5. Security and Data Protection

Security and data protection are integral to the design and operation of the Corde service.

The platform is hosted within a secure cloud environment with UK-aligned data residency. Access to administrative functions is controlled through role-based permissions, ensuring that only authorised users can make configuration or structural changes. All access is authenticated and managed in line with defined access control practices.

Data transmitted between users and the platform is encrypted in transit using industry-standard protocols. Data at rest within the hosting environment is also protected through platform-level encryption controls. Regular patching, platform updates and vulnerability management activities are undertaken as part of the managed service.

Operational security is supported through collaboration with our cloud and Tier-one Microsoft infrastructure partner, BCN. BCN provides additional monitoring, operational oversight and technical support across the hosting environment, helping ensure that platform security, patching and resilience practices are consistently applied. This partnership strengthens the operational security of the service while maintaining clear accountability within our own service management structure.

We operate defined information security and data protection practices aligned with UK public sector expectations, including incident management, access management and ongoing security review. Customers remain responsible for the content they publish, while we are responsible for the security and integrity of the underlying platform and hosting environment.

6. Hosting, Availability and Resilience

Corde is delivered as a fully managed hosted service.

The platform is hosted within Microsoft Azure using resilient infrastructure designed to minimise single points of failure. The hosting environment includes redundant components and is monitored to detect service degradation or outages. Our cloud operations partner, BCN, provides additional monitoring and technical support to help ensure service continuity.

Backups are taken regularly to protect site data and configuration, supporting recovery in the event of data loss or corruption. Planned maintenance and updates are managed to minimise disruption, with changes tested before release.

Availability is supported through a monitored hosting environment and structured incident response processes. While no cloud service can guarantee uninterrupted operation, the service is designed to provide a reliable and stable platform for public-facing digital services.

7. Configuration and Customisation

Corde is designed as a configurable platform, rather than a blank-canvas development service. It provides the core fundamentals required for a secure, compliant, and user-friendly platform. With Corde Go, customers can configure branding elements such as logos, colour schemes and fonts to align the site with their corporate identity. Information architecture, navigation structures and content layouts can be configured within the platform's CMS.

Corde Pro allows a broader range of configuration and enhancement options from a design perspective, enhanced by user-focussed and multi-faceted design and UX research.

Changes that require significant new functionality or structural alteration beyond the platform's initial scope are treated as separate enhancement work and assessed through a controlled change process.

8. Integrations and APIs

The Corde platform can integrate with other organisational systems where required.

Typical integrations may include single sign-on (SSO) for administrative users, links to housing management or CRM systems, and connections to external services that support digital transactions or information sharing. Integrations are delivered through defined interfaces and are scoped as part of the implementation or subsequent enhancement work.

9. User Roles and Access

The service supports role-based access to ensure appropriate control and governance.

Administrative users within the customer organisation are able to manage site content, structure and configuration according to their assigned permissions. Different roles can be defined to separate responsibilities such as content editing, publishing approval and site administration.

Access to platform management functions is restricted to authorised personnel. Authentication and access control measures are applied to reduce the risk of unauthorised changes and to maintain accountability for site management activities.

10. Offboarding and Data Exit

The service includes a defined approach to offboarding at the end of a contract.

Customers can request an export of their website content and associated data in commonly used, machine-readable formats. Reasonable support can be provided to help customers understand the structure of the exported data to support transition to an alternative platform if required.

Following contract termination, administrative access is removed and hosting environments are decommissioned in line with agreed data retention and security practices. Data is securely deleted after the agreed retention period unless otherwise instructed by the customer.

11. Ordering and Commercial Approach

Corde is offered as a structured, tiered managed service.

Customers select either Corde Go or Corde Pro based on their ambition, budget and goals for the website. Each tier has defined pricing covering platform access, hosting, core maintenance and standard support.

Where customers require additional configuration, integrations or functional enhancements beyond the standard tier scope, this work is delivered using the published “In Programme Development” day rates listed in the pricing document. This ensures all additional work remains transparent, pre-priced and within the framework’s commercial structure.

Enhancement work is agreed through a defined change process, with scope, effort and cost confirmed in advance. This approach allows customers to extend the platform in a controlled and predictable way while retaining the benefits of a managed service model.