



Service Definition

Hygraph Headless Content Platform

1. Service Overview

Hygraph is an enterprise-grade, fully managed, API-first headless Content Management System (CMS) designed to support complex, large-scale digital services across multiple channels. It enables UK public sector organisations to model, manage, and deliver structured content reliably to websites, mobile applications, intranets, portals, and emerging digital services through a secure GraphQL API.

Hygraph is suitable for central government departments, executive agencies, local authorities, NHS bodies, arm's-length organisations, and publicly funded institutions requiring high availability, strong security controls, and flexibility to integrate with existing digital estates.

The service is provided as Software-as-a-Service (SaaS) and requires no on-premise infrastructure.

Notable Hygraph customers include the German, Finnish and Australian governments, multiple US city and state governments and companies in the private sector incl. Coca Cola, Samsung, Vertu Motors UK, Halfords UK, SS&C, Sennheiser.

2. Key Capabilities

- Fully headless, API-first CMS using native GraphQL
 - Multi-channel content delivery (web, mobile, kiosks, chatbots, third-party platforms)
 - Advanced content modelling for complex government information architectures
 - Versioning, scheduling, preview, and approval workflows
 - Multilingual and localisation support
 - Content federation from external systems without data duplication
 - Native Digital Asset Management (DAM) and external DAM integrations
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3. Data Backup, Restore & Disaster Recovery

3.1 Backups

- Continuous point-in-time recovery (PiTR) backups
- Regular off-site backups stored separately from primary infrastructure
- Versioned content history enabling rollback of individual items

3.2 Disaster Recovery

- High-availability architecture hosted on AWS
- Optional read replicas for instant failover
- Global CDN ensures continued delivery of cached content during incidents
- Documented Business Continuity and Disaster Recovery Plans

3.3 Recovery Objectives

- Recovery Time Objective (RTO): 120 minutes
 - Recovery Point Objective (RPO): near-zero due to continuous backups
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4. Onboarding & Offboarding Support

4.1 Onboarding

- Supported onboarding including environment setup, schema design guidance, and best-practice architecture
- Migration support via APIs, bulk imports, and AI-assisted ingestion of structured and unstructured documents
- Integration support for identity providers, analytics, and downstream systems

4.2 Offboarding & Exit Management

- Full data export via APIs (content, assets, schemas)
 - No proprietary data formats
 - Support for agreed exit plans in line with UK government supplier exit principles
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5. Service Constraints

- Planned maintenance windows are communicated in advance
 - Core platform is standardised SaaS; deep platform customisation is not required or supported
 - Extensibility is provided through APIs, webhooks, and an App Framework rather than code changes to the core platform
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6. Service Levels

6.1 Availability

- Up to 99.95% uptime SLA for origin services
- Near-100% availability for cached content via global CDN

6.2 Performance

- Low-latency GraphQL API optimised to avoid over-fetching
- Built-in edge caching and smart invalidation

6.3 Support Hours

- Enterprise support available 24/7
 - Multiple support channels: ticketing, email, chat, and dedicated escalation paths
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7. After-Sales & Ongoing Support

- Named account management for enterprise and public sector customers
 - Access to solution architects and support engineers
 - Regular service reviews and optimisation recommendations
 - Public service status dashboard for transparency
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8. Technical Requirements

- Modern web browser for administrative interface
 - Internet connectivity for API access
 - Compatible with all major frontend frameworks (e.g. React, Next.js, Angular)
 - No client-side plugins or proprietary runtimes required
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9. Outage & Maintenance Management

- Proactive monitoring and automated alerting
 - Incident management aligned with ITIL practices
 - Clear incident communication and post-incident reporting
 - Status updates available via a public status page
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10. Hosting Options & Data Locations

- Fully managed SaaS hosted on Amazon Web Services (AWS)
 - Choice of hosting region, including United Kingdom (London)
 - Shared or dedicated infrastructure options
 - Data residency configurable to meet UK public sector requirements
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11. Access to Data on Exit

- Customers retain full ownership of all content and assets
 - Data accessible via APIs at all times during contract term
 - Structured export supported on request
 - No lock-in to proprietary delivery mechanisms
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12. Security

12.1 Access Control

- Role-based access control (RBAC)
- Integration with enterprise Single Sign-On (SSO)
- Support for SAML, OAuth 2.0, and OpenID Connect

12.2 Data Protection

- Encryption in transit (TLS 1.2/3)
- Encryption at rest (AES-256)
- Logical separation of customer environments

12.3 Platform Security

- Web Application Firewall (WAF)
- DDoS protection via CDN and cloud infrastructure
- Continuous security monitoring and logging

12.4 Compliance

- GDPR compliant
- SOC 2 Type 2 compliant
- PCI-DSS compliance for billing processes.

13. Intended Buyers

This service is intended for:

- UK central and local government bodies
- Public sector agencies and arm's-length bodies
- NHS organisations and healthcare institutions
- Education and research institutions
- Publicly funded cultural and civic organisations

Hygraph supports modern, composable digital architectures aligned with the UK Government Service Standard and GDS technology principles.