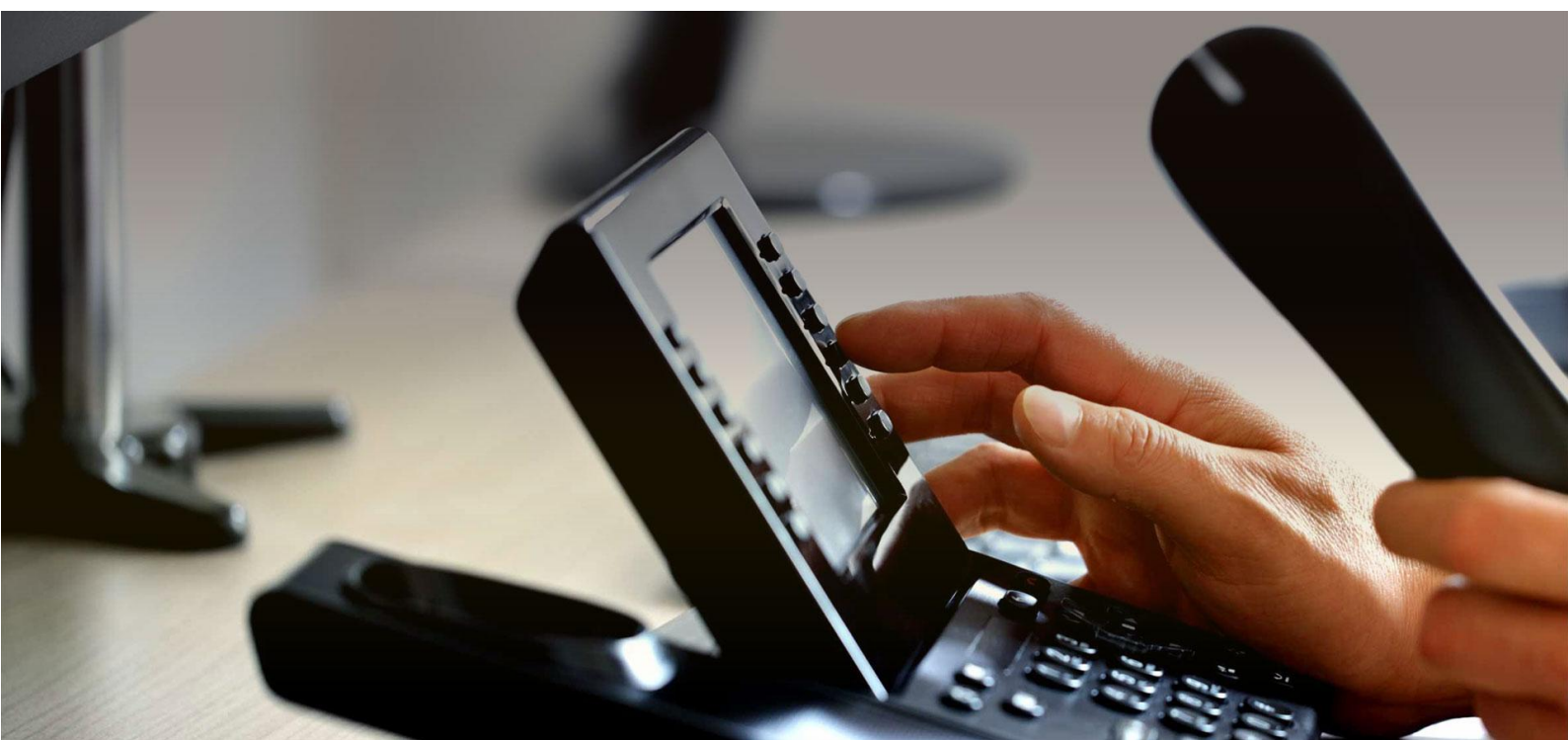




OPEN SOURCE SUPPORT

Service Definition

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Overview of Services

Axis12 provide support on some of the UK's most technically challenging and engaging open source projects for organisations across a diverse range of requirements and budgets.

Axis12 design, build, host and support complex web-based applications based on open source technologies. We are particularly known throughout the community as experts in difficult integrations, migrations and for enterprise search. We currently provide consultancy for the NHS, the Tate Group, Royal Botanic (Kew) Gardens, Royal Museums of Greenwich, The British Film Institute, and many other household names.

Our approach centres on our determination to deliver high quality, usable and accessible web applications. We work closely with our clients at all stages of delivery and beyond to help them maintain what we've put in place.

Collectively, the management team at Axis12 Ltd has over 70 years' experience in the Internet technology sector, and over 40 years' experience with open source. We currently have a total of 26 staff all based in our central London office and continue to actively recruit. We are very active in the open source community, and contribute code to Apache's Solr, and Nutch projects, as well as Drupal (Web CMS), Varnish (Reverse Proxy/Caching layer), and Mule ESB.

Our specialist open source support will enable you to make the most open source's possibilities in combination with all the advantages and flexibility of the cloud. Our support covers all aspects of cloud-based open source support, including specification, design, development, testing, release and support.

Our support services can be delivered as a one-off project, or we can give you on-going support, for both specific and general web-based projects. We can work with your team on-site or remotely. Either way, we will use our experience and skills from big, challenging projects to deliver sensible, efficient, and cost-effective solutions.

Areas of Expertise

Our depth and breadth of experience means we can help you with all things open source related, with a particular focus on making open source scale.

Our specific areas of expertise are as follows:

- Architecture specification and implementation
- Site specification and design
- Developing responsive and engaging themes
- Integration with external systems through SSO's and API's
- Functional, user acceptance and usability testing
- Project management and coordination
- Agile development and Scrum mastering
- Site resilience, performance and security
- Release management

- **Technologies:** Varnish, Solr, Nutch, Mule ESB, Drupal, Django, Linux, Symfony, MySQL, Mongo, XML, XSL, Python, Java, Hadoop, h-Base, HA-Proxy, NGX, PHP, Javascript, Postgres, Git, jQuery, Swift, Jenkins, Puppet, and many more.

Quality Assurance



Code Quality

All our developers are experienced in working to the highest open source coding standards and have committed code back to the open source community.

However, to ensure the quality of the code we produce is always of a high standard, we have our own open source coding quality assurance process which goes far beyond simply adhering to open source coding standards. We believe that we have one of the most stringent code QA processes in our sector, and our commitment to quality is embedded in our staff onboarding process and forms an integral part of our overall ISO 27001 certification.

All our development team continually check their code against this process and senior members of our technical team check all code before it is approved to be included in a release.

We ensure high quality code by:

- Ensuring all coders develop according to open source coding standards
- Where a specific open source coding standard is not detailed, ensuring that code is written according to best practice standards
- Running automated tests to check the adherence to these standards
- Peer review of all commits means only reviewed and approved code is released



Quality in Delivery

We ensure consistent quality in our delivery through the planning, setting and implementation of specific and measurable quality objectives. Our dedicated Account Manager, in consultation with our client's project team, will work together to produce quality objectives with associated milestones, which will then be constantly monitored throughout the delivery process.

Three vital aspects of securing quality delivery are risk, change and cost management. Identifying, monitoring and mitigating risks are a key part of successful delivery.

We recommend the use of a Service Level Agreement to ensure all parties are clear about responsibilities, key milestones and quality standards. We have found this approach assists in balancing out cost and quality of services in order to provide the client with best value for money.

We view a successful project as one that continues to form a key part of a client's digital strategy in the months and years after it has been delivered. It is therefore in our interests to ensure that the client takes a hands on approach to all products we deliver during all phases of their delivery.

Using this definition of success, it makes no sense for us to take a unilateral approach to delivering a project - we actively encourage the client to fill key roles whether that be as testers in our scrum team,

or product owners - we view it as essential that the client takes a hands-on role and that the delivery team has representatives from all stakeholders in the business.

- For clients such as Care Quality Commission, the business analysis and product ownership roles were kept in-house and formed integral membership of the scrum teams provided by Axis12.
- For the Tate Gallery we worked with Tate's in-house Java team (who managed the huge collections repository database), as well as some of their designers, in a tightly knit team

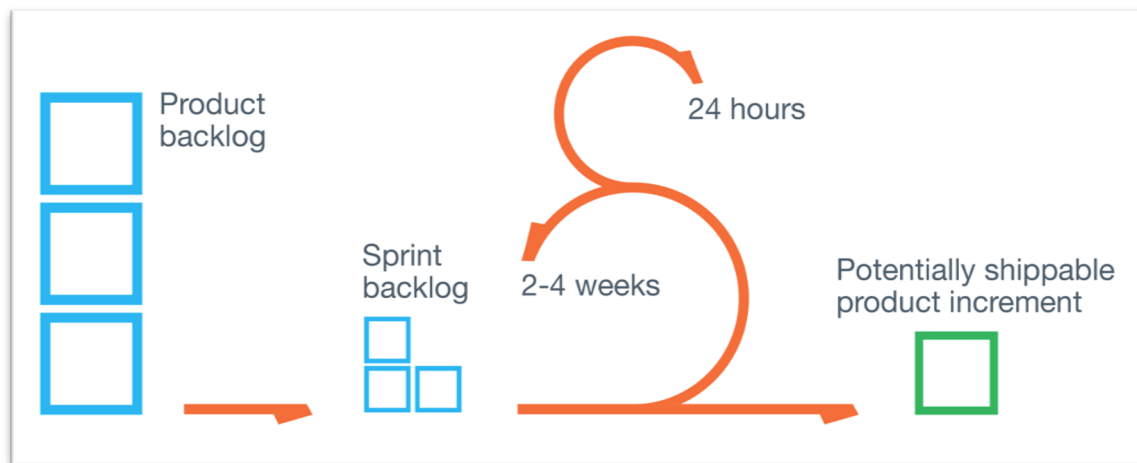
We have a comprehensive quality management system that is continuously monitored and updated to ensure that all services and products are of the highest standards of quality and reliability.

We strive to be the best provider of open source web enterprise services in the industry. Through the use of several principles, everyone in Axis12 is accountable for fully satisfying our customers by meeting, or exceeding, our clients' needs and expectations with first class solutions and services.

Methodologies and Approach

All our consultants are experienced in both PRINCE2 and AGILE project management. By clearly defining the phases of the initial delivery – from discovery and concept to design and development – we can choose the method that fits best with your organisation.

An Agile approach (e.g. SCRUM) can be extremely effective in offering you early sight of software, rapid development, incremental delivery and regular prioritisation of features.



The Agile Process

Waterfall methods (e.g. PRINCE2) are preferred by some clients because they allow monitoring of progress via more traditional means – such as detailed project plans and Gantt charts – that are more in keeping with their internal governance structures.

Our team have also developed ways to use a blended approach effectively, providing agile and rapid delivery with flexibility of prioritisation and specification alongside the structure, accountability and predictability that comes with a Waterfall approach.

Our project delivery is supported by systems that manage the detailed specifications, including acceptance criteria, user stories and results from functional and non-functional testing. These are available to our internal staff, and staff from third parties and partners to ensure clear specifications are available to everyone involved in the delivery.

Pricing

Our consultancy prices range from £300 to £950 (ex VAT) per day, please consult our rate card for full details.