

# Umbraco CMS Support

## SERVICE DEFINITION

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# Umbraco CMS Support Overview

## A dedicated and experienced team to help look after your website and CMS

### Technical support and website management to help your digital services run smoothly

If you have an existing website and are looking for a team to help support and develop your existing Umbraco website – we can help.

We can provide a range of services from front line support and bug fixes through to new templates, accessibility audits and help optimise the performance of your website.

We offer a number of flexible commercial models including monthly support bundles.

### Get the most out of your website by making technology work for you.



### Umbraco CMS is one of the world's most popular .NET applications, and with good reason.

It's open source, easy to use, flexible and well established. And with a solid security record "the friendly CMS" lends itself perfectly to public sector websites.

PDMS has been working with governments and public sector organisations for over 30 years and as an Umbraco Partner we also have extensive experience designing, developing, hosting and supporting Umbraco CMS websites.

Using Umbraco CMS helps us achieve our vision, which is to always deliver the best outcomes for people and business.

We have a team of skilled and experienced Umbraco professionals who can plan, design, build and support projects of any size and duration.

# What we can offer

## Why public sector clients like Umbraco:



### Open Source

No vendor tie-in, free core platform and minimal fees for extensions and plugins



### Scalable

Umbraco offers a high degree of 'futureproofing' versus other CMS products, with unlimited potential for expansion, highly configurable user profiles, integration with other systems and development of member areas, custom functions and microsites



### Secure & High-Performing

Whether hosted on premises or in the Cloud, regular patching and development roadmap ensures continued security along with in-built support for GDPR



### Mature

With a huge number of active sites and a large and motivated global community of experienced developers, Umbraco CMS is a stable and long-term option for websites and applications



### Intuitive

Content editors and writers like the ease of use and flexible content blocks



### Cost-Effective

One technology partner for all aspects of design, development, hosting and support, no outsourcing required



# Features & Functionality



## UX Research, Discovery & Content Planning

We recognise that for many clients, supporting a website is a significant undertaking that is often done outside of 'the day job'. We offer a range of services to help you make the most of your website.

These include user research and focus groups, capturing requirements or user stories, content strategy, planning, information architecture, copywriting, editing and proofing.



## Umbraco CMS Development

Our designers and developers build responsive website templates in Umbraco CMS and develop and test any custom features or functionality.

We also configure user types to match workflow to clients' needs.

Content migration can also be carried out at this stage if required.



## Visual Design

Informed by research, we create wireframes and high-fidelity mock-ups prior to development. Our approach to design is very much 'best practice' and we lead with WCAG accessibility, usability and responsive web design as standard.

We collaborate with the client to iterate during the design stage in order to develop websites that are on-brand and highly usable. We are also able to provide brand development and identity work.



## Hosting & Support

We provide Umbraco hosting and support which features load balancing, monitoring, backups and security auditing as standard and an average uptime in excess of 99.9%.

We are also able to arrange and deploy via Umbraco Cloud hosting.

We offer ongoing support packages to suit individual clients' situations and needs and we also offer our analytics and optimisation package, Web Insights.



## Testing

All Umbraco websites are rigorously tested prior to go-live, and this includes a collaborative period of client testing – user acceptance testing (UAT).

In addition, we carry out a number of other tests to ensure that speed, performance, code quality, security, accessibility and availability meet or exceed standards.





# Approach to Delivery

## Umbraco CMS Support

As an add-on to our Umbraco CMS websites development service, PDMS can offer tailored support for Umbraco CMS websites. Support can include:

### Umbraco CMS Cloud hosting

PDMS can host your website and services as part of a managed service arrangement.

### Patching, fixing and Umbraco version upgrades

PDMS can carry out fixes to code, error identification and remediation, security and platform upgrades and planned upgrades to Umbraco CMS version.

### Website and content migration

Management of data and content is one of our specialist areas and we have experience migrating entire websites both between Umbraco solutions and from other CMS products for example WordPress to Umbraco.

### Website changes, integrations, content planning and development of new features

We can also offer a 'full service' approach with website redesign, UX research & design, content strategy and creation, and web development for example connecting to APIs to provide a richer experience.

### Accessibility

Accessibility is a core principle which is considered throughout our software and solution delivery process. The UK's Public Sector Bodies Accessibility Regulations 2018 stipulates that all digital services should comply to WCAG 2.2 AA level, and all sites and services PDMS develops are tested against these criteria. As well as providing for accessibility and inclusivity, designing, developing and testing websites against WCAG 2.2 also has significant benefits to the search engine performance, mobile-friendliness and overall usability of a website or service.

We use a combination of automated testing, manual testing and testing with assistive technology such as screen readers, to make sure our systems and websites comply with WCAG. We will also draft and publish accessibility statements. In line with UK Government advisory (and provisioned in a website's accessibility statement) PDMS recommends periodic review of accessibility due to ongoing content changes. We are also able to provide 'experts by experience' testing by arrangement which involves inviting users with a range of disabilities to test the website and feedback on improvements.





# Using the Service - Onboarding

## Ordering and Invoicing

Requests for more information or to place an order for our Umbraco CMS Support service, contact PDMS on [sales@pdms.com](mailto:sales@pdms.com).

We would propose arranging a meeting to find out more about your precise requirements and answer any specific questions you may have. If required, we are also happy to provide an additional detailed proposal which will cover the specific deliverables, approach, timelines etc.

Should we then progress to the order stage, the GCloud call off contract would be signed by both parties. Depending on the solution or service we are delivering, we will also provide a Statement of Work(s) which clearly defines the project deliverables and ensures that we are both fully aligned in terms of the approach and the outcomes.

The minimum contract period is typically 1 year and commences following UAT handover, subject to contract agreements.

Once we have a more detailed understanding of your specific requirements, we can provide a detailed cost breakdown. Recurring fees will be invoiced annually in advance.

Use of the service is subject to the PDMS Terms & Conditions and any terms outlined in the Call Off Contract.

## Pricing Overview

You can find pricing information in the Umbraco CMS Support Service Pricing Document and the PDMS Rate Card.

## Offboarding

We will agree an offboarding process which will include details of the data that will be provided, the format, any relevant documentation and details of how knowledge and learning can be handed back over to the organisations. Depending on the specific tasks related to offboarding at the end of a contract, there may be additional costs.

## Termination Process

Our terms and conditions are tailored to meet the nature of the specific solution, project or service we are delivering to ensure that it best meets our client's objectives. The specific terms relating to contract termination would be agreed as part of the contract award and onboarding process and form part of our final contract.

Our standard termination clause, without cause, requires 3 months' notice of termination.

## Training

PDMS provides training for our services and solutions in a variety of different ways. We will outline and provide costs for an agreed training plan and knowledge transfer as part of our onboarding process.

We offer several different training approaches including:

- Workshops and training sessions – in person or online
- User guides – including online wikis
- Online video tutorials and how to guides – for self-paced training or as refresher materials

We can also provide in-depth training to “Super-Users” of the solution to support a “train the trainer” approach.



## Data Security

PDMS is certified to ISO/IEC 27001:2022, the internationally recognised standard for Information Security Management and is certified under the Cyber Essentials Plus scheme.

In the Isle of Man, the Data Protection Act 2018 makes provisions for the regulation of the processing of information relating to individuals.

The Data Protection (Implementation of GDPR) Order 2018 gives effect in the Island to EU Directive 2016/79 of the European Parliament (General Data Protection Regulation).



## Data Back Up & Restoration

PDMS understands the requirements and the comfort that is brought about by backing data up. PDMS has exceedingly high levels of uptime, resilience and redundancy although there are still occasions where data will need to be restored to a previous date.

PDMS has therefore built a backup system which provides continuous recovery points for the data underlying the systems that we have developed. These backups are written to online storage for quick recovery and also regularly taken to tape so as to provide a point in time archive.

The underlying database engine allows point in time recovery, giving an RPO of near zero in the case of data corruption. In the unlikely event of a total system failure, our combination of backup strategies (including transactional data backups every 4 hours) supports an RPO maximum of 4 hours.

We perform periodic testing of the backup archives to ensure integrity of the data and restore capabilities.





## Business Continuity

PDMS has a robust set of policies and procedures, which form part of an overall Business Continuity and Disaster Recovery Framework to ensure that PDMS is able to provide services to its customers during, and after, significant events that can occur from time-to-time. These policies and procedures form part of PDMS' ISO 27001 and ISO 9001 certified management systems, and as such are externally audited to validate their appropriateness and effectiveness.

PDMS' general approach to business continuity is to ensure that there are no single points of failure within any part of the business.

This ethos means that we make use of multiple, geographical diverse, tier 3+ datacentres to house all of our business-critical data processing units. Our systems are setup in such a way that should a single datacentre fail then customers and PDMS staff should see no loss of service. Should an incident occur then the system will automatically fail over to the other data centre for the provision of services.

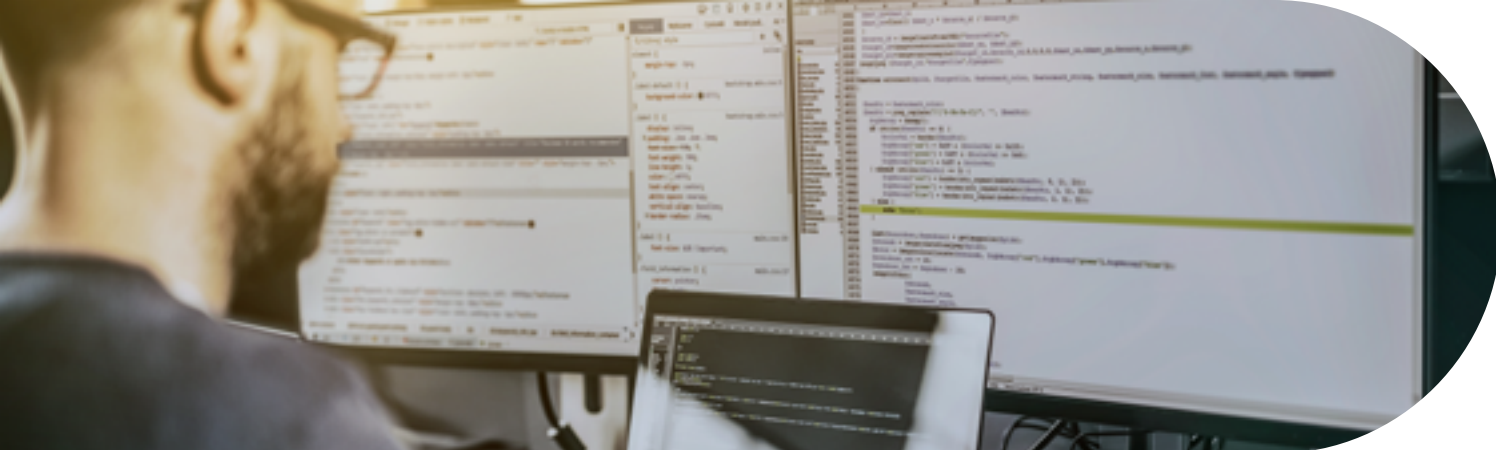
We can provide copies of the various policies and procedures that relate to Business Continuity on request.

## Data Protection

PDMS has a dedicated, qualified Data Protection Officer who is responsible for overseeing data protection across the organisation. PDMS has a Data Protection Policy that details how PDMS and our staff will conform to the requirements of the applicable Data Protection Legislation. The Data Protection Officer provides support and advice to each department and ensures ongoing compliance with the legislative requirements through auditing each department. These audits cover all aspects of data protection from collection through to disposal, ensuring that we correctly follow the identified requirements.

PDMS will also, in conjunction with our customers as the Data Controller, provide assistance for any required Data Protection Impact Assessments as part of our services and solutions, which may identify any controls needed that are over and above the standard provision.





## Support

We have a dedicated support team providing support for the solutions we have developed. We will agree a support service that meets your specific needs as part of our implementation plan and we provide a support and management contract which outlines our support commitments.

Support is typically available during office hours but can be extended to provide 24/7 coverage if required.

We have a number of channels for reporting support cases including an online system to record, manage and monitor the progress of individual support cases.

PDMS will work with you to identify suitable KPIs for ongoing monitoring to demonstrate adherence to agreed service levels. These will be included within regular project service reports. An example of a typical response time KPI is as follows:

|                                          |                                                                                        |      |
|------------------------------------------|----------------------------------------------------------------------------------------|------|
| Target achievement of SLA response times | <b>P1 (High):</b> Response within 1 working hour; resolution within 4 working hours.   | >95% |
|                                          | <b>P2 (Medium):</b> Response within 4 working hours; resolution within 2 working days. |      |
|                                          | <b>P3 (Low):</b> Response within 2 working days; resolution within 5 working days.     |      |

## Account Management

We assign a dedicated Account Manager to all our customers. Our Account Managers, together with our Project Managers are a main point of contact for our customers. They are responsible for contract management and any account queries that you may have over the course of the contract. They will proactively support you to ensure that our services and solutions are delivering the best possible outcomes for your organisation.





## About PDMS

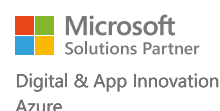
PDMS is a technology company specialising in software development and digital services. With a unique blend of software engineering excellence and creative digital design, we prioritise user-centric solutions. From analysis to ongoing support, we guide clients through every stage of their digital journey.

Our team consists entirely of full-time employees who are committed to continuous learning and skills development. Each member undergoes BPSS checks, with the majority holding SC security level clearance. Our diverse team brings expertise in project management, business analysis, UX design, software development, testing and infrastructure support.

We prioritise customer success, fostering long-term relationships - working with over half of our clients for a decade or more.

With three decades of industry experience, we've honed our understanding of the unique challenges, pressures, and opportunities encountered by the public sector in harnessing technology for maximum impact. Passionate about leveraging technology for tangible outcomes, our digital projects have saved millions, benefiting both public and private sectors while reducing environmental impact and enhancing productivity and customer service.

## Accreditations



## Memberships





# Social Value

Right from the outset, giving back to our local communities has always been important to PDMS. We do this in many ways including fundraising activities undertaken by our generous and enthusiastic staff, corporate charitable donations to local, national and international causes and providing services in kind - for example, a new website for a sporting club or a database for a wildlife charity.

However, what we are most proud of is the time that our team generously gives up to support many community charities and organisations - particularly those that focus on young people. We provide mentors to schools and students, support the work of Junior Achievement and help to broaden the horizons of young people, especially young girls, when it comes to career opportunities in tech. We've welcomed hundreds of students on work experience, placements and apprenticeships over the years and have loved helping young people to learn more about the world of work and grow in confidence.

We want to play our part in protecting our environment too. Our ISO14001 accreditation, is helping us to measure and minimise our impact.

PDMS has committed to achieving Net Zero and has pledged not only to take action to measure, reduce and offset its carbon footprint but to also champion environmental protection within all spheres of influence including biodiversity.

When awarded contracts to undertake work as part of the GCloud framework, we will discuss with the buyer appropriate levels of social value that we could offer that are aligned with the buyer's social value objectives, we also liaise with the relevant buyer project team to see how we can develop and maintain skills as part of any contract. We will look to support the buyer's own social value framework by offering work careers support, mentoring and supporting charities that help women and young girls to progress a career in tech, STEM ambassadors etc.

We regularly take on apprentices across different technical roles and 17% of our current development team started as apprentices.

We will pro-actively seek to openly share our knowledge/ expertise by providing online 'lunch and learn' training sessions on accessibility, agile delivery and UX design. Examples include work experience placements, careers talks & mentoring, diversity & inclusion initiatives and supporting the development of digital skills.

## Our areas of social value focus are:



We will provide regular updates on how we are performing in relation to our social value commitments as part of our regular Account Management meetings and will provide an annual report detailing the activities undertaken which have been attributed to a buyer's specific contract and the impact delivered.



## Our Clients





# Hertfordshire Local Enterprise Partnership (LEP)

## Challenges

Hertfordshire LEP wanted a platform to help local employers find suitably qualified staff, and assist skilled workers, young people and training providers in finding relevant opportunities or training and avoiding 'information overload' from the wealth of careers information available.

## Benefits and outcomes



Portal and website forming a one-stop solution for the local employment market



Extensive user research to understand Hertfordshire LEP and its local skills and employability challenges



Central repository for content tools, bringing together disparate resources into one easy location



50+ placements and 5000 visits to the website within the first month



New brand identity and tone of voice for HOP, with four social media accounts to drive awareness



**Adrian Hawkins**  
Chair of Hertfordshire LEP's Skills and Employment Board

"This is a proud moment for the LEP, Hertfordshire and me, personally. I have long advocated for a skills and training portal that acts as a one-stop shop for employers, training providers, students and residents wishing to re-train or upskill. The launch is just the start of what will be a very exciting journey in the months and years to come."



# VillaGaiety

## Challenges

VillaGaiety wanted a website refresh to improve customer experience and make it easier to access up-to-date information and purchase tickets through mobiles and tablets.

## Benefits and outcomes



High impact, visually engaging website showcasing diverse events across the three-venue complex



Seamless integration with the VillaGaiety's ticketing partner, TicketSolve



Custom features including interactive seating plans, bookable facilities and 360 virtual tours



New branding with the introduction of blog and social media integration



20% bounce rate reduction and 24% increase in transactions



*"The team at PDMS has been great to work with, with their professional and knowledgeable approach. Here at the VillaGaiety, we are extremely happy with the final product and feel it has exceeded our objectives, with customers already giving us lots of positive feedback."*

**Joseph Morphet**

former Marketing Officer at the VillaGaiety



## Contact Details

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