

Umbraco Website CMS

Meritec ESB

Service Definition: 08/12/25



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PREFACE

Umbraco Website CMS

Meritec is an established and highly respected professional and technical services company based in Nelson, Lancashire. We provide a range of specialist business and support services to deliver performance improvement and realise business benefits to primarily the public sector.

Our customers include a number of local authorities, social housing landlords, central government departments and private sector organisations that are spread far and wide throughout the UK. In addition to providing high quality digital solutions and technical support, our services also include consultancy and training, project/implementation services and Revenues & Benefits Processing. We have delivered major change to many organisations of varying size and profile since the company was formed in 1996.

In particular, our services are complemented by a portfolio of e-awareness products in key areas such as Fraud Awareness, Risk Management, Information Security and Cyber security, together with modern technologies that support the cost-effective delivery of projects and digital transformation programs. Meritec prides itself on its strong relationships with its customers. We are friendly and easy to do business with and our core value is to exceed our customers' expectations.

Any questions should be addressed in the first instance to Adam Wilkinson.

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Transform the way you deliver digital services

Meritec's Low Code Digital Platform is a UK-hosted SaaS solution designed to help organisations automate workflows, streamline processes, and deliver exceptional customer experiences without heavy coding or complex integrations.

Our platform combines flexibility, scalability, and security with an intuitive interface that empowers your teams to build and adapt solutions quickly. Whether you need case management, process automation, or integration with legacy systems, Meritec makes it simple.

Why choose this Meritec solution?

- Modern, open-source content management system: Umbraco
- Integrates seamlessly with low-code digital platform
- Achieves high scores on accessibility and customer experience ranking engines
- Developed from ground up with mobile rendering in mind
- Optionally can support range of digital forms and workflow processes
- Flexible approach to navigational aids and 3-level design approach
- Compliant with W3C Web Accessibility Initiative (WAI) standards & WCAG2.1.
- Wide experience of designing around the user experience and journey
- Popular WYSIWYG editor and easy to navigate, intuitive menu structure
- Templates and pages can be previewed on different viewports

What you can do with this Meritec solution

- Host and maintain enterprise-wide corporate websites
- Add, edit & remove your own content
- Smart, modern, agile website and content store enhances organisational image
- Enhanced usability and customer experience
- Can be integrated with key business systems
- Mobile responsive design for accessibility across all devices
- Reduces face to face and telephone contact time
- Fast access to information saves time and money
- Level AA Conformance to Web Content Accessibility Guidelines 2.0
- Follows Government Digital Service design principles and WCAG2.1 compliance
- Content can be easily uploaded and updated
- Supports self-service and integrates with our other digital solutions

Key Features

- Hosted across Tier 3+ specification UK data centres for resilience.
 - 99.9% uptime (excluding maintenance windows).
 - Role-based security with optional two-factor authentication.
 - Disaster Recovery options with annual testing.
 - Full support via phone, email, and online portal.
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Onboarding & Offboarding

- **Onboarding:** Account setup, credentials, data migration (CSV preferred), and service activation.
 - **Offboarding:** Secure data erasure, decommissioning, and account closure.
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Pricing

From **£14,550 per annum** (plus setup). Includes infrastructure, application management, licenses, and support. Excludes onboarding and configuration.

Support & Service Levels

- **Availability:** 24/7 service, 99.9% uptime.
 - **Helpdesk:** Business hours (08:30–17:30), ITIL-based support.
 - **Performance:** Screen response within 3 seconds; searches within 5 seconds.
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Training

User manuals, online knowledge base, workshops, and skills transfer. (Workshops charged at daily rate.)

Compliance & Security

Meritec acts as **Data Processor**; customer is **Data Controller**. ISO-certified and GDPR-compliant.

Technical Requirements

Access via modern web browsers (Chrome, Firefox, Safari). Works with MS Office, Adobe Reader, and mapping tools.

Termination

- By customer: 90-day rolling contract after initial 180-day term.
 - By supplier: 6 months' notice.
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Ready to transform your digital services?

Contact us: **hello@meritec.co.uk | 01756 699204**