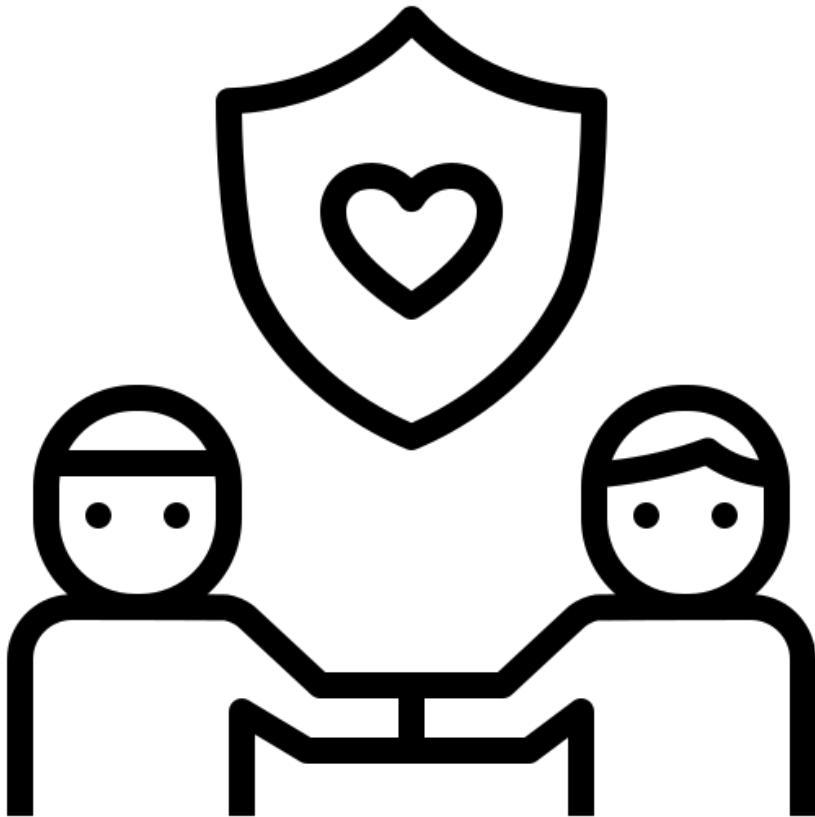


# We're Code Enigma

**The experts other Drupal specialists come to for help**



We have a strong history of working with various agencies of the UK government leveraging the Drupal content management system. Those clients include:

- [Welsh Government](#)
- [London Borough of Hammersmith and Fulham](#)
- [Croydon Council](#)
- [North Yorkshire County Council](#)
- [Hackney Education](#)

All of these clients have relied on Code Enigma to provide Drupal expertise and/or best in class managed hosting environments for more than 5 years. But we believe no one size fits all, which is why we tailor every solution to client needs.

In this brochure you'll find a list of all of Code Enigma's services available through G Cloud. Our mission is simple: "Be recognised as a community of creative souls and the technically brilliant, dedicated to building a better world wide web". We hope we'll have the opportunity to work with you in delivering this along with your key objectives.

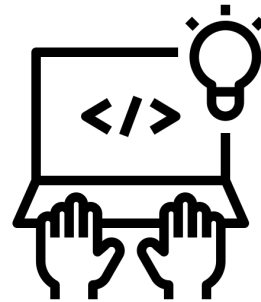
# Manage, support, enhance



## Managed infrastructure

We're platform agnostic, but normally default to basing clients on AWS. Our fault-tolerant, highly available layouts employ the latest in load balancing technology, custom EC2 instances across availability zones (AZs) and the highly available database service AWS RDS.

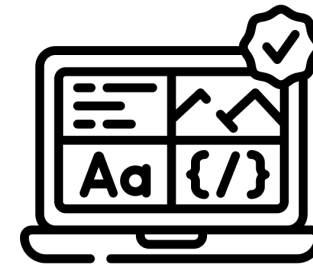
We can manage Linux servers, with whichever provider you choose (AWS, Azure or others). We'll develop a portable solution, with automated alerting and monitoring systems and robust backup / disaster recovery procedures.



## Ongoing maintenance

Our website support and maintenance services are multi-disciplinary, so you'll have access to our skilled systems administrators and developers. For example, you could ask us to help investigate issues with your application's Linux hosting environment, or ask us to fix broken links or request new features for your Drupal website.

We can offer all the troubleshooting and technical assistance you need with Support time bought in blocks of 5 hours a month.



## Monthly retainers

A retainer is a planned block of time (from 2 - 10 days), coordinated by our Project Management team. Depending on how many days you buy, our team will scrum with you to gather continuous feedback and ensure the work stays in line with your priorities.

As Drupal and hosting experts, our understanding of your site is accelerated, meaning we offer a fast and reliable service that guarantees your CMS is optimised to meet your business objectives.

# Certificates and affiliations



## Quality and Information Security

We have an ISO 9001 and ISO 27001 certified quality and information security management system. We're regularly audited by UKAS accredited external auditors to ensure our strict compliance with these standards.

We also carry the UK government's Cyber Essentials certification, which augments our security management and provides an additional layer of assurity for our clients.

## AWS certified

We're a Select tier Consulting Partner on the AWS Partner Network and a member of the AWS Public Sector Partner Program, endorsing us as specialists in delivering services to national and local government, education, national and international NGO and not for profit clients.

Our Systems Administrators currently hold the following certificates from AWS:

- Solutions Architect (Associate)
- SysOps Administrator (Associate)

## ITIL 4 Foundation

Members of our operations and delivery teams hold the ITIL 4 Foundation certificate. This has contributed to the development of our Service Desk. It ensures that we're implementing best practices to ensure that we're delivering value through the service chain. Our Service Desk is backed by our [Service Level Agreement](#).

In combination with our management systems, we constantly review the effectiveness of our policies and processes to ensure we are continually improving.



### Acquia certified

Our developers are continuously honing their Drupal skills, not just through the experience of developing for, and supporting our clients, but through structured learning.

Our team currently hold the following certificates from Acquia (the originators of Drupal):

- Certified Developer - Drupal 7, 8, 9 & 10
- Certified Grand Master - Drupal 8
- Certified Back End Specialist - Drupal 8
- Certified Front End Specialist - Drupal 8
- Certified Site Builder - Drupal 9



### Drupal hosting partner

Code Enigma is an official Drupal hosting partner. To join the hosting partners programme you must demonstrate long-term commitment to Drupal and tangible Drupal hosting expertise and portfolio.

By accepting us into their Hosting Partners ecosystem the Drupal Association recognises Code Enigma as an expert Drupal hosting company with a level of knowledge in the system that exceeds other companies.



### Living Wage Employer

Code Enigma is proud to be an ethical employer. It's rooted deep in our values to be fair and open. That's why we're members of the Living Wage Foundation in the UK.

Our pledge not only to pay our staff, in all territories, a fair living wage, but also to ensure our supply chain does the same and support the Living Wage Foundation in their mission to improve the pay, and thus the quality of life, for everyone.

# Cloud Operations Support

## Description

Get Cloud Operations Support from Code Enigma's dedicated CloudOps function. Flexible arrangements for PAYG or guaranteed monthly hours, with optional carry over of unused time. Service Desk available 24/7. We can carry out FinOps, watch for cost spikes, help you secure deals and discounts, check your account security, carry out sizing audits, and more.

### Service features

- Dedicated CloudOps Support team
- Flexible options - PAYG, 5 hour blocks or monthly retainers
- Carry over of unused time (up to 5hrs per month)
- 24/7 Service Desk for raising requests
- ISO 9001 and ISO 27001 certified systems

### Service benefits

- Onhand support to your IT team
- Easily maintain and manage your cloud account
- You can ask us anything, even outside of pure CloudOps
- Direct contact with the team providing support
- Get access to other Code Enigma experts such as in design, development, DevOps engineers