



Crown
Commercial
Service
Supplier



Service Definition

Support & Maintenance for Drupal, Umbraco, Shopify & Magento

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CT/DIGITAL®

Our Expertise

Our Expertise

Always evolving, always excelling

CTI Digital is a full-service agency delivering strategic consultancy, website design and development, and digital marketing that drives measurable results. Our team of 150+ specialists help ambitious brands drive demand and stand out online by blending deep expertise, proven marketing strategies, and leading technologies.

The specialists that power CTI Digital stay curious, get stuck in, break new ground, and own it. From developers and designers to strategists and growth marketers, our people are what make the difference. We don't just maintain your code base, we support all moving parts that make up your digital estate, from user experience to hosting.

Every recommendation is supported by research, analytics, & measurable performance indicators.

What sets us apart...

Anticipating trends, not chasing them

We don't follow trends; we define them. While others react to the digital landscape, we operate two steps ahead. This foresight allows us to lead you toward the future with absolute clarity and confidence.

Built to flex

Our breadth of services and specialists adapt to meet the unique needs of every step in your digital journey. From reliable foundations through growth enablement to next-gen experiences, we scale with your ambitions.

Connecting every dot

Every recommendation connects back to business outcomes. Understanding your audience is the foundation for all our strategies and tactics.

Strategic thinking

We think critically, challenge assumptions where needed, and strive for the best outcome every time. Our digital expertise complements (never replaces) your business knowledge.

A green arrow pointing to the right, containing the text "Service Offering".

Service Offering

Service Offering

Support & Maintenance for Drupal, Umbraco, Shopify, and Magento

CTI Digital provides comprehensive, 24/7 support and maintenance services for Drupal, Umbraco, Shopify, and Adobe Commerce / Magento platforms, ensuring your digital estate remains secure, performant, and business-critical at all times. Our UK-based, ITIL-led service desk delivers proactive monitoring, rapid incident response, and ongoing optimisation, backed by certified engineers with deep expertise across content management systems and ecommerce platforms.

We support organisations across the public and private sectors, from complex, high-traffic ecommerce environments to content-led platforms that demand accessibility, resilience, and compliance. Whether hosted on AWS, Azure, or with a third-party provider, our flexible support models integrate seamlessly with your existing teams and suppliers, offering a single point of accountability and clear SLAs.

Our service goes beyond reactive issue resolution. We proactively manage security updates, patches, performance optimisation, and infrastructure health, while providing expert advice on enhancements, integrations, and future roadmap planning. With ISO 27001 and ISO 9001 certified processes, WCAG-aware support tooling, and optional 24/7/365 critical cover, CTI Digital ensures your platforms are always available, secure, and evolving in line with your business needs.



Service Offering - Key Features

Some of our key service features:

→ 24/7/365 ITIL-led Support Desk

→ Time-based or SLA-driven support with unlimited ticketing options.

→ Multi-Platform Expertise

→ Expertise across AWS, Azure, and third-party hosting environments.

→ Regular security updates, vulnerability management, and incident response.

→ Structured audits and transition processes from incumbent suppliers.

→ Continuous monitoring, alerting, and optimisation

→ ISO 27001, ISO 9001, Cyber Essentials Plus, and WCAG-aligned support tooling.

As a full-service agency, we pride ourselves in providing a well-rounded product.

Benefits Overview

Support & Maintenance for Drupal, Umbraco, Shopify, and Adobe Commerce / Magento

CTI Digital's Support and Maintenance service helps organisations keep Drupal, Umbraco, Shopify, and Adobe Commerce / Magento platforms reliable, secure, and high-performing. Proactive monitoring, preventative maintenance, and rapid incident response reduce risk and minimise downtime, helping maintain consistent service availability as traffic, transactions, and content demands change.

Security is strengthened through regular updates, patching, and platform audits that address vulnerabilities and reduce exposure to exploits. Performance tuning and ongoing optimisation improve speed, stability, and user experience, supporting higher customer satisfaction and better outcomes across key journeys.

Support is delivered through transparent, predictable pricing aligned to business needs and scale, providing clarity over costs as requirements evolve. As a single point of contact, CTI Digital manages platform support alongside infrastructure and third-party coordination, reducing supplier friction and improving accountability.

The service scales with your organisation, adapting support models to increasing complexity, integrations, and peaks in demand. It also complements in-house development and marketing teams by providing expert cover, faster resolution times, and platform-specific knowledge that improves fix quality. With proven public sector experience, CTI Digital supports government, education, and regulated organisations with dependable processes and ongoing advice to keep platforms secure, compliant, and future-ready.



Service Offering - Key Benefits

Some of our key service benefits:

→ Rapid response and proactive monitoring minimise service disruption

→ Support models that grow with traffic, transactions, and complexity

→ Regular updates and audits protect against vulnerabilities and exploits

→ Complements internal development and marketing capabilities

→ Transparent pricing models aligned to business needs and scale

→ Deep knowledge reduces resolution time and improves quality of fixes

→ One trusted partner managing platforms, infrastructure & third parties

→ Experience supporting government, education & regulated bodies

→ Faster, more reliable platforms improve customer and user satisfaction

→ Ongoing advice and optimisation keep your digital services evolving

Compliance credentials



ISO9001

All work completed through a defined and documented quality management process.



ISO27001

Risk management processes to identify, evaluate and mitigate potential threats.



Cyber Essentials Plus

CTI cyber security systems are regularly tested by cyber security experts.



Azure Certified

Azure certified systems administrators to help you get the most from your Azure stack.



AWS Certified Partners

AWS certified consultants and administrators to define, design and manage your AWS infrastructure.



Project Management & Delivery

Project Management and Delivery

How does the service work?

An initial onboarding and service transition review will be conducted to understand the current platform, support arrangements, hosting environment, and any incumbent suppliers. Subject to access provided, a technical review will assess platform configuration, security posture, performance, and operational risks.

Meetings will be held with the buyer to define and confirm support scope, service priorities, and operating requirements. This includes understanding historical decisions, known issues, current service pressures, and plans such as upgrades, traffic growth, or new functionality.

Existing and anticipated risks, constraints, and dependencies will be identified, with a prioritised approach agreed to address incidents, maintenance, and continuous improvement. A service report will be produced outlining findings, priorities, and recommendations for stabilisation, optimisation, and ongoing support. Where required, this may include recommendations for enhancements, upgrades, or changes to the support model.

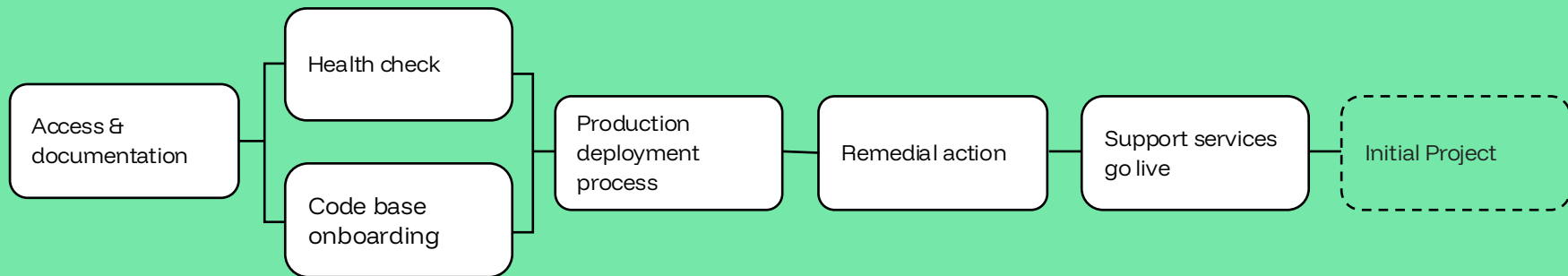
A clear service delivery plan will be established, including SLAs, escalation routes, and reporting arrangements. Delivery is managed using ITIL-aligned processes and agile ways of working.

A dedicated team, including an Account Manager and Technical Lead, will work with buyer stakeholders to deliver support, maintenance, and agreed improvements throughout the service lifecycle.



Your Project Lifecycle

As part of our onboarding process for a project, we will always do a health check to support our clients, below is where/how the health check would sit in our process.



Week 1

We request and gather access details and any available documentation necessary to onboard your application(s). A list of any relevant software licenses/keys is compiled so they can be transferred if necessary.

Week 2-3

A health check of the code and existing live environment is undertaken while the code is onboarded to our development platform and non-production environments set up.

Week 4

Our build/deployment systems are configured to deploy code to non-production and production environments. The process is tested safely as a foundation for future work.

Week 5

Any urgent remedial action identified during the health check (which seriously affect maintainability or security of the code base) is undertaken.

Week 6

With everything in place to work on code and deploy to test and live environments, we arrange an introductory call to guide you through the service and how to use it.

As scheduled

Optionally, any pre-existing issues which need to be addressed quickly can be actioned through a planned phase of development.

Onboarding

Discovery

Completion/Offboarding

Always-on Support

Always-on Support

Our service takes care of the basics through a combination of proactive monitoring and maintenance, critical response and rapid reactive helpdesk, and development support, allowing you to focus on the big ideas to drive your organisation forward.

Providing website critical support, reactive maintenance and continual enhancement is at the core of CTI. We don't just maintain your code base, we support all moving parts that make up your digital estate, from user experience to hosting, SEO to personalisation.

This aggregates the benefits delivered to you. Our client partnerships are built on solid foundations:

- Open communication and feedback
- Understanding your needs
- Shared goals and objectives
- Value creation
- Collaborative problem solving
- Continuous improvement
- Trust and integrity
- Long term perspective



Service Levels

We categorise the type of support we provide for our clients into one of three types. Each category and has clear processes and SLAs to ensure the optimum use of budget & resource against the task at hand.

Critical Support

'Keeping the lights on'

- Response within 30 minutes
- Available 24/7/365
or business hours
- Monitoring
- Disaster recovery
- Security updates

Reactive Support

'Help, changes & fixes'

- Undertaken within 3 days
- Available business hours
- Helpdesk support
- Minor code changes
- Feature updates
- Unused roll-over

Continual Enhancement

'Grow your digital offering'

- Retained development resource
assigned each month.
- Quicker development turnaround
times.
- Iterative Improvements
- Flexible utilisation of time across
all services.

Critical & Reactive Support

Our **Critical** Support service monitors your website continually to keep it operational. Our team of dedicated support technicians are available to respond to critical issues - either as result of monitoring alerts or issues you raise, with guaranteed response times, under a Service Level Agreement.

Critical Support covers the production environment only. Non-production environments (which are not public and used for testing / staging work) are not covered by the service.

We will review application security updates as they are released. Updates which we deem to affect limited areas of code and do not conflict with other modules or bespoke code will be prepared for deployment under the Critical Support service.

If work is required to fix compatibility issues with the application, or we determine that the update(s) warrant smoke testing of the application, we will inform you and handle this work as separately costed/managed development work.

We will monitor the application via uptime checks of key pages and user journeys

Work on **Reactive** Support issues by all members of our team (including first-line triage) is undertaken on a Time and materials basis.

The actual time spent will be deducted from your allocation (regardless of any estimates given in advance). Unused hours each month can roll over into the following month. The maximum accrual is double your monthly allowance.

The agreed monthly allocation can not be brought forward. You may purchase additional Reactive Support resource in the current month (subject to availability), without changing your agreed monthly allocation.

Once your monthly allocation is reached, all Reactive Support issues will be placed on hold until either additional resource is purchased or the allocation is renewed the following month.

You can also review your usage of your allocation at any time via an online dashboard.

Onboarding & Offboarding

We tailor our onboarding process to align with the needs of the client and the project; as such, we will determine and discuss this based on your specific requirements.

We are experienced and proficient in migrating and deploying existing data from a variety of platforms onto our own hosting solutions. This ranges from migrating existing Adobe Commerce / Magento, Drupal, Umbraco, and bespoke services, to assistance and consultation preparing the hosting environments for in-house migration and deployment.

We are strong advocates of collaboration and planning. Simple service management and access tasks are easily handled by our support teams upon sign up and at point of request. We encourage scheduled meetings for discussion, planning, and training to drive alignment across teams. We also provide documentation to support a range of tasks, as well as documentation to support specific requirements.

We will provide a smooth offboarding process at the end of the contract (once payment has been made in full for services rendered) without barriers to data extraction or convoluted processes to follow.

We will assist where needed and if required, we can handle the extraction of data for you. Any data you require will be coordinated and enabled as required before the contract ends. At the end of your contract, your services will be deactivated and decommissioned.

Please note that any extension to the dates for the end of the contract would be agreed in advance and require an additional cost to complete.

Our partners

We have long standing relationships with many different partnerships; their individual solutions can be found on our website at:

<https://ctidigital.com/partners/>



Thank you





Get in touch

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