



Crown
Commercial
Service
Supplier



Service Definition

Infrastructure Support & Maintenance

Lot 2a

RM1557.15 - G-Cloud 15

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.

3 steps to Cloud success



Onboarding & Migration

Our Cloud migration methodology is based on industry best practices and tried and tested ISO 9001 & ISO 27001 processes, leveraging automation, tooling and experience to ensure a structured approach that mitigates risk.



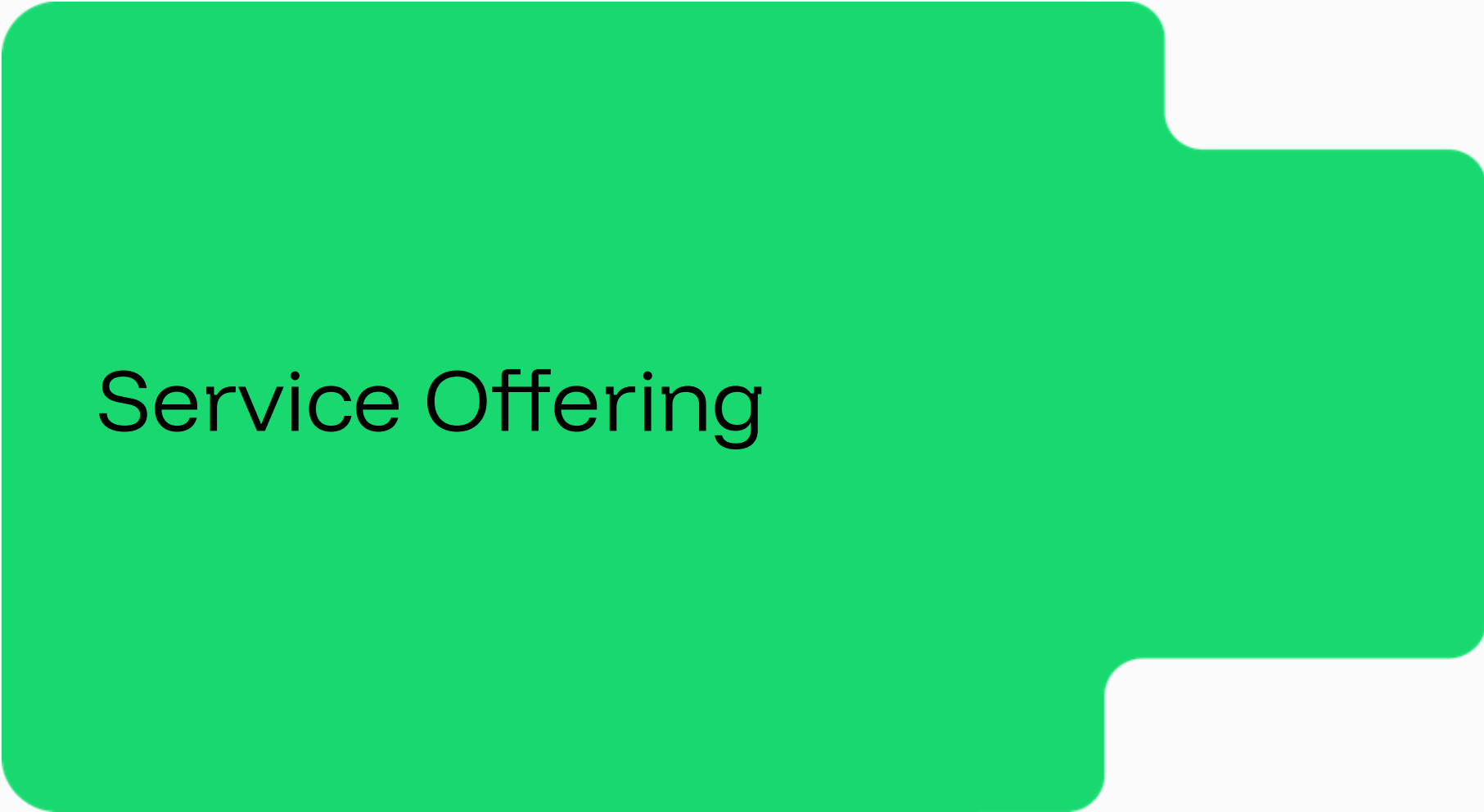
Security & Compliance

Ensuring data protection, identity management, and threat detection at every level. Our cloud security and compliance capabilities help businesses mitigate risks and maintain regulatory adherence.



Management & Optimisation

We are trusted by banks, governments & enterprise businesses to manage critical cloud infrastructure. Monitoring tools are configured to alert us to potential problems before they become real ones.

A large green arrow pointing to the right, with a white outline. The arrow has a thick body and a pointed head. Inside the arrow, the words "Service Offering" are written in a black, sans-serif font, centered horizontally and vertically.

Service Offering

Cloud Hosting Services



AWS & Azure Management

Harness the Power of AWS, Azure & Upsun with CTI Digital's comprehensive infrastructure management services.



Infrastructure Monitoring

Our managed cloud services include proactive monitoring of your infrastructure, ensuring early detection and rapid resolution to minimise potential issues.



Security & Infrastructure Hardening

Security is our top priority. We implement robust security measures to protect your infrastructure from threats and ensure compliance with best practices.



Speed Optimisation

Whether it's fine-tuning resources, optimising network configurations, or implementing caching mechanisms, we ensure that you always deliver optimal performance to your end users.



DevOps Setup & Consultancy

Our consultants work closely with your development team to implement changes and improvements to your cloud infrastructure and DevOps processes.

Service Offering

Support & Maintenance for Infrastructure: AWS, Azure & Upsun

We provide managed support and maintenance services to operate, secure, and optimise cloud infrastructure hosted on AWS, Azure, and Upsun, alongside full ongoing management and support.

This includes both the onboarding of new infrastructure environments and taking over the support and maintenance of existing cloud platforms already in operation with another supplier.

We manage and support a wide range of infrastructure services across AWS, Azure, and Upsun, including compute, storage, networking, container-based infrastructure-as-code environments, monitoring, backup and disaster recovery, and deployment pipelines. Our managed service approach focuses on proactive 24/7 monitoring, regular security patching and optimisation, and responsive fully managed incident and operational support. This ensures buyers benefit from stable, secure, and high-performing infrastructure without the need for day-to-day operational overhead.



Service Offering - Key Features

Some of our key service features:

→ Proactive vulnerability management and security enforcement

→ Managed backups, verification, and restore testing

→ Regular operating system and platform security updates

→ Ongoing tuning of infrastructure for reliability and efficiency

→ Proactive vulnerability management and security best practice enforcement

→ Managed backups, verification, and restore testing

→ Regular service reports and performance review meeting

→ Controlled infrastructure changes following approved processes

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

Service Offering - Key Benefits

Some of our key service benefits:

→ Reduced downtime and maintain consistent platform availability

→ Minimise risk through proactive security management

→ Rapid response reduces impact of infrastructure incidents

→ Platforms run efficiently under changing demand

→ Identify waste and control ongoing cloud spend

→ Expert support ensures stable, well-managed infrastructure

→ Infrastructure prepared for growth and future change

→ Free internal teams from day-to-day infrastructure management

→ Clear SLAs and structured support processes

→ Protect critical systems through resilient, maintained environments

Optimised for speed & developer efficiency



Devops

We promote collaboration between IT, operations and security teams to accelerate deployments and improve efficiency. This Devops function helps our clients to work efficiently with our infrastructure to increase productivity and reduce errors.



Optimisation

We use CDN technologies such as Cloudflare CDN, and caching engines such as Redis to reduce the load on cloud infrastructure, which both speeds up website response times and reduces hosting costs.



Consultancy

Working with our production teams we can recommend website changes that will improve overall website performance such as image optimisations, code compression and optimised page load orders.

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 audit is carried out to understand the existing cloud infrastructure, whether currently managed internally or by another supplier. This includes a review of architecture, security posture, performance, operational processes, and cost efficiency, aligned to cloud best practices and well-architected frameworks.

CTI Digital works closely with client stakeholders to confirm service scope, operational priorities, and support requirements. This ensures historical decisions, current constraints, and future growth plans are fully understood and reflected in the support model.

Any existing or anticipated risks, stability issues, or operational challenges are identified, prioritised, and addressed through an agreed remediation plan. This ensures the infrastructure is stable, secure, and support-ready before entering steady-state operations.

Clear documentation and recommendations are provided covering the current infrastructure and any agreed optimisation or improvement activities. Where appropriate, these are scheduled into retained or continual improvement support. Following onboarding, a dedicated support team, including a named Account Manager and Technical Lead, provides ongoing monitoring, incident management, maintenance, and optimisation in line with agreed SLAs. Structured processes and regular communication ensure the infrastructure remains reliable, secure, and aligned to evolving business needs.



Infrastructure discovery

To design a solution that is secure, performance optimised and scalable, we must understand what it is being designed to deliver:



Traffic

A clear view of website traffic trends. Including seasonal peaks, traffic spike triggers and important dates.



Reporting

The metrics and KPIs that are important to know and understand for you as a business.



Compliance

Any specific data or security compliance standards that you must align with or evidence.



Dependencies

Any connected systems or services that make up the wider techstack and ecosystem.

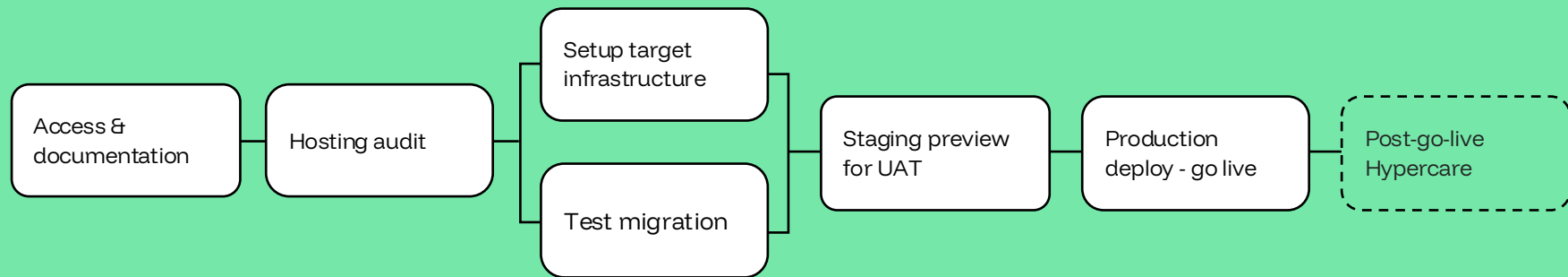


Current Specification

An understanding of the existing hosting architecture setup and justification of the core components.



A proven cloud migration process, tailored to your needs



Week 1

We request and gather access details to the existing infrastructure and any available documentation.

Week 2

We audit the current hosting platform to validate existing setup & configuration assumptions.

Week 3

We setup target infrastructure and complete a test migration, ready for testing.

Week 4

We test the migrated application and infrastructure and make available for client UAT. While you test we will document to go-live migration plan.

Week 5

We complete a final migration and go-live on the new cloud infrastructure.

Week 6-7

Our team is on hand to help with regard to any migration queries.

Always-on Support

Support & Management

We handle all aspects of infrastructure management, including migration, provisioning, configuration, and optimisation of cloud resources. Our proactive approach ensures that your cloud infrastructure remains optimised for performance, scalability, and cost efficiency at all times.



Standard office hours or 24/7 Support: CTI systems administrators operate a support service with engineers available for critical issues according to SLA.



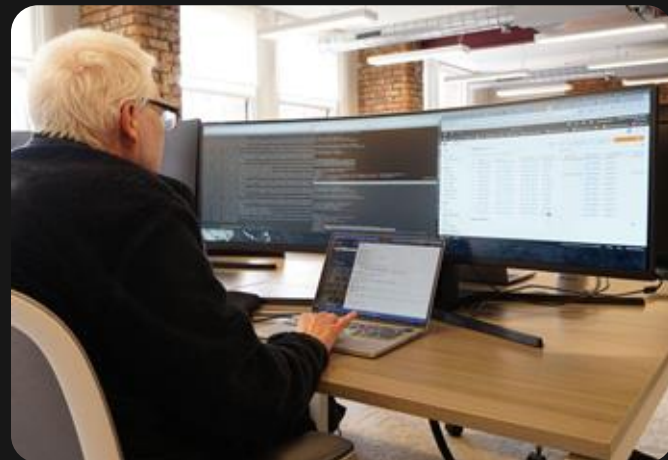
Alert Notifications: The hosting team is notified immediately via Slack notification, automated Jira ticket/issue creation, email notification and SMS text if our monitoring tools detect a problem with your infrastructure.



Proactive Management: The CTI team stay up to date with the latest trends, technologies and cloud hosting developments and proactively develop our cloud offerings to keep you ahead of the pack.



Disaster Recovery: Disaster recovery plans are documented and tested in line with our ISO 27001 management system, ensuring that backup restores can be relied upon when you need them most.



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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