



Crown
Commercial
Service
Supplier



Service Definition

Design & Development
for Drupal, Umbraco,
Shopify, Adobe
Commerce / Magento,
Custom Applications &
Mobile Developments

Lot 2b

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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

Design & Development for Drupal, Umbraco, Shopify, Adobe Commerce / Magento, Custom Applications and Mobile Developments

CTI Digital provides end-to-end design and development services across leading CMS, ecommerce, and application platforms including Drupal, Umbraco, Shopify, Adobe Commerce (Magento), custom web applications and mobile solutions.

We partner with organisations to plan, design, build and optimise secure, scalable and accessible digital platforms that meet complex business, technical and user needs. Our multidisciplinary, UK-based teams deliver mobile-first, WCAG-compliant solutions integrated with ERP, CRM, marketing and data platforms, supported by robust cloud hosting, DevOps and 24/7 managed support.

Whether delivering a content-rich website, enterprise ecommerce platform, headless CMS, bespoke application or mobile experience, we follow proven delivery frameworks aligned to GDS standards, ISO-certified quality and security practices, and agile methodologies to ensure predictable outcomes and long-term value.



Service Offering

Some of our key service features

Discovery & Strategy

- Requirements gathering and workshops
- User research and audience analysis
- Technical feasibility and platform evaluation
- Architecture planning and system design
- Project roadmap & phased delivery planning
- Accessibility and compliance definition

User Experience & Design

- User journey mapping and wireframing
- Responsive design for all devices/screens
- WCAG 2.1 AA compliant interface design
- Brand implementation and design systems
- Prototyping and user testing
- Content strategy & information architecture

Front-End Development

- Semantic HTML5 and modern development
- JavaScript and progressive enhancement
- Mobile-first responsive implementation
- Cross-browser and device compatibility tests
- Performance optimization / Core Web Vitals
- Accessibility and assistive technologies

Back-End Development

- Custom functionality and business logic
- API design and third-party integrations
- Database design and optimisation
- Content management system configuration
- User authentication and permissions
- Workflow automation and custom modules

E-Commerce Solutions

- Product catalogue & inventory management
- Secure checkout and payment gateways
- Order management, fulfillment workflows
- Multi-currency and international selling
- Promotional tools, discount management
- Analytics and conversion tracking

Security & Compliance

- Secure coding practices and input validation
- UK GDPR & Data Protection compliance
- Penetration testing, vulnerability assessment
- SSL/TLS and certificate management
- Regular patch and security updates
- Cyber Essentials Plus aligned development

Quality Assurance & Testing

- Functional and regression testing
- Browser and device compatibility testing
- Accessibility compliance testing (WCAG 2.1)
- Performance and load testing
- Security testing and code review
- User acceptance testing support

Deployment & Infrastructure

- Cloud hosting setup (AWS, Azure)
- CI/CD pipeline configuration
- Environment setup (local, staging, prod)
- Database migration and content transfer
- DNS configuration and SSL setup
- Monitoring and alerting implementation

Documentation & Training

- Technical documentation for developers
- User guides and content editor manuals
- Admin training and handover sessions
- System architecture documentation
- Post-launch support and bug fixes
- Technical advisory and consultation

Benefits Overview

Design & Development for Drupal, Umbraco, Shopify, Magento, Custom Applications and Mobile Developments

CTI Digital's Design and Development service delivers Drupal, Umbraco, Shopify and Magento solutions, alongside custom applications and mobile developments. Using proven delivery methods aligned to GDS, Agile, Scrum and Waterfall, we reduce delivery risk and help teams move from discovery to live with clear milestones and controlled change.

We design future-proof platforms that scale with demand, traffic and organisational growth, while improving user experience and accessibility to increase engagement, satisfaction and compliance. Faster time to value is achieved through accelerators, design systems and reusable components; and performance gains are driven by UX research, CRO and analytics-led optimisation to improve conversion.

Seamless system integration reduces manual processes and improves data consistency. Security and assurance are maintained through ISO-certified processes and proactive monitoring, backed by clear governance, reporting, audit trails and SLA-backed support. Open platforms provide vendor independence with full access to code, documentation and data, supported by a long-term partnership focused on continuous improvement, support and strategic digital guidance.



Service Offering - Key Benefits

Some of our key service benefits:

→ Reduced delivery risk through proven methodologies

→ Increased conversion and performance, driven by UX research, CRO and analytics-led optimisation

→ Future-proof platforms that scale with demand, traffic & organisational growth

→ High levels of security and assurance, supported by ISO-certified processes and proactive monitoring

→ Improved user experience and accessibility

→ Clear governance and transparency, with reporting, audit trails and SLA-backed support

→ Faster time to value using accelerators, design systems & reusable components

→ Vendor independence, with open platforms and full access to code, documentation and data

→ Seamless system integration, reducing manual processes & improving data consistency

→ Long-term partnership, providing continuous improvement, support and strategic digital guidance

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?

CTI Digital begins with a structured discovery and assessment phase, reviewing any existing platforms, services or suppliers in place. Where appropriate, we assess current design, technical architecture, accessibility, performance, and integration landscape to understand what can be reused, improved, or replaced.

We work closely with buyers through collaborative workshops and meetings to define and confirm service objectives, user needs, scope, constraints, and success measures. This includes understanding historical decisions, current challenges, and future requirements such as scalability, accessibility, integration, and ongoing support.

Based on this discovery, we identify existing and anticipated risks or challenges, including usability, technical debt, security, accessibility or delivery constraints, and define clear mitigation approaches.

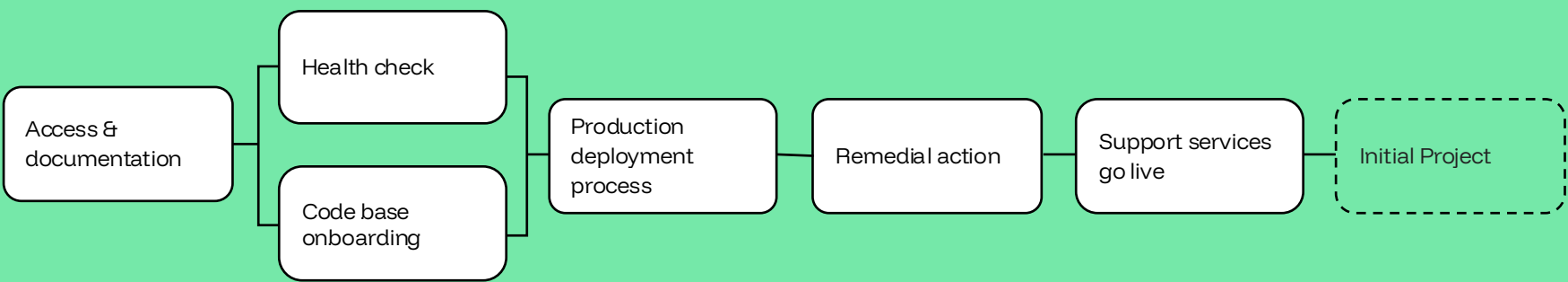
We then produce a clear set of recommendations, covering design approach, technical architecture, platform selection (where applicable), delivery phases and options for future development. This ensures buyers can make informed decisions aligned to organisational and GDS requirements. We then create a delivery and implementation plan, setting out phases, milestones, timelines, and responsibilities.

We then assign a dedicated multidisciplinary team, including an Account or Project Manager and Technical Lead, they will work alongside buyer stakeholders to deliver the agreed solution.



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	Week 2-3	Week 4	Week 5	Week 6	As scheduled
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.	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.	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.	Any urgent remedial action identified during the health check (which seriously affect maintainability or security of the code base) is undertaken.	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.	Optionally, any pre-existing issues which need to be addressed quickly can be actioned through a planned phase of development.

Onboarding	Discovery	Completion
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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





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