



Crown
Commercial
Service
Supplier



Service Definition Managed Cloud Hosting

Lot 3

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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.

3 Steps to Cloud Success



Onboarding & Migration

Our Cloud migration methodology is based on industry best practices and tried and tested ISO 9001 & 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, and enterprise businesses to manage critical cloud infrastructure. We ensure that monitoring tools are configured to alert us to potential problems before they become real ones.

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

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

AWS, Azure & Upsun Managed Cloud Hosting

Website performance affects visitor perception of your brand and search engine rankings. Our tried and tested hosting packages provide superb performance and are ready to scale to meet your customers' demands.

Cloud Hosting

Scalable Cloud Hosting on Managed AWS, Azure or Upsun solutions; including monitoring, support SLA, maintenance, and backups.

Optimised

Your website's performance impacts not only your customer's experience but can also prevent you from reaching higher natural search rankings in Google. We have invested several years into developing an optimised environment suitable for mainstream php based web applications.

Scalable

Our infrastructure benefits from auto-scaling and load balancing technologies, allowing your website to scale up instantly with visitor demand peaks.

Secure

Our managed cloud hosting services provide world-class end-to-end security features which, in combination with our sophisticated automated deployment and management processes, secure the platform with physical, operational, and software measures.



Service Offering - Key Features

Some of our key service features:

→ Unified managed PaaS solution via Upsun, deployed across AWS & Azure

→ Automated provisioning for fast deployment

→ 24/7 Support and Monitoring via UK Service Desk

→ Choice of data locations available

→ Multiple environments for each domain (Staging, QA, User Stories)

→ Offices in Manchester and Lancaster

→ Git version control repository provide

→ Fully managed backup with minimum 1 month retention

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

Service Offering - Key Benefits

Some of our key service benefits:

→ Enhanced integrated agile development workflow

→ Fully managed service to reduce client staff overheads

→ Control for developers to spin up environments on demand

→ Provide application level support as part of managed hosting contract

→ Fully managed infrastructure lets you focus on development

→ Optimised for many Open Source Applications

→ 24/7/365 monitoring

→ Multiple data migration methods and tools

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

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

Backups & disaster recovery

All data within the solution is backed up via a variety of methods, utilising:

- Full solution backup
- Granular backups on or off server of database(s)
- Granular backups on or off solution of files
- Backups on or off solution of email

Users of our services cannot control high-level backup schedules, but they can make changes to the schedule provided upon request. Please note that this may result in an additional cost depending upon what is required.

As we use robust hosting solutions (AWS, Azure and Upsun) there is no single point of hardware failure for your solution and it is built upon a redundant stack. The multiple methods of backups and the multiple locations of backup storage mean we are always able to restore recent data either to your existing solution or a new provision if required.

There are no inherent restrictions to storing backups of client data within external provider services should the client decide they wish to do so.

Depending on the support agreement, both disaster recovery and backup restoration can be available either during standard office hours or 24/7, 365 days a year.



Project Management and Delivery

Technical requirements

Our hosting solutions are provided on AWS, Azure, or Upsun platforms. We will consider other distributions if required, but these are our preferred platforms.

Your specific objectives will drive the technical requirements. By discussing your needs in detail, we can establish a precise scope of work and determine the exact steps necessary to deliver your hosting solution.

Maintenance & customisation

The underlying operating system will update automatically. Typically this is between 2300 and 0600 GMT on a weekly basis. We operate a staged set up for updates, so we can test the stability of vendor updates before they are live on the client platforms.

Any maintenance that we need to undertake will be planned and scheduled in advance, by agreement with our customers, and with allowances for minimising disruption to client services.

Changes to the operating system environment or variables, and root access to the service is not provided by default, as we provide a fully managed service. Any changes at this level would require a support request and we will discuss the specific needs and outcomes before suggesting or committing to a course of action.



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.

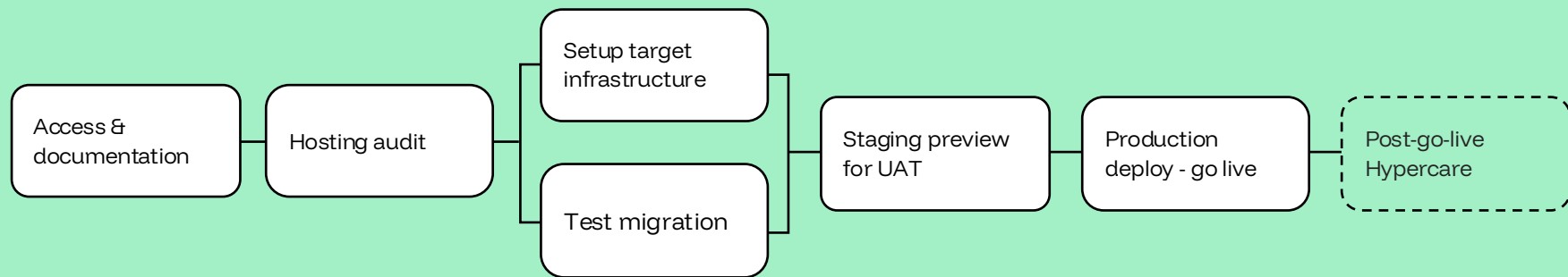


Current Specification

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.



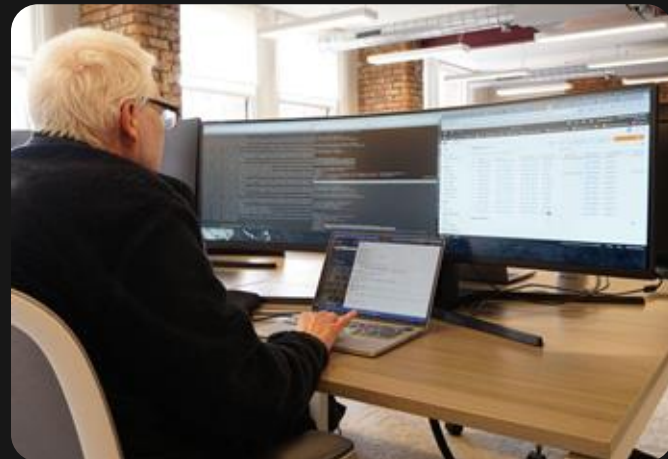
Alert Notifications: The hosting team is notified immediately via Slack notification, automated Jira ticket/issue creation, email notification and SMS text if our monitoring tools detect a problem with your infrastructure.



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

Onboarding assistance depends entirely upon the needs of the client, and so 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, WordPress, 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. Scheduled meetings for discussion, planning and training are encouraged. Documentation is also provided for simpler tasks, as well as available depending on requirement if anything more specific is needed.

At the end of the contract, if payment has been made in full for services rendered, there are no barriers to data extraction or convoluted processes to follow. We will assist where needed and if required, 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. 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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