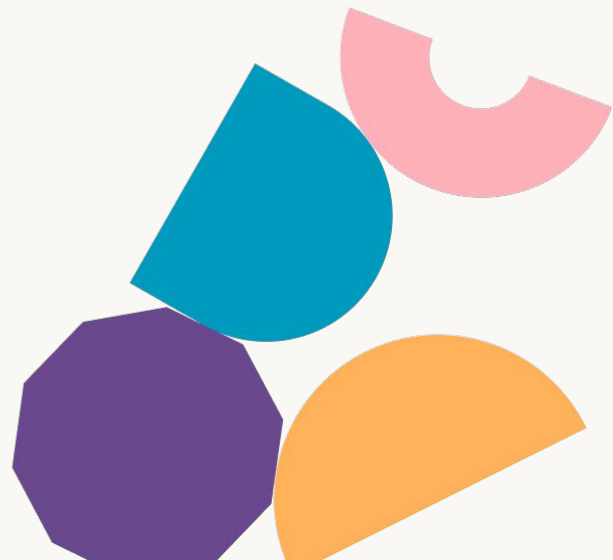


Cloud application support

G-Cloud 15 Service Description

sales@dxw.com | 0345 257 7520



We create public services that improve lives

We're a leading employee-owned digital agency that works with the public and third sectors. Established in 2008, dxw is a diverse multidisciplinary team of digital design, technology and delivery specialists.

We work in partnership with our clients to make life better for the people who use public services and the teams who run them. In 2021, the company became employee owned. Working in the best interests of public service users is written into our deeds of trust.



Cloud application support service overview



Overview of our service

dxw offers best-in-class cloud application support for your digital service, even if it's not hosted by us.

Our permanent and highly-skilled technical operations team offer application support and maintenance, as well as respond to incidents in a timely manner to minimise the impact to your service.

We're ISO27001 and Cyber Essentials Plus certified to give the required levels of security assurance



Overview of our service

- Hosting specially built for public sector, tailored to your needs
- UK-based cloud hosting, fully GDPR compliant
- Secure, hardened environment with flexible, on-demand scaling and replication
- ISO27001 and Cyber Essentials Plus (CE+) certified
- Online ticketing system with a comprehensive SLA
- 24/7 and out-of-hours emergency support (optional)
- Content delivery network (CDN)
- Active monitoring and alerting
- Proactive maintenance, backups and security patching



How it works



Getting started

Our onboarding service is helpful and straightforward. Whether you have a live service or you're setting up a new one, we'll work with you to assess your support needs and create a proposal that clearly sets out your options. We'll make a recommendation for support that we believe best meets your needs.

The services we provide can also be adjusted throughout the life of the contract as your needs evolve.



Monitoring your service

We monitor your service according to the support levels you choose, and our on-call staff receive alerts when serious issues are detected. Our monitoring is designed to give you peace of mind that we are able to detect security problems or other issues before they escalate.

As a matter of course we apply any patches or upgrades proactively, so you can be confident that your service is fully up-to-date.



Supporting your service

We'll agree with you the right level of support during onboarding. You can raise support tickets through our online helpdesk.

We offer three complementary levels of support:

- working hours - 10:00-18:00 on weekdays excluding bank holidays - for any priority ticket
- extended hours - 08:00-10:00 and 18:00-20:00 on weekdays excluding bank holidays - for emergencies only
- 24/7 for emergencies only

Our support is provided subject to a Service Level Agreement so you know what response times to expect.



Our support is flexible

Our service is designed to give you flexibility.

We'll review and adjust your support needs if your service requires more or less support. We'll also review your usage with you regularly.

We adjust the service to your usage and needs, so you get maximum value for money.



Termination of service

If you choose to migrate away from our services, we will ensure you have everything that you need. Our offboarding process is simple and we'll work closely with you throughout.

We can help you:

- migrate your data
- decommission your service if required
- liaise with other suppliers

We delete all backups within 1 month of termination.



Assurance



Assurance and security

dxw has been consistently certified to ISO27001 since 2011 and Cyber Essentials Plus since 2019, covering all activity. Our support service is appropriate for OFFICIAL information. We have achieved the international standard for managing risks to the security of information we hold, including information we process for cloud support clients. Our certification demonstrates dxw's commitment to information security (including data transfer) and provides confidence in our risk management processes.

dxw will be the data processor for your service and will provide a data protection officer who will your point of contact to ensure GDPR compliance.

For more information, our Data Processing Agreement can be found in our standard terms.



Service availability

While we may not be directly responsible for managing your hosting arrangements, we aim for your service or web application to be available 100% of the time unless a period of scheduled maintenance is underway. We acknowledge that, other than during these occasional periods, anything less than 100% availability is a lapse in the service level that you expect.

In reality, with any real-world system involving components and connectivity, there is no such thing as perfect reliability. However, if despite our best efforts, your application becomes unavailable as a result of a failure of a component that we control, we will endeavour to resolve the issue as quickly as possible, in line with the response times detailed in our SLA.



Buying the service



Pricing and terms

Our Terms of Service, Service Level Agreement and Acceptable Use Policy apply to this service.

If you require additional work chargeable by the day, our rate card and terms of service for technical work will apply.

Invoices are issued monthly in arrears and are payable by BACS or CHAPS transfer.



Thanks!

If you would like to know more, please get in touch through
sales@dxw.com or 0345 257 7520

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