

Cloud hosting and support

G-Cloud 15 service definition

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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 hosting and support service overview



Overview of our service

dxw offers best-in-class cloud-based container hosting, with full technical operations support.

The service provides scalable hosting containers in AWS UK data centres giving you peace of mind that your service is secure and reliable. It is designed to be totally flexible so you can easily migrate applications and services on and off the platform.

We have a permanent and highly-skilled platform team that build, manage, and run the platform and provide first-line support and ticket triage.

We're ISO27001 and Cyber Essentials Plus certified, our hosting is easily scalable, and you only pay for what you use.



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



Overview of our service

- Secure, reliable, scalable hosting
- Cost-effective pricing: only pay for what you use
- Rigorous maintenance schedule
- Easy access to help from our developer and operations experts
- User-friendly ticketing system to report bugs and discuss problems
- In-house technical experts in support and hosting
- Robust processes for handling and resolving high-severity incidents
- Easy access to help from our developer and operations experts
- Protective monitoring designed to give you peace of mind
- Comprehensive automated alerting for your service to catch problems quickly



How it works



Getting started

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

We can be as involved with migration and transition as you need us to be:

- supporting with information assurance
- evaluating the service and ensuring that there are no vulnerabilities
- migrating the service

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



Hosting your service

dxw hosts your applications in containers on AWS infrastructure based exclusively in the UK.

Our platform is built from the ground up on secure principles. We treat infrastructure as code and we are always working to make improvements. We back up databases daily and we're able to rebuild your application quickly in the event of a disaster.



Monitoring your service

dxw monitors all services we support 24 hours a day and we receive alerts when serious issues are detected. For clients who choose our optional Out of Hours or 24/7 emergency support access, we will take action quickly before issues escalate within your agreed service hours.

As a matter of course we apply any patches or upgrades proactively, so you can be confident that your service is running on a platform that 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 hosting and support is flexible

Our service is designed to give you flexibility.

If your application requires additional burst infrastructure capacity, we can support auto-scaling.

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

This platform is provided in a way to avoid lock-in. 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 help you:

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

We delete all backups within 6 months 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 Hosting and Support Terms, 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
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