

G-CLOUD 15 SERVICE DEFINITION

Umbraco support

Cloud Support



Umbraco support

Overview

Our team has been developing Umbraco solutions since 2007, and we have held Umbraco Gold Partner status since 2017, reflecting our long-term expertise and active involvement in the platform's evolution. Several members of our team contribute directly to the Umbraco open-source codebase and documentation, and for four consecutive years we have been recognised as a Contributing Gold Partner, a testament to our ongoing support of the wider community.

We also hold a broad range of Umbraco certifications across Professional, Expert, and Master levels. One of our Umbraco Specialists is a four-time Umbraco MVP, an acknowledgement reserved for individuals who significantly advance the platform and its global ecosystem.

Beyond delivery, we play an active role in the UK's Umbraco community as the organisers of UmbraCymru, a monthly meetup hosted in our Cardiff office. This event brings together developers, editors, and digital professionals to share knowledge, collaborate, and support the world-leading UK Umbraco community.

Umbraco is a modern, open-source Content Management System (CMS) built on the Microsoft .NET ecosystem. It provides a flexible, extensible, and secure foundation for managing digital content across websites, applications, and multi-channel experiences. Designed for both technical teams and content editors, Umbraco offers an intuitive editing interface,

a composable architecture, and the freedom to tailor the platform to individual organisational needs without restrictive licensing models or vendor lock-in.

This combination of flexibility, editor friendliness, and extensibility makes Umbraco our CMS of choice. Its architecture allows us to create customised solutions, integrate seamlessly with third-party systems, and extend functionality through bespoke components—all while giving content teams a clean, intuitive editing experience.

Building on our long history with the platform, our Umbraco Support service is designed to provide organisations with a stable and continuously optimised Umbraco environment. We combine our extensive technical expertise in developing Umbraco websites with proactive monitoring, rapid incident resolution, and strategic guidance to ensure that your website or digital estate remains reliable. Drawing on years of experience delivering large-scale, enterprise Umbraco solutions, we are well versed in supporting complex, highly integrated architectures, multi-site estates, and Azure-backed platforms with advanced search, member services, workflows, and third-party system integrations. This depth of capability enables us to maintain and evolve even the most demanding Umbraco implementations with confidence and precision.

Our Support Service

Our Umbraco Support service is designed to give organisations complete confidence that their website is secure, stable, well-maintained, and continually improving. We offer a flexible set of support options that can be tailored around the size of your digital estate, the complexity of your infrastructure, and the level of responsiveness you need.

Our Customers receive a clear, single point of contact for all support needs. Behind this sits a wider team of Umbraco Specialists, Architects, and Developers who can be engaged as needed. We provide flexible coverage under well-defined SLAs, depending on operational requirements:

- Standard office-hours support for customers who need assurance during core operating times.
- Extended or 24/7 support available where uptime is business critical, leveraging wider Aspire Systems teams or trusted partners.

Maintenance

Alongside support, we offer maintenance and Umbraco patch management, in which we keep your Umbraco installation up to through:

- Scheduled releases of minor patches
- Immediate rollout of security patches when Umbraco publishes advisories
- Long-term planning support for major releases, with impact assessments and dependency reviews

Development Support & Change Delivery

Support isn't limited to fixing problems, our customers can access the same Umbraco specialists who build and maintain enterprise sites. This enables:

- Rapid turnaround on small changes
- Advice from senior developers already familiar with your solution
- Agile, iterative cycles for enhancements

Strategic Guidance

Beyond day to day support, we help our customers plan for the future, providing consultancy and support through:

- Upgrade assessments
- Roadmap shaping
- Recommendations for improvements
- Input into future development planning

Training

Alongside all of the above, we offer an extensive training package, covering all aspects of Umbraco, from day-to-day content editing through to more advanced functionality like template management. Our training is designed to give your team the knowledge and confidence to manage your website effectively, with sessions tailored to your content structure, workflows and the experience level of your editors.

We can deliver training online, or in-person, in Welsh and English, and we can even use a version of your actual CMS setup to ensure it's immediately relevant to your users. Typical training topics might include:

- Navigating the Umbraco Backoffice and content management
- Working with Blocks, media, and structured content types
- Understanding multilingual and variant publishing workflows
- Best-practice approaches for maintaining a clean content structure
- Deep dives into new features introduced during Umbraco upgrades

We can also provide refresher sessions following major version updates, onboarding sessions for new staff, or bespoke workshops to support specific teams or projects. We're also able to extend our training to your own development teams, to enable you to customise and extend your Umbraco solution in-house.

Our clients



Arolygiaeth Ei Mawrhydi dros Addysg a Hyfforddiant yng Nghymru
Her Majesty's Inspectorate for Education and Training in Wales



Our approach

We believe that technology should enable business goals not drive them. That's why we offer services and support tailored to the way you work. We use best of breed processes and industry standards, combined with our own unique methodology to ensure you receive the very best in quality and value for money.

Experience

The extensive experience of our staff in real world application development means that we provide the right technology for your requirements, and our rigorous testing procedures ensure quality assurance throughout. Aspire Systems employs rigorous coding standards to facilitate the readability and maintainability of source code. All development is reviewed against these standards throughout the project lifecycle.

Methodology driven

Our agile approach to software combines commonly accepted best practices, such as an iterative, user-focused development process and use of industry standard design patterns. Aspire Systems has employed this approach successfully on many development projects.

Reuse

Our application development framework and suite of products allow us to increase productivity by spending more time on meeting the business requirements of our clients, rather than the low level nuts and bolts of the system.

The benefits

- Systems that reduce effort and increase the efficiency of processes
- More timely, accurate data from which valuable analysis and reporting can be conducted
- Cost savings by reducing the time taken to capture, validate and report on your organisations key data
- An agile collaborative approach to the design, delivery and management of your system implementation
- A highly qualified team with experience in delivering complex systems
- Lightweight, reusable components ensure cost effective rapid delivery

Our Services

- Innovative cloud solutions and cloud adoption consultancy
- Analysis, design, and development of bespoke applications
- Database development and integration
- Secure application delivery through web technology
- Multilingual applications including bilingual Welsh / English interfaces
- Business intelligence and flexible reporting solutions (Including Power BI)
- Automated data validation
- Systems integration
- Technical project management

- Secure data exchange
- Comprehensive support and maintenance
- Social media integration
- Mobile Web and Apps
- Azure App Service, Azure Functions, Azure AI Search
- Responsive web design and user experience (UX) design
- Geographical and mapping solutions (including Google and Bing maps integration)

Technologies

Web and Windows based solutions

- Microsoft .NET
- Microsoft Azure
- Web services and API (REST, SOAP, OAuth authorisation)
- XML, XSLT, JSON
- React, Angular, HTML5 , CSS, JavaScript, JQuery, AJAX
- Microsoft SQL Server

Business Intelligence

- Microsoft Power Platform (Power BI, Power Apps)
- Business Objects
- Microsoft SQL Server Analysis Services (SSAS)

- Microsoft SQL Server Reporting Services (SSRS)

Content and Collaboration Platforms

- Microsoft (Office) 365
- Umbraco
- Microsoft SharePoint Online

Government and Industry Standards

- Government Open Standards principles
- W3C Web Content Accessibility Guidelines (WCAG 2.2)

Standards and accreditations

ISO

Aspire Systems operates to the ISO 9001:2015 standard as a business and on individual projects. The project manager and team members have all worked within ISO 9001 accredited environments and have had individual projects audited as part of accreditation renewal. Aspire Systems first acquired accreditation in September 2006.

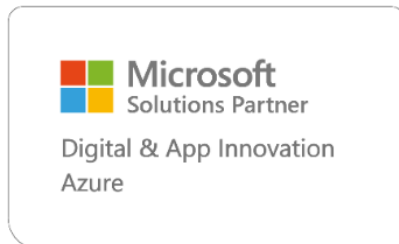
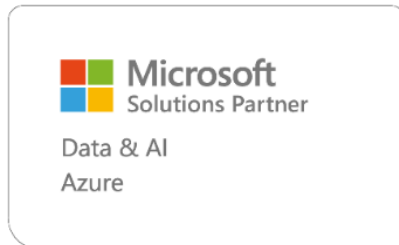
Aspire Systems operate in accordance with the ISO 27001:2022 standard and first acquired accreditation in March 2015. A number of our systems process sensitive data and frequently undergo penetration testing by external security experts. We have a solid understanding of security in web applications and develop all of our systems according to the recommendations of OWASP (open web application security project) and other industry best practise.

Cyber Essentials Plus

Cyber Essentials is a Government-backed and industry supported scheme to guide businesses in protecting themselves against cyber threats. Aspire Systems is fully accredited against the Cyber Essentials and Cyber Essentials Plus schemes.

Technical Accreditation

The following Microsoft accreditations are held by Aspire Systems and its staff:



The following Umbraco accreditations are held by Aspire Systems and its staff:



Umbraco Partner



The following Scrum accreditations are held by Aspire Systems and its staff:



Experience

The following is a small selection of Aspire Systems' comprehensive experience in offering this service. For more of our work please take a look at our website <https://www.aspiresys.com/uk/insights>

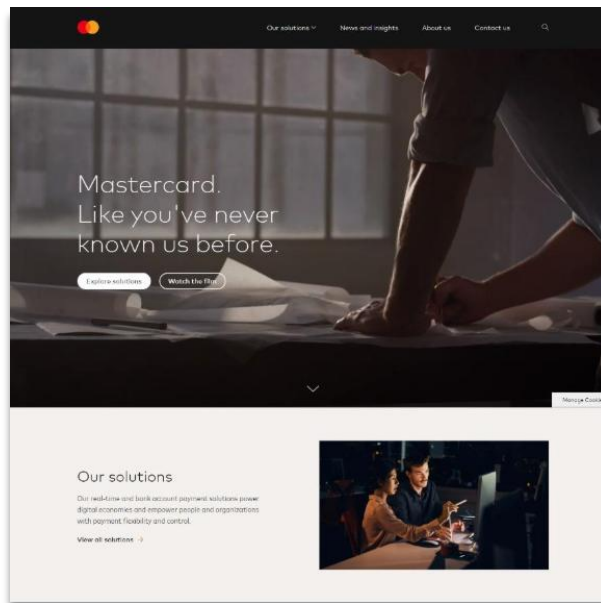
Mastercard Platform

Mastercard is a technology company that provides payment products and infrastructure to complete transactions globally. We've developed and maintained 3 websites for Mastercard which are:

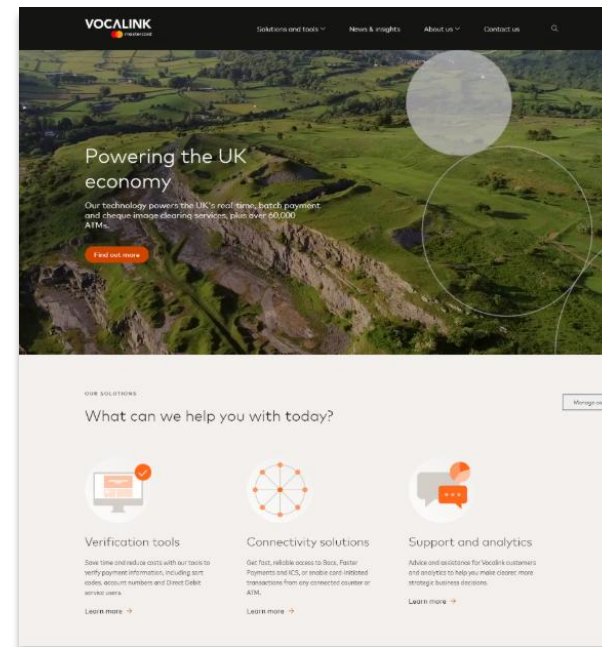
- Newsroom – an article driven website to centralise all the companies press releases and articles with regional functionality allowing for multilingual content broadcast and maintained around the world.
- B2B – A brochureware website that outlines the company's business-2-business approach including articles and forms for lead generation.
- Vocalink – A Informational website that provides potential and active customers, members resources relating to payment processing. The site makes heavy use of forms to gather data for their many solutions and has bespoke functionality for sort code checking.

Functionality for these sites is shared through bespoke Aspire Mastercard packages, meaning that the support experience is consistent, and new features can be rapidly deployed to each site.

- Three separate Umbraco instances sharing logic and branding using package management tools
- Multilingual/multi-culture websites
- Membership system
- Search functionality to find relevant content for the user
- Custom grid editing experience
- Full flexibility over page layouts whilst remaining fully responsive
- Fully indexable modules for enhanced searching capabilities
- Multilingual and multiregional content
- Per-region content editor permissions



- Regional and multilingual emails
- Integration with existing client property
- Subscribers database and email dispatch service integrated with existing MySQL database
- Content migration from WordPress multi-regional site
- Content import from legacy Umbraco versions
- Extensions to the Umbraco Backoffice

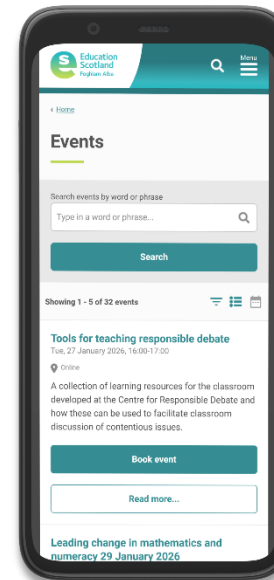


Education Scotland

Education Scotland are charged with supporting and improving education for learners of all ages in Scotland: from early learning, child care and schools to community learning and development. Their website was no longer supporting their needs, so they asked us to build them a new site with improved reliability and responsiveness, that would meet accessibility guidelines, whilst being easy for their content editors to update, including the ability to support bilingual content (English and Gaelic).

Our team looked at their needs and requirements and suggested a complete structural redesign and move to an Umbraco Content Management System (CMS), hosted on Microsoft Azure. They liked our vision, and we were able to create a site that works for both Education Scotland and their thousands of users.

- Azure architecture that allows load balancing and geo-replication, ensuring high availability of the site
- Smart use of colour, defined using CSS styling, allowed the site to be AA compliant whilst maintaining their brand look
- Bespoke scripts to migrate the data from the SharePoint site to the new Umbraco site
- Massively reduced costs on hosting and third party firewalls
- Improved editing experience: content editors can improve and expand content as and when required
- Improved accessibility and responsiveness
- Deeply integrated Azure AI Search experience



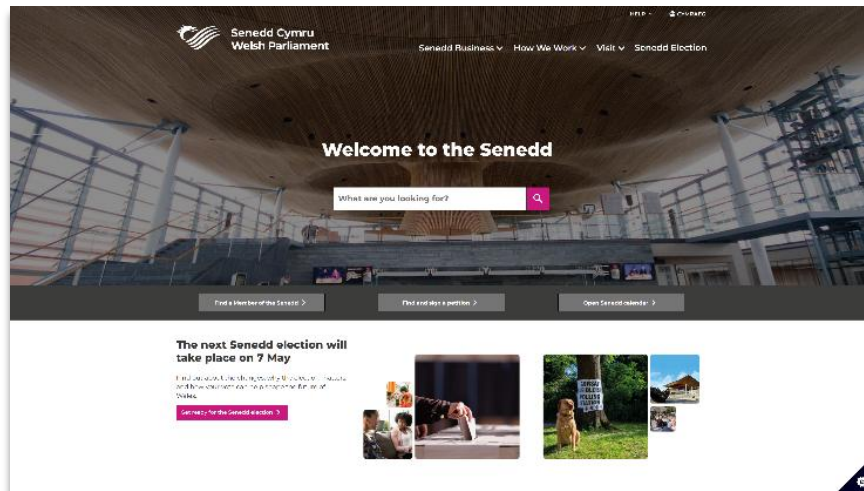
Senedd / Welsh Parliament

In line with the Senedd's strategy to modernise the production, management and use of Senedd business information we were asked to design and develop the new Senedd website.

We organised User Experience (UX) activities with key stakeholders during an extensive discovery phase and working closely with the Senedd, the result is a clean, professional, engaging and easy-to use, bilingual website.

The website was built using Umbraco 8 (since upgraded to Umbraco 13) and is cloud-hosted in Microsoft Azure, making use of Azure app services,

Azure storage, App gateway and SQL Cloud databases to provide a secure load balanced environment.

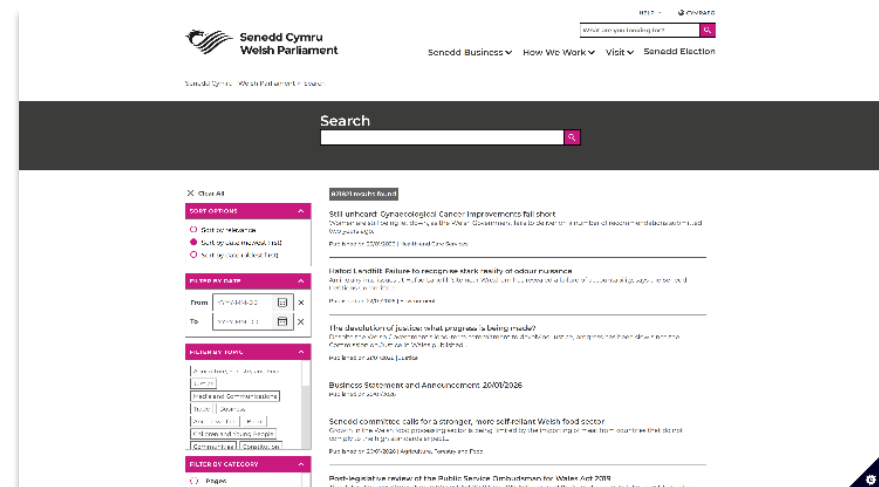


The new website is exemplary in its User Experience and User Interface. Using the latest UX standards and practices the new site delivers a simple and intuitive user-centred experience that makes it easy for users to find information as well as information that is related to and relevant to their area of interest.

The website is fresh, clean, uncluttered, contemporary, engaging and accessible. It retains a consistent look and feel throughout, so that regardless of what page the user is on, they know that they are still within the Senedd's core online estate. It does this whilst also taking into account and serving the differing needs of a wide breadth of users. The look and feel clearly and consistently aligns with the Senedd's existing Brand Guide and Tone of Voice guidelines.

Content editors have a flexible suite of templates and components to build and publish pages easily and consistently across the main site and subsites, with fine control over styling within microsites. It provides support for reusable content items including images, news items, blog posts, video, and embedded content such as Senedd.TV.

To allow data from the many business systems present within the Senedd to be publicly searchable in an easy and convenient manner we developed extensive integration between Umbraco and Azure cognitive search. This involves the ability to upload documents through Umbraco and store them in Azure storage, passing through metadata which can then be indexed, along with the documents and nodes within Umbraco.



In the Azure search service we also index information from other Senedd business systems which are in a variety of formats, such as web pages and database tables. This enables content from all the systems to be brought together when the user of the website uses the prominent search

features, allowing them to filter results by a variety of means such as content type and tag based topics.

Both the Umbraco back-office and front end website are integrated with third-party systems including a petitions system, a business management system (modern.gov) and the record (a bespoke application developed by ourselves to provide transparent records of all Senedd business such as meetings, debates, and committee transcripts). This makes more than 100,000 documents available relating to Senedd business such as committee reports, research papers, laid documents, and deposited papers.

We developed several Umbraco content apps; to import data automatically and manually from key business systems, as well as providing content editors information about the reading age and reading time of their content.

The Senedd website estate contains multiple sites, subsites and microsites, each of which requires a certain level of differentiation whilst being managed through a single Umbraco back-office. Using Umbraco's grid layout, reusable macros and content components, we developed a series of flexible templates which can be used to create pages easily and efficiently, reusing content where required and using Azure search to automatically present related or suggested content to the front-end user. The look and feel of subsites and microsites can be tailored by content editors using style sheet overrides to provide a distinct brand for the subsite or microsite, whilst maintaining core elements of the top level style. This means that a consistent brand is maintained throughout the Senedd's online estate.

Both the website and Umbraco back-office are fully bilingual, in English and Welsh. The Welsh back-office translations implemented by ourselves have since been made part of the Umbraco core CMS.

Pay.UK Sites and Microsites

We develop and support a number of sites under the Pay.UK banner using Umbraco, including the Bacs corporate website, Current Account Switch Service and News, Events and Insights.

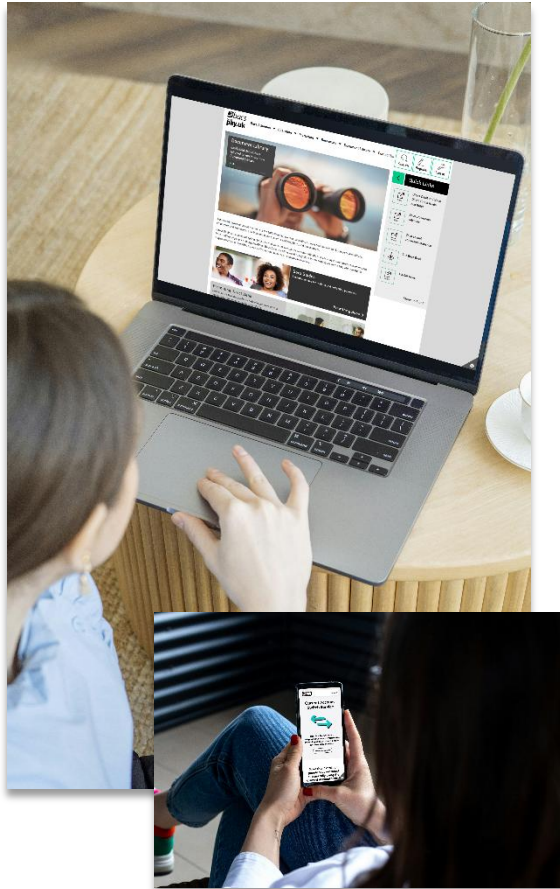
Bacs is owned and operated by leading retail payments authority Pay.UK, along with Faster Payments and the Image Clearing System, the digital way to process cheques. The organisation is also responsible for a range of services including the Current Account Switch Service.

The Bacs corporate website features multiple tiered levels of user access, online subscriptions and comprehensive FAQ sections. It covers over four hundred pages of content and hundreds of documents, both public facing and secure, for the use of member and agency banks, organisations which are users of the Bacs service, approved software suppliers and affiliates.

Some of the key features of the sites include:

- Azure cognitive search integration
- Adaptive search form that alters the look and feel of both the form and the results, depending on page configuration in the Umbraco back-office.
- Utilising member functionality in Umbraco for over 19,000 registered website members
- Reusable content

- Umbraco Forms integration



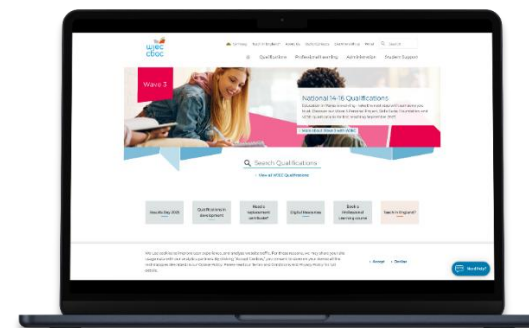
WJEC / Eduqas

A leading provider in both England and Northern Ireland as well as being Wales' largest awarding body, WJEC provides qualifications to thousands of students every year. Managing three public-facing websites, one for

each of their different brands (WJEC, CBAC and Eduqas); they provide support and guidance for teachers, parents and students.

We built them a new website in Umbraco 8 (since upgraded to Umbraco 13), with heavily customized features to meet their unique requirements. The build included:

- One central interface for content editors to update, but present three public facing websites; each with their own look, feel and domain name
- Bilingual functionality
- Stability to cope with sudden spikes in website traffic
- Migration of over 19,000 educational resource documents from the old website
- Ability to transfer past papers from their internal systems to the website on a large scale when required
- The ability for users to search qualifications and to subscribe to updates for specific qualifications



- Umbraco multi-language support enables content editors to produce and publish content in Welsh and English simultaneously, and allows users to switch between the two
- Microsoft Azure's Blob Storage plugged directly into the Umbraco backoffice gives content editors easy access to add, remove and amend educational resources, whilst maintaining high site performance and ensuring scalability
- Microsoft Azure's web load balancer is configured to automatically scale the website in and out, to adjust to periods of high or low traffic
- Custom built API allows the WJEC team to automatically upload batches of past papers remotely
- Behind-the-scenes content tagging enables search functionality
- Umbraco Forms makes it possible for users to customise the updates they receive

G-Cloud details

Information Assurance

Since we offer specialist consultancy, development and support services we are able to comply with any Impact Level accreditation required when developing the solution.

Backup / Restore / Disaster Recovery

A robust backup and maintenance plan will be supplied where required. Should a failure occur the plan will set out the series of steps that must be taken to restore the service in accordance with the agreed SLAs.

Our approach to project management allows us to evaluate and identify suitable responses to risks, set tolerances for risks and ultimately select risk responses that will ensure project delivery is achieved. We have experience of creating many varied and tailored plans for our existing SharePoint customers.

On-boarding and Off-boarding processes/scope

On-boarding and Off-boarding process will be discussed and confirmed with a Aspire Systems Account Director during initial engagement. Typically there would be no cost associated with entry to the service.

Pricing

Please see pricing document.

Service management details

For Support projects or projects that contain a support element the following service management procedures will be followed.

Enquiries will be received via email or telephone.

All communication and associated actions will be logged in the Issue Log, which will be accessible 24/7 via the project Extranet (SharePoint).

Enquiries that result in changes to the system will be communicated to the client prior to work commencing. Changes to systems will be transferred to the live and/or staging environment by Aspire Systems (as applicable) directly upon acceptance and all relevant documentation will be updated. Aspire Systems will advise the client of completed changes to the live environment.

Service Levels

All calls will be categorised by Aspire Systems as follows:

- Category 1
These are problems with the system for which there are no workarounds and have a serious impact on the processes of the system and the ability of the users to perform essential tasks. The problems may relate to data or the software itself.

- Category 2

These are problems which affect part of the system but do not prevent continued use but do limit the effectiveness of the system. Processes can continue and workarounds are available.

- Category 3

User generated queries requiring no modifications to the system or data, but will require guidance to arrive at a satisfactory conclusion.

The SLAs offered would depend on the type of support being provided and would be agreed at the start of the support period. The following response times would typically be offered:

Category	Response time	Investigation time
1	30 minutes	3 hours
2	1 hour	7 hours
3	7 hours	15 hours

Under our existing frameworks, 100% of calls have been actioned within the agreed SLA.

Change control

Issues that result in changes to the system will be subject to formal change control and communicated to the client for agreement prior to work commencing. Changes to the system will be transferred to the live environment directly upon acceptance and all relevant documentation

will be updated. We will advise the client of completed changes to the live environment.

System monitoring

During a busy support period, system performance and activity would be monitored to identify any potential problems before they occur. This typically includes:

- Monitoring event logs
- Checking that backups have completed successfully
- Monitoring storage space

We recognise that at critical times such as the day new functionality goes live, additional system monitoring should take place. This will ensure that unexpected issues can be identified and resolved with minimum impact to users.

Resources

The support service team will partly be provided by the same consultants who undertake project work. All consultancy staff will be trained in the implementation of the helpdesk service to ensure a uniform service is provided.

We will establish and maintain a test environment to allow support requests to be identified and resolved in an efficient manner.

Financial recompense model for not meeting service levels

The details of any financial recompense model would be determined based upon the size and scope of the project and the level of technical or

organisational uncertainty on the side of the client. This will be decided during final contract negotiations.

Training

Our approach is one of flexibility and we seek to work in an integrated collaborative manner with the client, fostering an environment that promotes knowledge transfer throughout the project.

In order for the client staff to support software applications it is important for us to pass on knowledge of the systems and technologies used. We always aim to develop software that can be administered as far as possible by the client.

Both formal and informal tailored training and mentoring can be provided maximising the benefits of training time.

Examples of training could include:

- Navigating the Umbraco backoffice and managing content
- Working with Blocks, media, and structured content types
- Understanding multilingual and variant content workflows
- Best practice approaches for maintaining a clean and accessible content structure
- Editor tips, publishing workflows, and avoiding common pitfalls
- Deep-dives into new features introduced during upgrades

Ordering and invoicing process

Ordering

The ordering process generally constitutes the client accepting a written proposal for the work, which details the project deliverables, costs and timescales.

Invoicing

Aspire Systems payment terms are 30 calendar days from the date of invoice. Invoicing will be based on the type of the project. For development projects this is typically 10% on specification signoff, 70% on delivery for User Acceptance and 20% on final signoff.

Termination terms

By consumers (i.e. consumption)

- Time and Materials projects

Termination terms will vary depending on the service offered, and will be agreed at the time of service commencement. Our termination notice for consulting, development and deployment activities is 2 calendar weeks (Termination Period). Any actual days worked, (according to timesheets) up to the end of the Termination Period will become immediately payable by the client. Any finalisation of deliverables will need to be performed at that time.

- Fixed Price projects

For fixed price/fixed scope projects the client will be liable for the full cost of the fixed price projects if it is terminated early. Aspire Systems will be prepared to examine whether / how clients' costs can be minimized if larger / longer term projects are terminated early.

- Resale of 3rd party Cloud services

Where Aspire Systems is reselling 3rd party services to the client as part of our cloud services, clients will be required to comply with the standard terms of service offered by 3rd party suppliers. These will be clearly communicated prior to service commencement. Should early termination by the Consumer attract contract penalties from any 3rd party, Aspire Systems will pass these penalties to the Consumer. Any such penalties will be payable in accordance with any terms expressed by the 3rd party.

By the Supplier (removal of the G-Cloud Service)

The G-Cloud termination terms are agreed within the framework agreement. In general, all services purchased under this framework can continue to be supplied to consumers should the framework be withdrawn by the Supplier.

Consumer responsibilities

The proposal from Aspire Systems to the client will make clear the contribution required from the client. Generally this will include providing business knowledge during workshops, reviewing outputs and involvement in user acceptance testing.