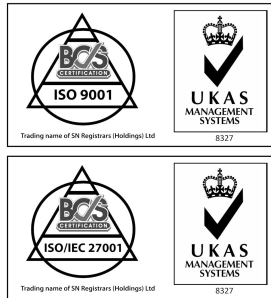# Certificates and affiliations

Quality and Information Security

We have an ISO 9001 and ISO 27001 certified quality and information security management system. We're regularly audited by UKAS accredited external auditors to ensure our strict compliance with these standards.

We also carry the UK government's Cyber Essentials certification, which augments our security management and provides an additional layer of assurity for our clients.

AWS certified

We're a Select tier Consulting Partner on the AWS Partner Network and a member of the AWS Public Sector Partner Program, endorsing us as specialists in delivering services to national and local government, education, national and international NGO and not for profit clients.

Our Systems Administrators currently hold the following certificates from AWS:

- Solutions Architect (Associate)
- SysOps Administrator (Associate)

ITIL 4 Foundation

Members of our operations and delivery teams hold the ITIL 4 Foundation certificate. This has contributed to the development of our Service Desk. It ensures that we're implementing best practices to ensure that we're delivering value through the service chain. Our Service Desk is backed by our Service Level Agreement.

In combination with our management systems, we constantly review the effectiveness of our policies and processes to ensure we are continually improving.

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Manage, support, enhance

Managed infrastructure

We're platform agnostic, but normally default to basing clients on AWS. Our fault-tolerant, highly available layouts employ the latest in load balancing technology, custom EC2 instances across availability zones (AZs) and the highly available database service AWS RDS.

We can manage Linux servers, with whichever provider you choose (AWS, Azure or others). We'll develop a portable solution, with automated alerting and monitoring systems and robust backup / disaster recovery procedures.
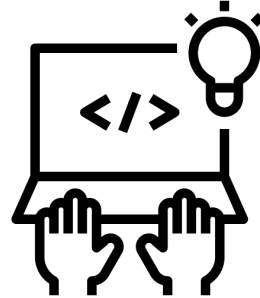
Ongoing maintenance

Our website support and maintenance services are multi-disciplinary, so you'll have access to our skilled systems administrators and developers. For example, you could ask us to help investigate issues with your application's Linux hosting environment, or ask us to fix broken links or request new features for your Drupal website (whether we're already involved in its development or not).

We can offer all the troubleshooting and technical assistance you need for your systems, with Support time bought in blocks of 5 hours a month.
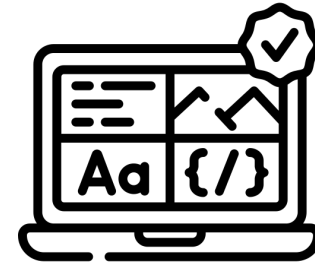
Monthly retainers

A retainer is a planned block of time (from 2 - 5 days), coordinated by our Project Management team. Depending on how many days you buy, our team will scrum with you to gather continuous feedback and ensure the work stays in line with your priorities.

As Drupal and hosting experts, our understanding of your site is accelerated, meaning we offer a fast and reliable service that guarantees your CMS is optimised to meet your business objectives. Plan your retainer alongside your technical roadmap so you can execute it with confidence.

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Case study

Royal College of Paediatrics and Child Health

Providing automated flexibility during exam results time

The RCPCH is at the forefront of both medicine and education. Founded in 1928 and receiving Royal College status in 1996, they are the UK's foremost experts on children's health. A few times a year, the RCPCH releases exam results to students and medical professionals who have taken their courses. The release of results places an enormous load on an otherwise moderately busy website.

- Using AWS AutoScaling Groups, we automate the expanding of EC2 capacity to cope with exam time spikes
- Preconfigured alerts and rules scale this capacity both up and down
- We worked out accompanying scaling strategies for the RDS (database) and Elasticache instances
- We discovered and optimised external services used by the website to, for example, avoid any back end API calls becoming a bottleneck
- As RCPCH is a registered charity in the UK, we also enabled them to benefit from specific discounts AWS offer to non-profit organisations

With this solution, we've eliminated the prospect of the website crashing and students getting frustrated at not being able to retrieve their results.

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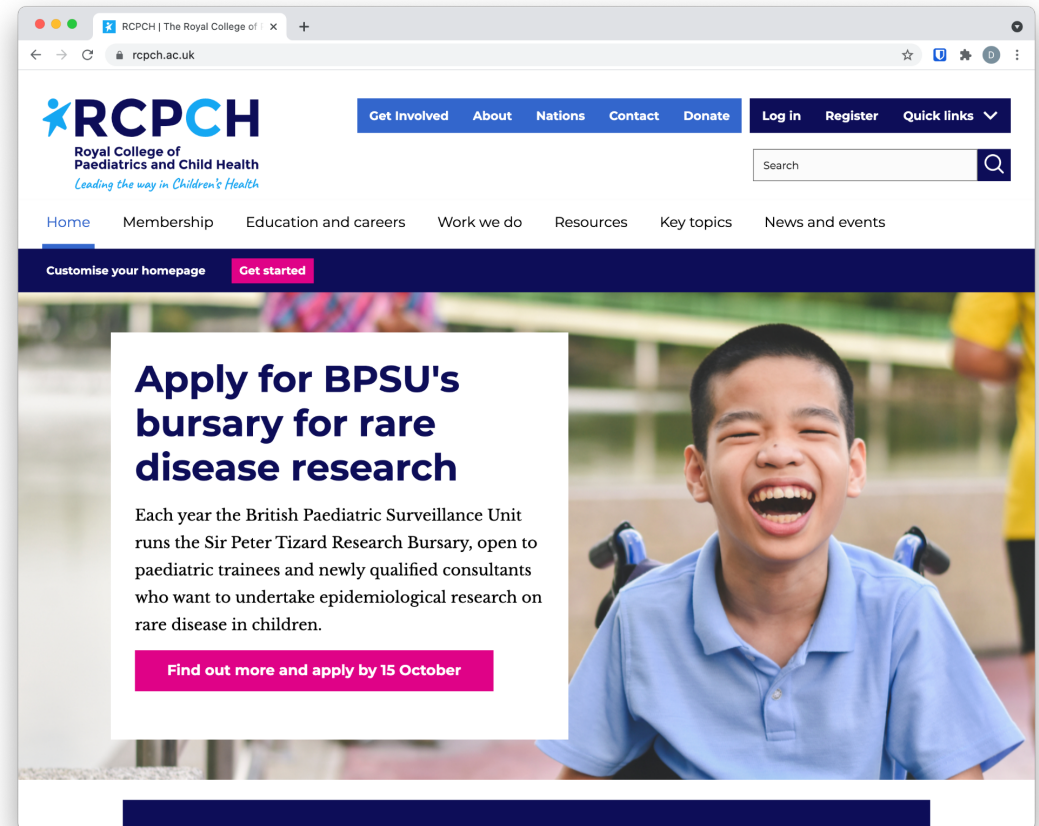
Prices

Managed infrastructure	Unit	GBP (£)
Cloud Account Setup	Per account	£320
Cloud Account Management inc. utility server with GitLab installed	Per account/month	£160
Server Setup	Per server	£320
Server Management	Per server/month	£160
AWS Autoscale/EKS/ECS Setup	Per cluster	£1,000
Image management (AMI/container)	Per image/month	£160
Off Site Backup Setup	Per server	£50
Off Site Backup	Per GB stored	£1
AWS Rebilling Administration Charge		10% of AWS invoice

Sample AWS estimates

- Drupal, no Solr, no ElastiCache / CloudCraft diagram
- Drupal and ElastiCache, no Solr
- Full Drupal stack and Solr / CloudCraft diagram

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