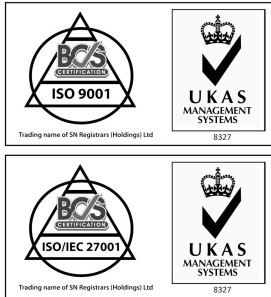# Certificates and affiliations

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.

Acquia certified

Our developers are continuously honing their Drupal skills, not just through the experience of developing for, and supporting our clients, but through structured learning.

Our team currently hold the following certificates from Acquia (the originators of Drupal):

- Certified Developer - Drupal 7, 8 & 10
- Certified Grand Master - Drupal 8
- Certified Back End Specialist - Drupal 8
- Certified Front End Specialist - Drupal 8
- Certified Site Builder - Drupal 9

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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Support, enhance, secure
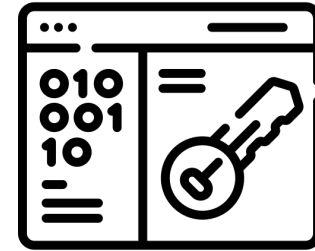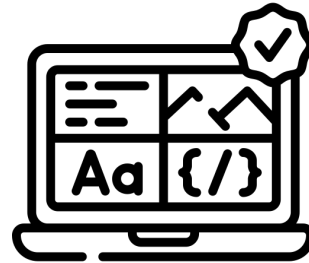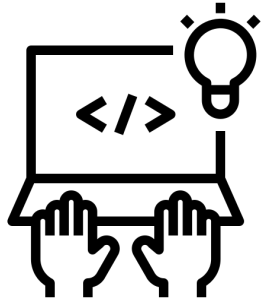
Ongoing maintenance

Our website support and maintenance services are multi-disciplinary, so you'll have access to our skilled developers and systems administrators. For example, you could ask us to fix broken links or request new features for your Drupal website, or ask us to help investigate issues with your application's Linux hosting environment (whether we're managing it 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.

Drupal security patching

As an additional service, we can take care of your Drupal core (Drupal 7 - 9) security updates, and contributed module and theme updates (provided they have opted in to security coverage).

We constantly monitor the Drupal security page (and other dependencies like Symfony), apply relevant updates, ensure your site is performing well, then pass it back to you for final approval before deploying. In the case of extreme vulnerabilities, we will live patch your sites as soon as possible.

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Case study

Hackney Education

Providing support to an organisation achieving positive social impact

Hackney Education supports young people to achieve their lifelong opportunities. We've been fortunate to work with them since building their site in 2016. They've used our ongoing Drupal support service, security patching and managed hosting services since that was released. Over the course of our time working together we've delivered:

- A powerful, easy to use content management system
- A clean and efficient user experience across all sites and device types
- eCommerce functionality (using Drupal commerce)
- Secure extranet service
- Faster searching through structured filtering of results
- A single, scalable platform hosted on a cloud-based server infrastructure

"Code Enigma provides a very good overall service. From day one they demonstrated a clear commitment to collaborative working to enable HLT internal staff to become proficient in the use of the system and take ownership of future development..."

John Pitman - Web Manager (Hackney Education)

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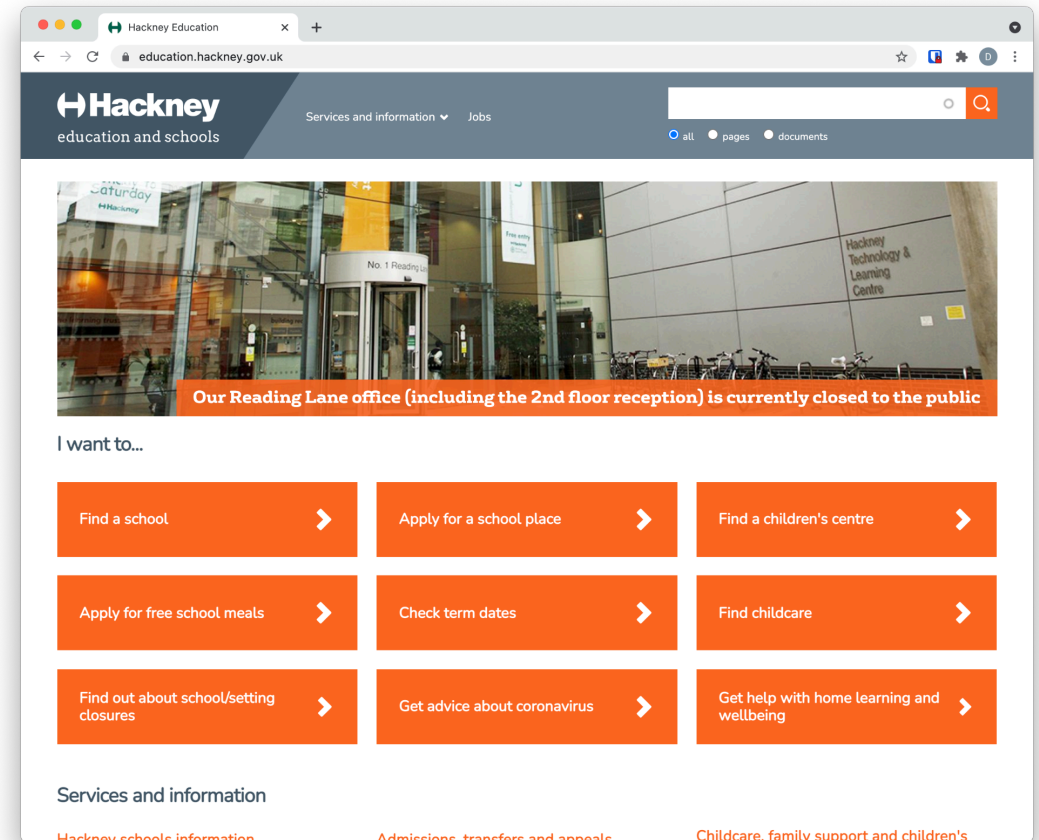
Prices

- Typical minimum term for non-PAYG services is 12 months, but clients can enjoy a rate freeze for up to 24 or even 36 months

- All monthly recurring services are invoiced in advance

- Without a fixed term Support arrangement only PAYG support is available on a time and materials basis

- Total PAYG or overage hours will be rounded up to the nearest 30 minutes and invoiced in arrears

Ongoing Support	Unit	GBP (£)
Support (first block of 5 hours)	5 hours/month	£630
Support (extra blocks of 5 hours)	5 hours/month	£600
Support "Rollover" Option	Per month	£100
PAYG / Standard Overage	Per hour	£140
PAYG Holiday / Weekend Overage	Per hour	£275
Drupal Security Patching	Per app core/month	£290
Monthly retainer (1 to 5 days)	Per day	£760
Monthly retainer (6 to 10 days)	Per day	£710

Drupal website audit (performance, security, accessibility)	Fixed fee	£1,950

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