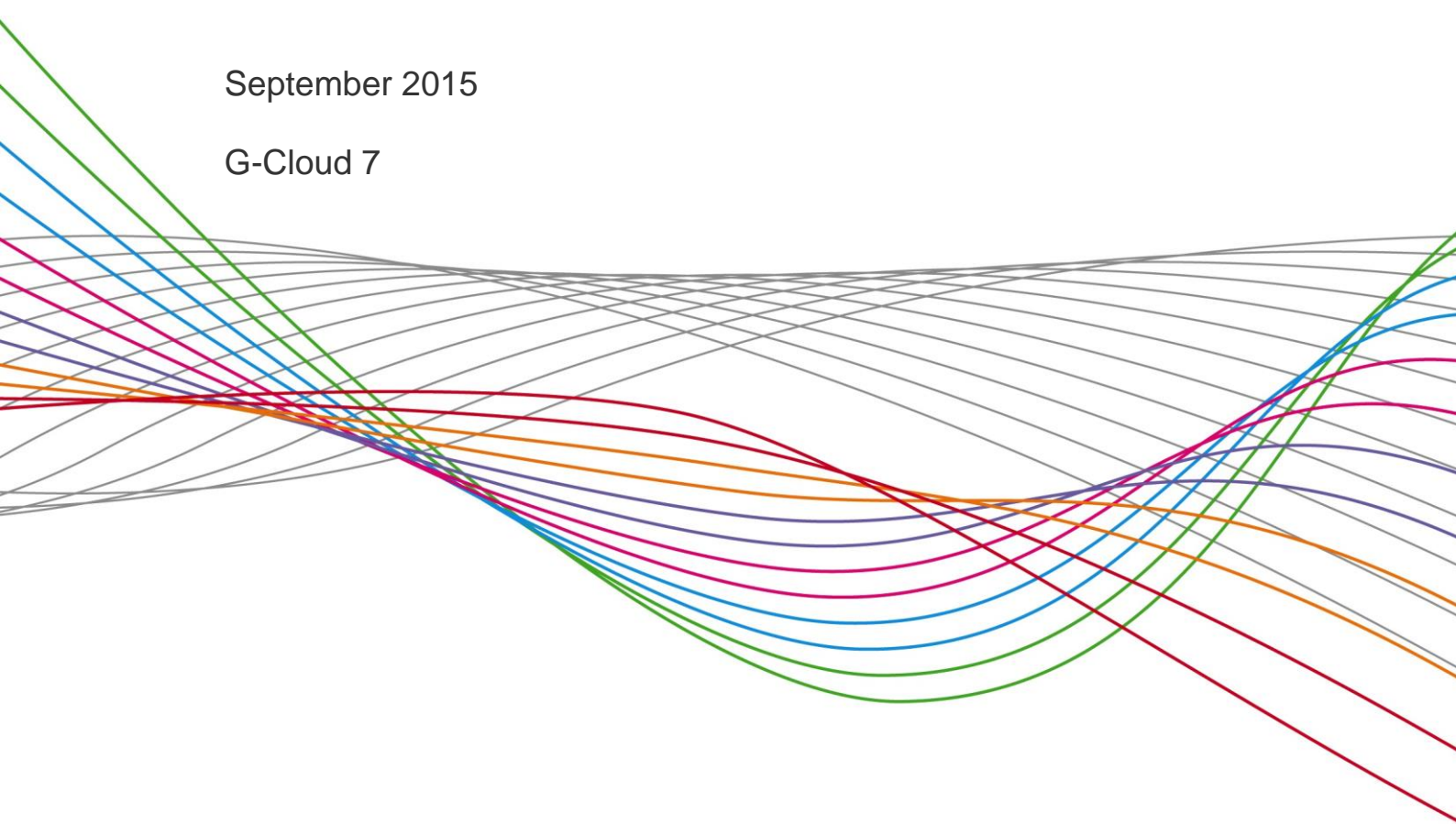


# **Consultancy, Implementation and Support Services for EPiServer Digital Experience Cloud™ and Managed Services PaaS**

2014  
**EPiSERVER**  
★ PREMIUM PARTNER OF THE YEAR ★

September 2015

G-Cloud 7





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## 1. Overview

CDS provides end-to-end services for the implementation of websites and Intranets in EPiServer Digital Experience Cloud™ WCM, Commerce and Managed Services, including:

- Consultancy
- Implementation
- Transition planning
- Testing
- Training
- Ongoing support

CDS specialises in large-scale, complex and secure systems, in both public and private cloud hosted environments. Our customers include large government organisations, regulatory bodies and financial institutions. As EPiServer's CMS partner of the Year 2014, CDS is one of the leading UK implementation partner for EPiServer websites.

### Industry Standards

CDS delivers all our web products to internationally recognised standards, including WCAG 2.0. CDS is also accredited to the following quality standards:

- BS ISO 9001 Quality Management
- BS ISO 27001 Information Security
- BS ISO14001 Environmental Management
- BS ISO 20000 Service Management
- PRINCE2 / Agile

## 2. Services

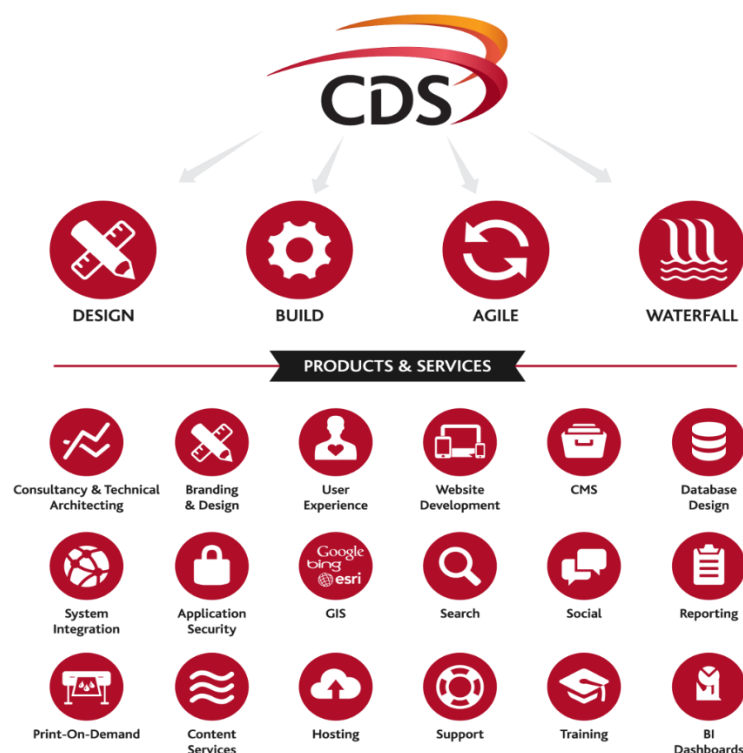
### Consultancy – Digital Strategy & Digital Transformation

CDS has a wealth of experience of working with organisations to create medium and long term strategies for effective digital transformation. We advise on the migration of legacy systems and bringing together disparate information systems to facilitate effective, cross-channel communications.

Our objective is to combine customer data with content to make your offer more personal and relevant - thereby driving customer acquisition and retention and enriching the customer experience. Our consultancy extends to developing new operating models that put the customer at the heart of digital content, enabling targeted, timely interactions that increase reach, engagement and conversions.

### User Experience Design & Build

CDS Digital provides a full range of services for designing and delivering effective digital communications. We combine our design and communications know-how with best of breed technology to create systems that engage, inspire action and manage online activities. Content management is at the core of this offering, alongside our other disciplines in social media and business intelligence.



The core implementation services we provide for EPiServer implementation, using Agile or Waterfall methods, are:

- **Design & UX** – Award winning designs supported by user research and user centric testing, often as part of an agile development approach
- **Development** – UK and worldwide standards are adopted for all HTML development, so that CMS templates are based on well-formed, accessible code. We implement responsive design into the templates to support delivery to multiple devices.
- **Continuous Integration** – CDS uses test driven development and continuous integration allowing customer and CDS teams to combine in a shared development environment, supporting agile, collaborative methods
- **CMS development & enhancement** – Your CMS will be configured your way, and CDS can enhance and extend EPiServer through its add-ons facility.
- **Integration** with 3<sup>rd</sup> party systems
- **Add-ons and extensions** – CDS provides access to the full range of EPiServer or 3<sup>rd</sup> party software and add-ons to enhance your solution to meet your needs.

Integration is a core skillset of CDS; one of our key strengths is integrating CMS systems with other systems, to share content with and present content from other systems.

CDS undertakes analysis activities including workshops to understand the technical landscape and design the integration method. We use common open technical standards, at all levels including:

- Web service layers
- APIs and API extensions
- Data layer (e.g. SQL integration services, scheduled synchronisations)
- System-specific e.g. CRM

## Transition Services

CDS can support you in transitioning your business to the new system. We can provide a package of services including:

- Transition planning
- User and technical documentation
- Training
- Content migration



- Content process planning & workflow implementation
- Project Board presentations
- Cut-over planning and management
- DNS management

## Testing

CDS operates a dedicated test team with ISEB qualified test analysts. We can provide a structured test approach that is aligned with either agile or waterfall approach, in order to prove your success criteria have been met.

Our testing services comprise:

- Test strategy and planning – Developed at the outset of the project, confirming how testing will be undertaken through development, pre and post-go-live, and the customer's participation.
- Test plans – development for each sprint or development stage
- Test execution – Testing and defect reporting
- Manager customer UAT – we assist with the customer's testing activities
- Security (perimeter/application) testing
- Performance & Stress testing

## Training

CDS provides training for CMS administrators and editors. The training sessions are tailored to the customer's implementation and are designed to enable organisations to become self-supporting in the use of the CMS.

Training is delivered through class-based, tutor-led sessions delivered by one of CDS' experienced CMS experts. The training is "hands-on", with every delegate practising tasks on an allocated PC. Training can be provided either on-site or at one of CDS' offices in Leeds, Cheltenham or London.

Your CDS account manager will create a training package to suit your needs.



## Service management

CDS is one of the few SMEs to operate an accredited ISO20000 Service Management process which is geared towards maintaining the integrity of business-critical, high profile and complex systems, where availability and accuracy are vital.

CDS provides 2nd and 3rd line support as standard through our dedicated service desk and access to support technicians. The Service Desk is based upon ITIL Service Management Methodology and clients can interact with the Service Desk team via email, telephone and an online portal. All CDS Service Managers and Service Desk staff are ITIL certified.

CDS operate every process and policy required by the ISO 20000 standard, including the following key functions:

- Service Desk - Incident and Service Request Management
- Problem Management
- Change Management
- Release and Deployment Management
- Service Level Management and Service Reporting
- Configuration Management
- Service Management Plan
- Service Level Agreement

## Support and Maintenance Agreement

Access to the service desk is subject to establishing a Support and Maintenance Contract with us. This would include a minimum level of support provision per month, appropriate to the size and complexity of your project. This provision enables us to maintain the level of resources required in order to provide an efficient and responsive service across all aspects of your delivered system, to the agreed service levels.

The support and maintenance contract entitles you to the equivalent in hours of support time at standard daily rates. Additional time required is chargeable at the agreed contract daily rate.

As support requirements vary, the provision can be reviewed every six months to ensure it fully meets your requirements.

CDS' typical Service Level Agreement includes Service Desk support Monday - Friday, 9am – 5.00pm (flexible). We can extend our support to include out of hours (on-call) up to 24x7 on prior request.

### Details of Response Times

Our standard support times are given below, which form part of our SLA, with CDS' definition of the faults:

Priority	Description of incident/problem	Hours of availability	First contact	Target resolution time
1	<b>Business Critical</b> E.g. service unavailable or severely degraded. <i>Please contact us by telephone to confirm the raising of a priority 1 incident.</i>	0900hrs to 1700hrs Monday to Friday, excluding public holidays	15 minutes	2 hours
2	<b>Critical</b> E.g. service partially unavailable or degraded, or a major function inoperable.		1 hour	1 working day
3	<b>High Priority</b> A fault that has clear impact on the live platform and requires a speedy resolution. Can also be used for high priority service requests.		1 hour	3 working days
4	<b>Medium Priority</b> A non-pressing fault or service request that would benefit from a relatively rapid turnaround. This priority can also be used for service requests (e.g. create a short URL).		4 hours	5 working days
5	<b>Low Priority/Problem Management</b> Intended for trivial or cosmetic incidents/service requests, or the management of transactions determined to be underlying problems.		1 day	10 working days
6	<b>Release Management</b> Intended for tickets where it is agreed that the solution(s) will be deployed as part of the next scheduled or agreed code deployment.	0900hrs to 1700hrs Monday to Friday, excluding public holidays	1 day	Next scheduled or agreed code deployment
7	<b>SLA Exempt</b> This priority will be used to capture out of scope items that may benefit from being logged in the Service Desk ticketing system for visibility or audit purposes. E.g. minor change requests, problem Management.		N/A	N/A





## Off-boarding

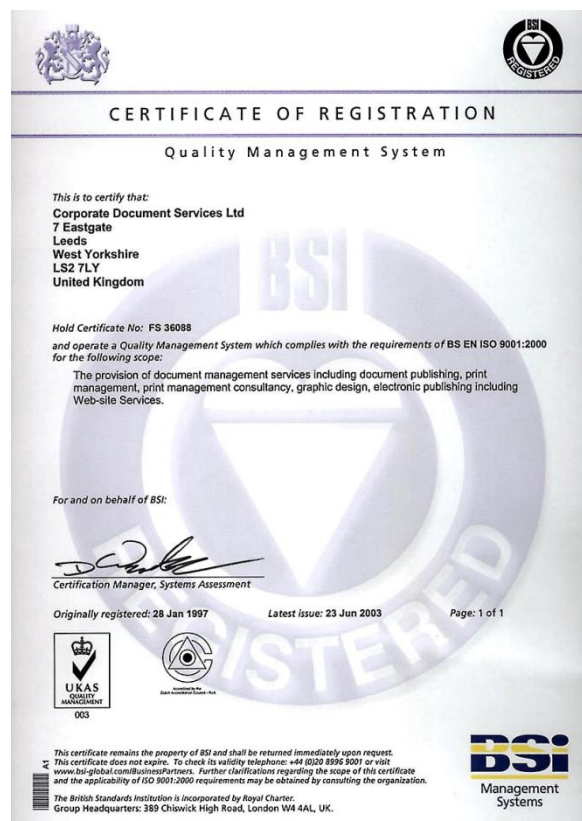
CDS can provide a range of services to support off-boarding, including:

- Content archiving
- Content exports
- Supply of all IPR materials including designs and content

The above services will be charged for based on effort required and our SFIA rate card.

## Certificate of Quality Assurance

A copy of CDS' quality accreditation to BS EN ISO9001:2000 is provided below.





## Contact Details

Company Name: CDS

Correspondence Address: 7 Eastgate  
Leeds LS2 7LY

Registered Address: As above

Telephone Number: 0113 399 4000

Fax Number: 0113 399 4200

Website: [www.cds.co.uk](http://www.cds.co.uk)

Name of Contact: James Davis / Jonathan Astin

Telephone Number: 0113 399 4076 / 4023

Fax Number: 0113 399 4200

Email Address: [sales@cds.co.uk](mailto:sales@cds.co.uk)