



S8080®

G-CLOUD 9 SERVICE DEFINITION GUIDE

CLOUD SOFTWARE & SUPPORT
WELSH/ENGLISH BILINGUAL
OPEN SOURCE CMS FOR WEBSITES
AND WEB APPLICATIONS

Prepared by

Chris Cowell, Creative Director

Matt Howard, Technical Director



Crown
Commercial
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G-CLOUD - S: EIGHTY EIGHTY DIGITAL AGENCY

WWW.S8080.COM INFO@S8080.COM



CONTENTS

A bit about us	4
Some of our clients.....	5
Open source CMS websites and web applications.....	6
Open source CMS support and migration.....	7
Cloud hosting: your options.....	9
Open source user experience design.....	10
Project management.....	11
Doing things right: our standards.....	12
Sub-contracting: we don't.....	13
Welsh language policy	13
What can S8080 offer you?	14
Our work	15





S8080 are an independent Welsh company and we're very proud of that. Our company was started in Wales in 2000, we have a Welsh HQ and employ lots of Welsh people (and a couple of ex-English for variety).

Everything we do is done in Swansea. Not one line of code is off-shored, near-shored or any other kind of 'shored'.

We are not a regional subsidiary of an international company or the token Welsh sales office of a large English agency.

Our Welsh clients include Welsh Government, Business Wales, National Assembly for Wales, Wales Audit Office, Finance Wales, Waste Awareness Wales, Natural Resources Wales, South Wales Police, Dyfed Powys Police, Wales Screen Commission, University of Wales and Visit Wales.

Diolch.



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A BIT ABOUT US

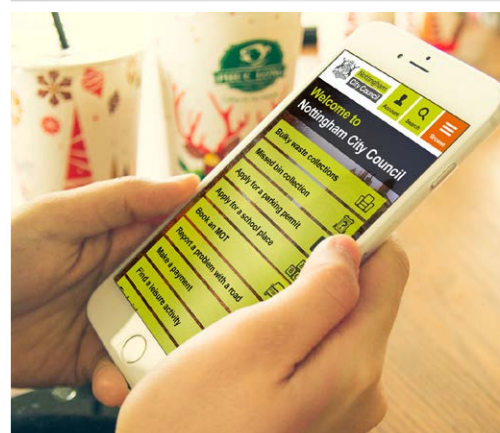
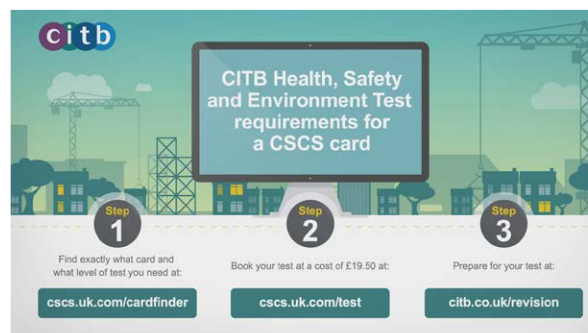
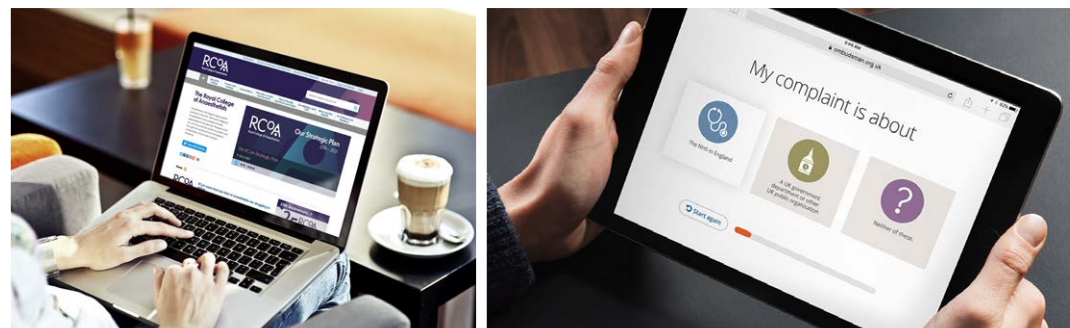
S8080 is a Swansea based, straight-talking 20 strong independent digital design and build agency established in 2000 by Chris Cowell and Matt Howard. We are service led, not sales led, So we don't have a sales team and we don't use account managers; just very experienced and pragmatic project managers.

Our core areas of expertise are user experience, (very) creative website and interactive design, open source CMS deployment and (very) technical web development and systems integration.

We only work with public sector clients, helping them design, develop and implement effective user centred websites, web applications, online strategies and messages. We have done this for some very important clients including No. 10, Dept. of Energy and Climate Change, Universities and Royal Colleges, PHSO, police forces, local government (including the LGA) and Welsh Government.

We are ISO 27001 certified and on the CCS G-Cloud and Digital Outcomes and Specialists frameworks.

We spent 10 years on the COI Digital Roster.



SOME OF OUR CLIENTS



- Number 10
- Department of Energy and Climate Change
- HM Cabinet Office
- Health and Safety Executive
- Department of Work and Pensions
- Department of Health
- UK Trade and Investment
- National Assembly for Wales
- Welsh Government
- Royal College of Obstetricians and Gynaecologists
- Defra
- Leicestershire County Council
- Ministry of Justice
- BBC
- Audit Commission
- CITB - Construction Skills
- Duke of Edinburgh's Award
- University of West London
- Sunday Times
- Parliamentary and Health Services Ombudsman
- Adobe
- Alzheimer's Research UK
- Visit Wales
- Directgov
- Wales Audit Office
- Grammy Awards (US)
- Ryder Cup
- Nominet
- 20th Century Fox
- South Wales Police
- West Midlands Police
- Haringey Council
- NHS
- Transport for London
- Lee Valley Regional Park
- Tetley Tea
- Royal College of Radiologists
- Nottingham City Council
- Tesco
- Royal College of Anaesthetists
- O2

OPEN SOURCE CMS WEBSITES AND WEB APPLICATIONS

ISO/IEC27001 certified open source cloud hosted CMS for Welsh/English bilingual websites and web applications. S8080 can help you solve complex integration, single sign-on, CRM, configuration and workflow problems. Open source content management system software is free and open-source, releasing budget for requirements gathering, user needs, technical and security architecture and content migration.

Features

- Open source installation, bilingual deployment and configuration
- On-boarding advice and transition planning
- Optimised performance and custom code development
- Customisable templates that work across different browsers and mobile devices
- Fully compliant and fully accessible to WCAG 2.0 triple AAA
- Cross-browser and mobile device administrator access
- Content versioning, audit and rollback
- Workflow – simple and complex user matrices
- Hosting on single tenant UKCloud , Azure or RackSpace Cloud VM's
- Information security assured – ISO/IEC 27001:2013 certified

Case studies

[CLICK HERE](#) to see our latest public sector case studies and examples of our work: <http://www.s8080.com/our-work/>

Benefits

- 17 years Welsh public sector knowledge and experience
- Wales based agency, dev' team and UK hosting provision. No freelancers
- Welsh Language Commissioner standards compliant
- Help with your existing content audit, mapping and migration plan
- 24/7/365 support with direct developer access
- Modular systems - thousands of 3rd party plugins and extensions
- Robust, proven functionality – tried and tested by governments worldwide
- Clients include No.10, ministerial and non ministerial departments, agencies and public bodies, police forces, local government, education
- Extensive English/Welsh bilingual experience - Welsh Government and National Assembly for Wales
- Anti DDOS measures and PEN testing



OPEN SOURCE CMS SUPPORT AND MIGRATION

ISO/IEC 27001 certified open source CMS support and migration. Helping with Welsh/English content management system optimisation, upgrades, maintenance, cloud hosting, security patching, system hardening, development, training and 24/7/365 monitoring. For migrations, S8080 assist with transition planning and can provide code review, security and UX compliance audits of existing websites or applications before helping with your website or application migration.

Features

- Single point of contact - working with a named S8080 project manager
- CMS security and systems hardening – ISO/IEC 27001:2013 certified
- On-boarding advice and transition planning
- Open source CMS installation, deployment and configuration
- Hosting specialists - security and availability monitoring and optimisation
- Hosting on single tenant UKCloud, Azure or RackSpace Cloud VM's
- Open source CMS performance optimisation
- 24/7/365 support with direct developer access
- Anti DDOS measures and PEN testing
- Support with CMS upgrades and migration
- 17 years Welsh public sector knowledge and experience

Case studies

[CLICK HERE](#) to see our latest public sector case studies and examples of our work: <http://www.s8080.com/our-work/>

Benefits

- Flexible and fair support agreements to suit your organisation
- Wales based agency, dev' team, UK hosting provision. No freelancers
- Information security assured – ISO/IEC 27001:2013 certified
- Choice of Microsoft or LAMP stack content management systems
- Help with your existing content audit, mapping and migration plan
- CMS workflow improvements – simple and complex user matrices
- Cross-browser and mobile device administrator access
- Welsh Language Commissioner standards compliant development
- Clients include No.10, ministerial and non ministerial departments, agencies and public bodies, police forces, local government, education
- Extensive English/Welsh bilingual experience - Welsh Government and National Assembly for Wales



What does 'open source' mean?

Open source means it's free, so you don't pay a single penny for it. This frees up budgets for other important stuff: user experience, engaging designing and robust, secure functionality.

Whatever features you want on your site, the chances are that there's already an extension for it.

There are millions of sites powered by open-source CMS's, some pretty high-profile users too - Yahoo (who use WordPress), The Whitehouse (who use Drupal) and Heinz (who use Umbraco) have all seen the benefit of developing their sites on open-source platforms

Seasoned open source developers

Our large team of open source developers are seasoned experts. But they are not just 'front end' developers who throw a few modules together. S8080 is a very technical agency with expertise in open source CMS hosting, security hardening and systems performance.

Our project and development team will guide you every step of the way – making sure you get a lean but functionally rich solution. We are well known for straight talking, so if we feel an external 3rd party web service will do a better job than a custom module, we'll advise accordingly.

Open source support

Due to our extensive experience working on the most important websites in the country (No.10 Downing Street for example), we are often called in to help breathe new life into an existing open source website, helping update the CMS, secure it and increase its performance.

This is often combined with a rethink of the information architecture and streamlining and modernising the user experience and CMS functionality.

Drupal (including Drupal 8)

- Ideal for larger, more complex CMS websites with complex integrations into 3rd party systems
- The Drupal framework is infinitely extensible using 'modules' that are developed in a coding language called PHP
- Some of the world's most prestigious sites are powered by Drupal including The Whitehouse, Ikea, Welsh Government, Sony Music, Economist, Harvard, and Twitter

Umbraco

- Uses Microsoft .NET framework, so ideal if you have Microsoft based back office systems
- Ease of extensibility - we can customise any of Umbraco's features or add new features for you
- An easy CMS to learn and use yet powerful enough for organisations like Heinz, Speedo, Tesco, Peugeot, Vogue and even everyone's favourite boy band, Take That.

WordPress

- Well suited to smaller, less complex CMS websites and blogs and extremely user friendly
- Surprisingly versatile (we've even built an WordPress extranet for a national charity)
- Extensible with lots of free plug-ins for events systems, publications databases, document libraries, surveys and polls

CMS CLOUD HOSTING YOUR OPTIONS

We offer three hosting solutions for your CMS.

- **RackSpace** fully managed single tenant Cloud VM
- **Microsoft Azure** fully managed single tenant Cloud VM
- **UKCloud** Enterprise Compute Cloud VM – Assured OFFICIAL domain

The solution specification you choose will be driven by your organisation's CMS and individual requirements and will typically be identified by your internal IT department. However, if you'd like help choosing a suitable hosting platform for your CMS, we can make suggestions.

In our pricing document, to help you compare costs simply, we have provided an **indicative monthly hosting price** for each solution based on a typical two-server configuration.

We have also provided the full pricing details for UKCloud's service, should your IT department want to investigate further.

S8080 have many years experience working with our hosting partners, for public sector clients up to Ministerial Department level.

Cloud hosting features and benefits

- Information security assured – ISO/IEC 27001:2013 certified
- UK data centres
- High level of resilience and up time (99.9+%)
- Mix and match VM sizes to suit your configuration requirements

- 4GB, 8GB and 16GB packages available (plus bespoke packages)
- Single-tenant hosting - you have your own instance of the CMS application and supporting infrastructure. You do not share resources or software with anyone else.
- Fully managed service level with 24/7/365 proactive website monitoring and support available
- Anti DDOS measures and PEN testing
- S8080 help with secure hosting solution architecture, commissioning and roll-out - our hosting team have Ministerial Department experience
- Snapshot and journaling cloud backup
- Acquia cloud hosting is also available as an alternative for Drupal

Client DECC





OPEN SOURCE CLOUD CMS USER EXPERIENCE DESIGN

Aligning your open-source development with your objectives and bilingual audience needs. Expert website evaluation and remedial action covering usability, online goals and accessibility. S8080 employ user experience/ UX tools including competitor and peer analysis, content audit, persona development, user journeys, IA and wireframe prototypes, ensuring audiences consume and engage with your content.

Features

- Expert review before and/or after your open source development
- Stakeholder engagement workshop experience up to Minister level
- Alignments sessions, requirements gathering workshops, depth interviews
- Competitor and peer analysis
- Content inventory (every page) or content audit (sampling)
- Proto persona workshops and persona development
- User journey design
- Card sorting, user testing and eye tracking
- Website information architecture - IA
- Open source CMS optimised wireframes, web prototyping, design and development



Benefits

- Wales based agency, Drupal team, UK hosting provision. No freelancers
- Information security assured – ISO/IEC 27001:2013 certified
- Help with your existing content audit, mapping and migration plan
- Clients include No.10, ministerial departments, emergency services, local authority, education
- English/Welsh bilingual publishing experience for Welsh Government and National Assembly for Wales
- Design and build services that meet the Digital Service Standard
- 17 years Welsh public sector knowledge and experience
- Success metrics defined, implemented and measured
- Welsh Language Commissioner standards compliant development
- Pan-disability user testing available



PROJECT MANAGEMENT

S8080 employ a team of project managers to adopt and scale relevant elements of **PRINCE2 Waterfall** and **Agile** methodologies. The elements we use depend on the project scope and your specific requests, however all S8080 projects are run using these core principles and that means your project proceeds according to an agreed plan and budget, with agreed deliverables and that all risks are monitored and communicated to your project team until sign off.

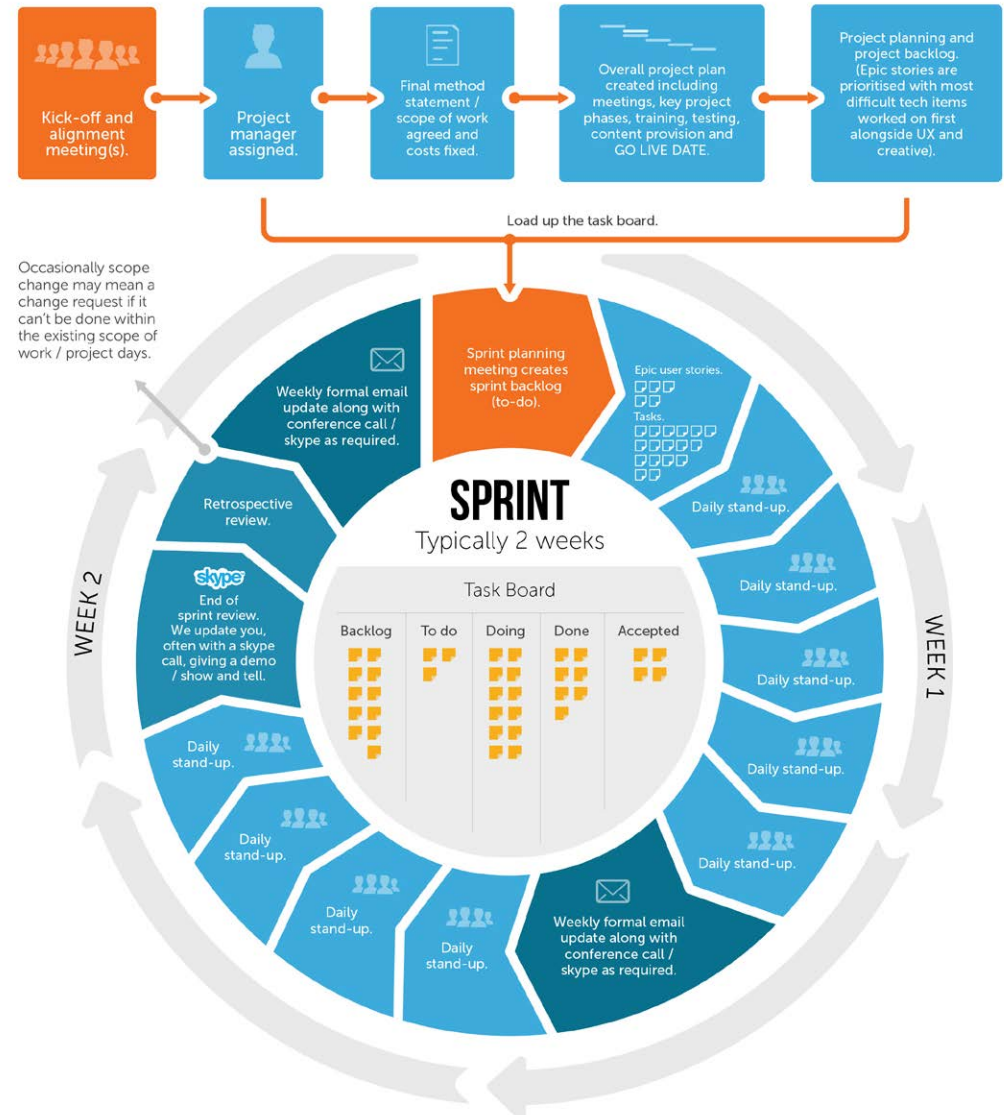
We pay great attention to the initial scoping of the project to ensure that all deliverables are clearly defined so that everyone is clear as to their responsibilities and the expected costs and outcomes. The devil is always in the details.

We find our clients like a mix of Agile and Waterfall, rather than a pure Agile approach. This generally translates as...

- Internal Agile development process based on user stories
- End of sprint demo / show and tell
- Reprioritisation of user stories as required

But with

- A project plan
- An itemised and costed scope of work
- Weekly status reports and updates
- Project logs (action, issue and risk logs)
- Change request process documentation





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DOING THINGS RIGHT: OUR STANDARDS

Over the years, we have invested a lot of time in making our business the best it can possibly be. We hope that the standards we have achieved help give you confidence when dealing with us.



Information Security Standards

- Information Security Management ISO/IEC 27001:2013
- Cyber Essentials
- HSCIC NHS Organisation Code: 8WG82
- S8080's principles have SC and CTC clearance

Quality, Environmental and Health and Safety Standards

- Quality Management System - BS EN ISO 9001:2008
- Environmental Management System - ISO 14001:2004
- Occupational Health and Safety Management System - OHSAS 18001:2007

Investors in People

S8080 achieved the Investor in People standard on the 11th January 2007.



Certificate of Approval

This is to certify that the Management System of:

S8080 Limited

S8080 Wales, Technium 2, Kings Road, SA1 Swansea Waterfront, Swansea, SA1 8PJ, United Kingdom
has been approved by LRQA to the following standards:

ISO 14001:2004 | ISO 9001:2008 | ISO/IEC 27001:2013 | OHSAS 18001:2007

David Derrick

David Derrick
Issued By: Lloyd's Register Quality Assurance Ltd

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OHSAS 18001 5 May 2016

Approval Numbers: ISO 14001 - 0009924 / ISO 9001 - 0009923 / ISO/IEC 27001 - 00003303 / OHSAS 18001 - 00003304

The scope of this approval is applicable to:

Provision of web design.

The protection of client and company sensitive data, network and IT management and product and services, used in the delivery of web based services, including consultancy and hosting to company SOA version 1.0.



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Issued By: Lloyd's Register Quality Assurance Ltd, 1 Trinity Park, Bickenhill Lane, Birmingham B37 7ES, United Kingdom

Page 1 of 1



SUB-CONTRACTING: WE DON'T

S8080 delivers all UX, creative and technical solutions using our UK based in-house teams. None of the work is entrusted to external contractors and all testing and quality control is carried out in-house.

No freelancers or contractors

All of the design, development, training and support for your project will be delivered using permanent employees who are based in our Swansea offices. We do not use and have never used freelance staff or contractors.

You will find this is very unusual for an agency, but we demand complete control over our production schedule and allocation of human resources and this difficult to guaranteed if freelance staff and contractors are used.

This policy also ensures information security and maintains consistency in the quality of our development.

Not one line of code is off-shored, near-shored or any other kind of 'shored'.

WELSH LANGUAGE POLICY

S8080 is happy to deal with people in the language (Welsh or English) of their choice. Where necessary, this may mean deferring a response until a Welsh-speaker is available or until texts can be translated.

Communication

We do not make any special provision for telephone enquiries in Welsh and calls are answered in English only. However, every member of staff is able to transfer an enquiry to at least one member of staff able to speak Welsh in our workplace.

All published texts (including website based information) produced by S8080 are written in the first instance in English, they can be translated into Welsh if required.

We will always reply in Welsh when we are replying to correspondence received in Welsh or when we have received a request to do so.

Our team

- We assess and record the Welsh language skills of every member of staff
- We support staff who would like to improve their Welsh language skills

**“Mae’n braf gallu siarad
ag asiantaeth ddigidol yn y
Gymraeg”**



WHAT CAN S8080 OFFER YOU?

Specialist skills:

- Information Architecture (IA)
- Usability (UX) and accessibility consultants
- Website, web application, intranet and extranet design and build
- Creative - including digital campaign strategy and delivery
- Technical Web Development (Microsoft .NET and PHP)
- Network infrastructure and development security hardening (experienced at Ministerial Department level) ISO/IEC 27001:2013
- Commissioning and hardening of hosting
- CMS implementation - content management systems
- Open source platform development – Drupal and Umbraco
- SharePoint and EPIServer development and integration
- eMail newsletter design, build and broadcast (including GovDelivery)
- Creative interactive development (including video, illustration, infographics and content development)

Support:

- Training across our specialisms
- Email and telephone support - single point of contact, you always have guaranteed access to a named project manager and /or a developer
- 24/7/365 technical support for our development and hosting
- Tailored support packages for special high-load events or heightened security periods

Our UX design experience covers:

- Usability consultancy
- Expert usability, accessibility and compliancy reviews
- Stakeholder engagement workshops
- Requirements gathering workshops
- User experience design
- Web competitor analysis
- Web peer analysis
- Content audit, content inventory and content plan for migrations
- Persona development
- Scenarios of use
- User journey development
- Information architecture (IA)
- Wire frames and iterative prototyping
- Functional specification
- Technical specification
- Formal creative brief
- Usability testing
- Accessibility - Pan disability user testing
- User testing and eye tracking
- Key phrase research for SEO (controlled vocabulary development)



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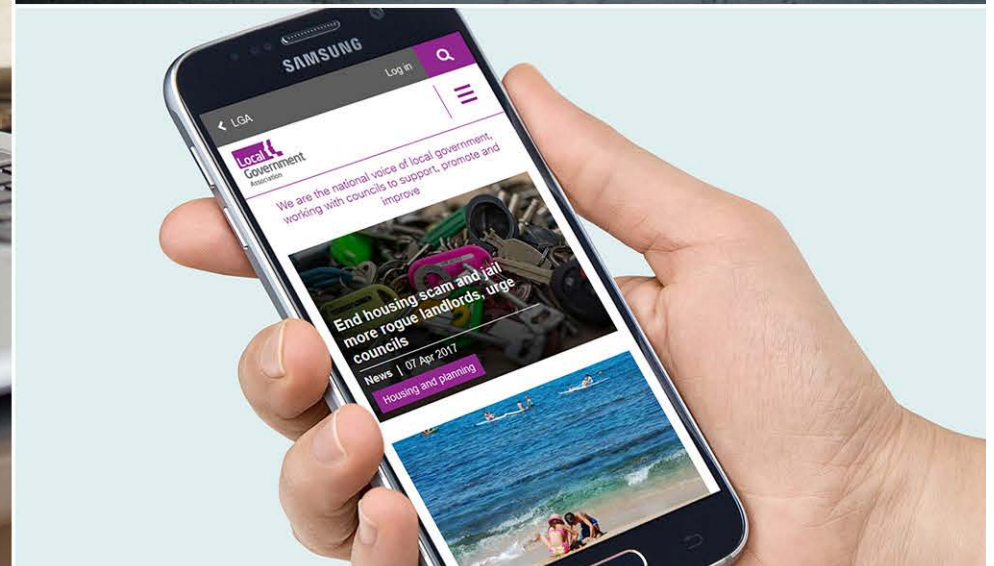
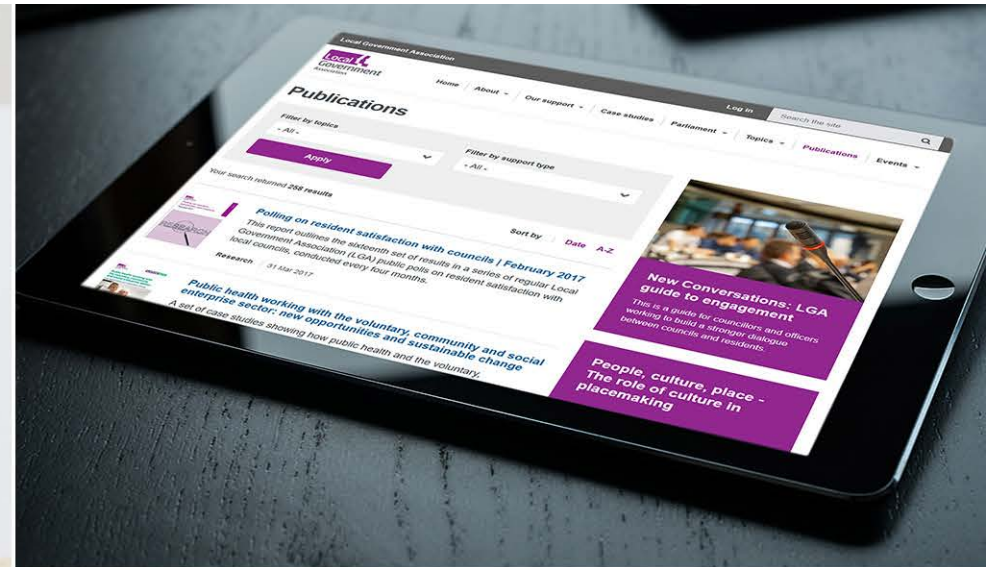
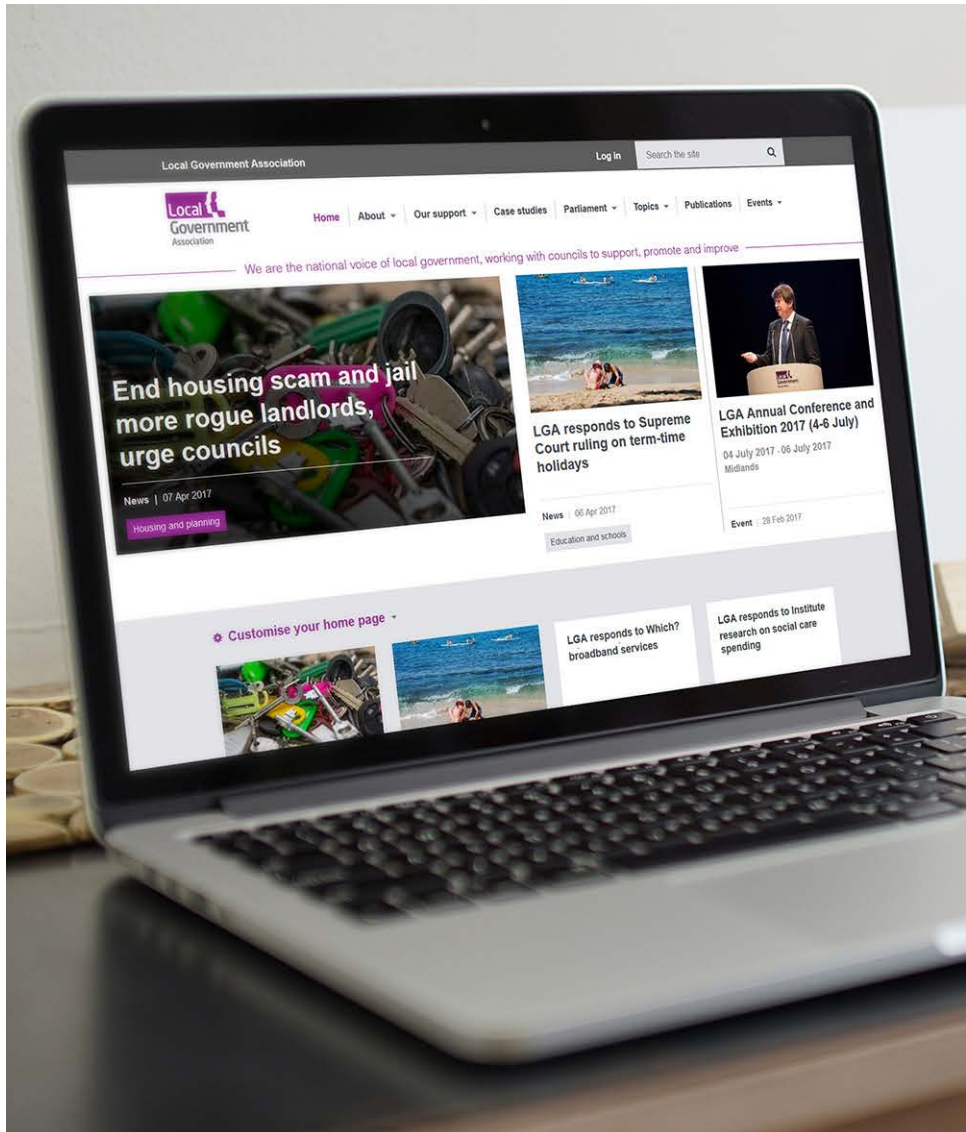
Client Prime Minister's Office, 10 Downing Street



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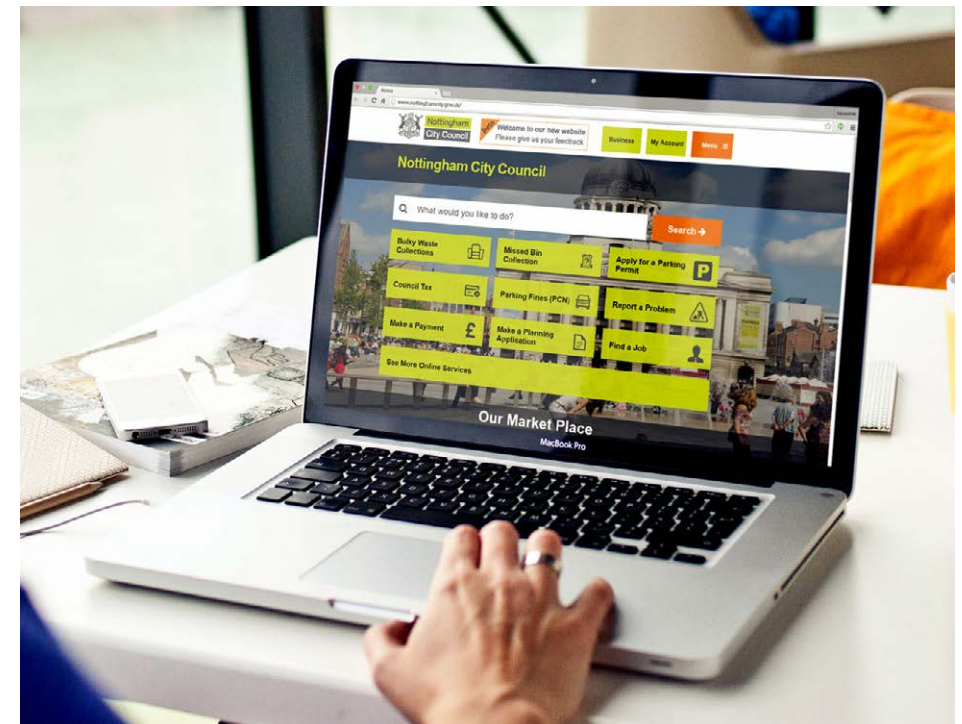
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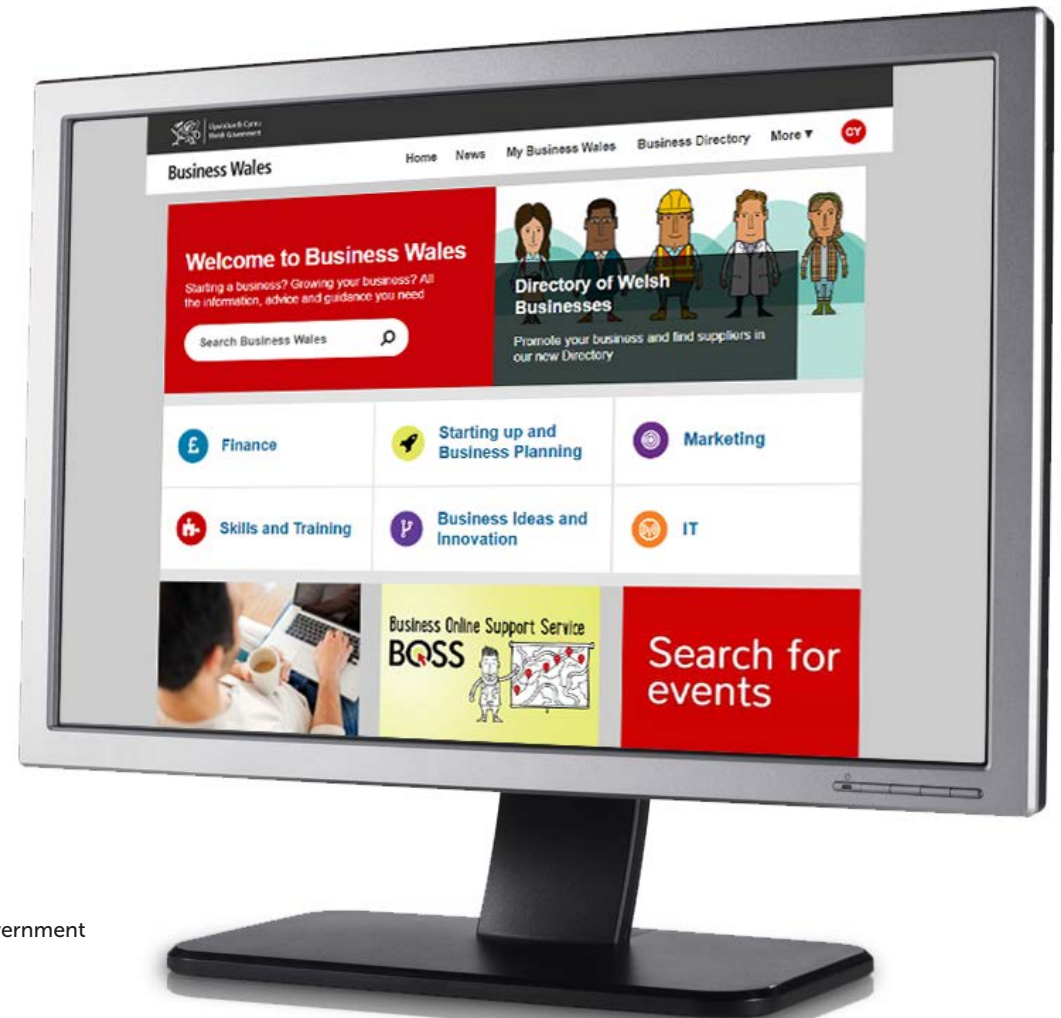
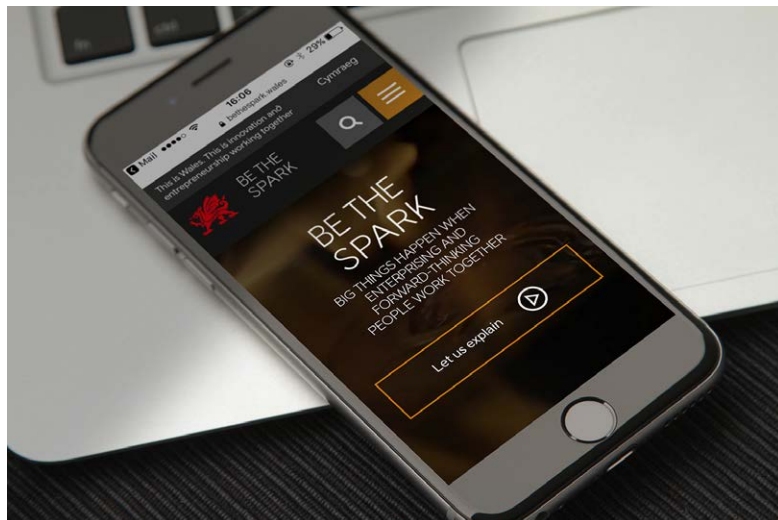
Client LGA - Local Government Association

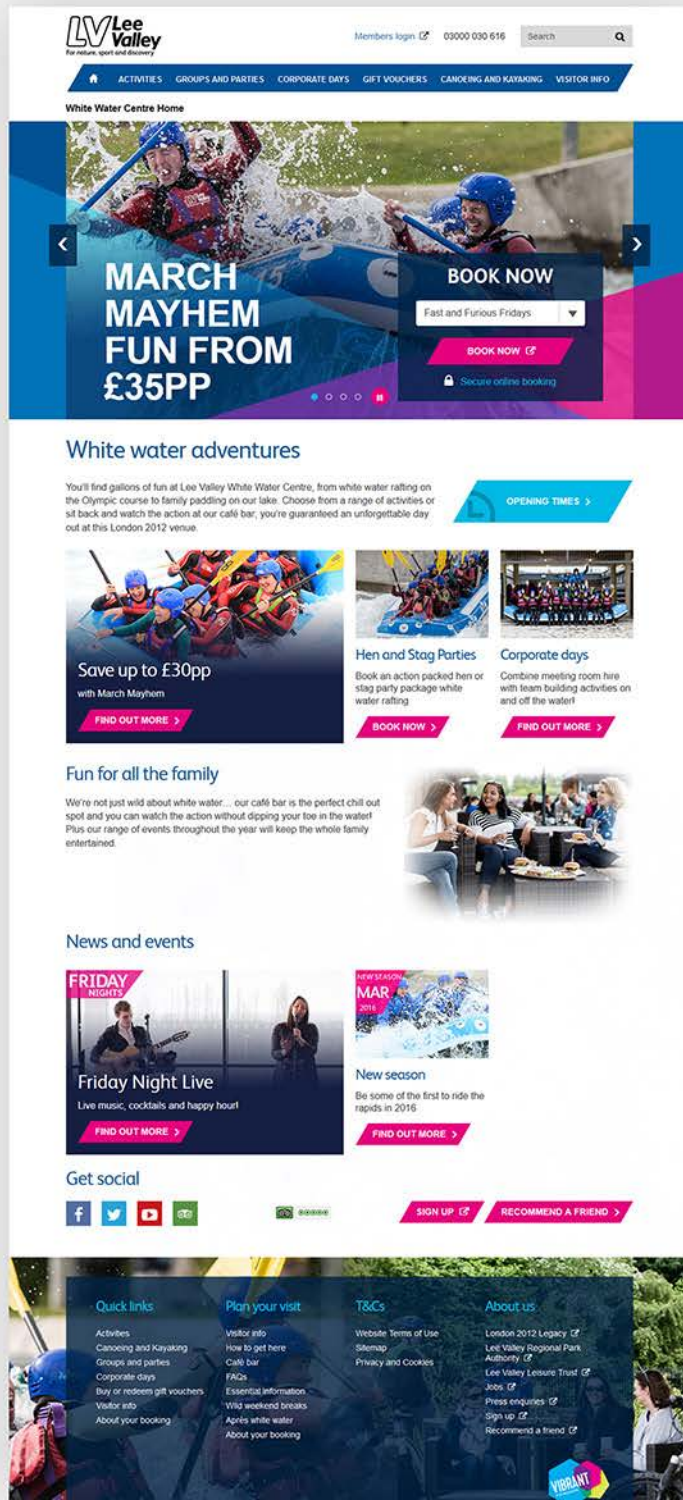


Client Haringey Council



Client Nottingham City Council





Client Lee Vallley Regional Park

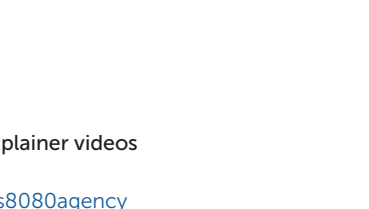
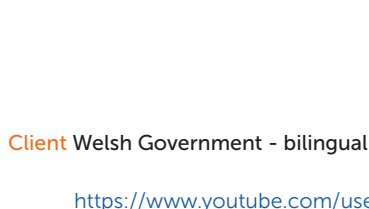
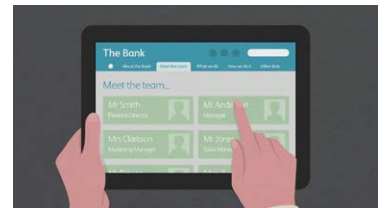
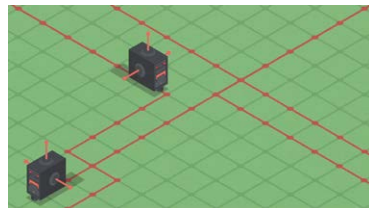




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Client Welsh Government - bilingual explainer videos

<https://www.youtube.com/user/s8080agency>

Welcome to the Parliamentary and Health Service Ombudsman

We make final decisions on complaints that have not been resolved by the NHS in England and UK government departments and other public organisations.

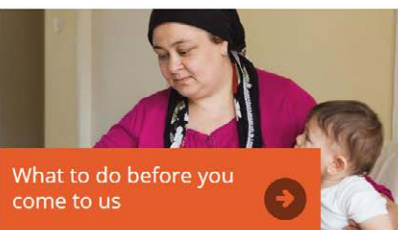
We do this fairly and without taking sides. Our service is free.

Can we look into your complaint?

We need to check a few things first. It only takes a couple of minutes. Then we will take you to the right complaint form.

Get started →

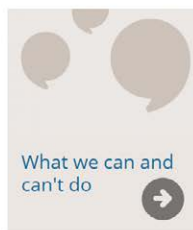
Information for people who want to **make a complaint**



What to do before you
come to us →



Getting advice
and support →



What we can and
can't do →

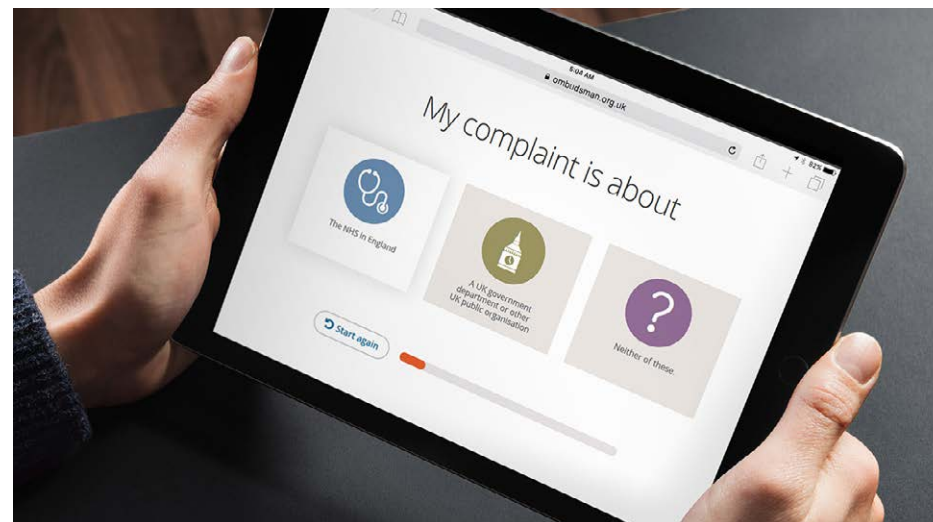
Information for:

People who
want to
complain

Advocates and
representatives

MPs

Organisations
we investigate



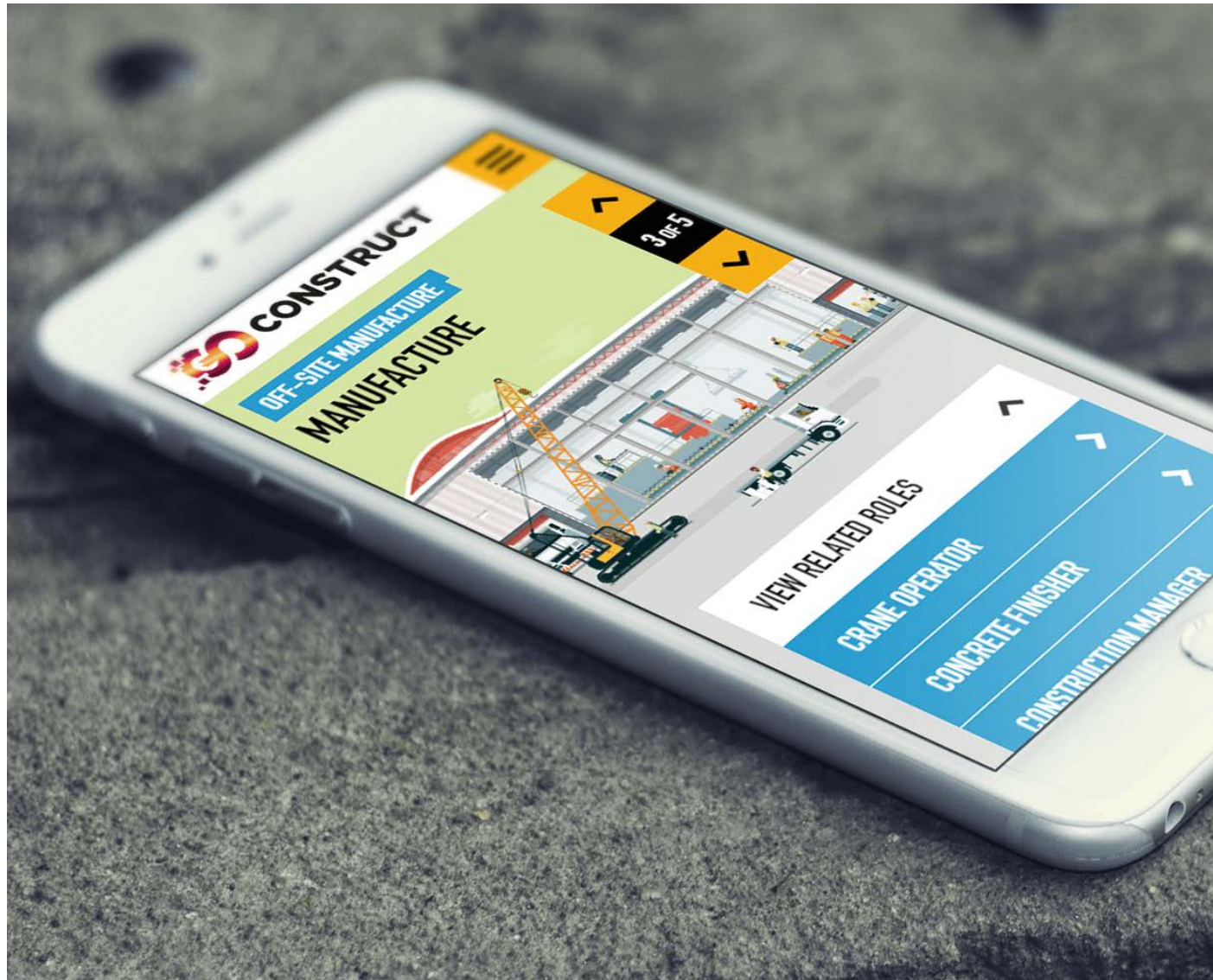
Client PHSO, Parliamentary and Health Service Ombudsman



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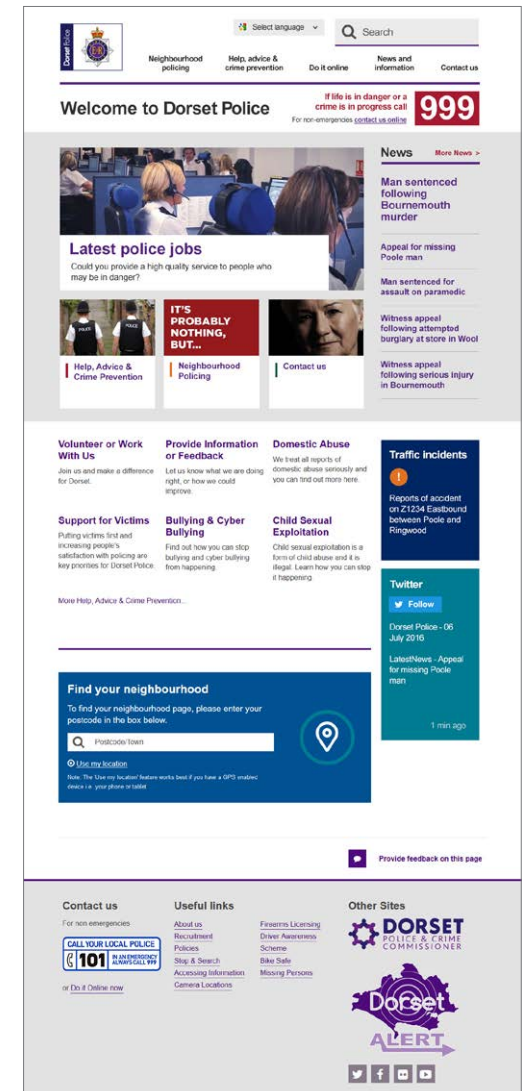
Client CITB, Construction Industry Training Board



Client Royal College of Anaesthetists



Client University Hospitals
Coventry and Warwickshire NHS Trust



Client Dorset Police

NICE PEOPLE DOING A GOOD JOB

“S8080 are by a long way the best digital agency I’ve ever worked with.

They worked with us, very much in partnership, in a very supportive way on a very large complex project with lots of issues (none of their making). They were at all times very positive, solutions driven and we felt they were always there to help - above and beyond what one would normally expect of an agency.

Working with them my whole team and I developed trust and respect for their expertise on both the creative and technical side. We really enjoyed working with them and would love to do so again”.

CITB - Construction Industry Sector Skills Council



IT'S NOT ROCKET SCIENCE

“Just a quick note to say many thanks for all your efforts on the upgraded No.10 site. It has been well received.”

Prime Minister's office, 10 Downing Street

“Best agency in the world!”

Department of Energy and Climate Change

