Service Definition

An overview of the G-Cloud Service

Helpful Technology is a specialist digital engagement company, helping clients – often in central and local government – to use cloud tools and techniques to work more effectively and save money. Our WordPress website and intranet design, development and support service is designed for small teams to create and manage clean, professional websites and intranets easily and efficiently, with flexible ongoing support and hosting if needed.

We also offer training to help clients get the most out of digital communication and no-nonsense strategic consultancy and advice on effective use of digital and social media, based on solid public sector digital delivery experience.

We offer full-service website development services, particularly using the open source WordPress platform. Our service includes:

- user needs analysis, requirements gathering and specification development
- project/product management
- user centred design research and design, including information architecture development and testing
- visual design
- WordPress development and integration including bespoke themes and plugins
- technical architecture support, including security testing and hosting design
- website publisher/administrator training
- ongoing support and maintenance of WordPress-based websites

Information assurance

We do not hold specific accreditation to hold or process information, and are clear with clients that we will help them to find suitably-accredited suppliers of G-Cloud compliant hosting if the impact level of their data is above Official. Our regular hosting partners hold ISO27001:2013 for their datacentre, and we are currently seeking accreditation under the Cyber Essentials scheme.

We are registered as data processors (normally of simple website comments) with the Information Commissioner's Office.

Our senior staff generally have CTC/SC clearance.

Details of the level of backup/restore and disaster recovery that will be provided

n/a – depends on client selection of hosting provider. Where we offer managed hosting and support for sites, we agree requirements for this with each client on a per-project basis, in partnership with a G-Cloud provider of hosting services.

Helpful Technology

On-boarding and Off-boarding processes/scope etc.

On-boarding generally involves the receipt of a client brief for a project, and the production of a proposal describing the scope of work, costs and timescales. Contracts are agreed once the proposal has been discussed and accepted.

Off-boarding processes vary, and are normally specified in client proposals.

Pricing (including unit prices, volume discounts (if any), data extraction etc.)

Our services are priced at £90+VAT per consultant hour (£120+VAT per director hour). Large projects (over 100 hours) are typically subject to discounts dependent on the nature of the work (training, consultancy, cloud software deployment etc).

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

n/a – varies depending on the specialist cloud service offered

Service Levels (e.g. performance, availability, support hours, severity definitions etc.)

n/a – varies depending on the specialist cloud service offered

Our normal client service hours are Monday-Friday 8am-6pm with out-of-hours work by agreement.

Financial recompense model for not meeting service levels

n/a – varies depending on the specialist cloud service offered

Training

We offer a range of training to suit client briefs, including:

- introductory courses in social media concepts, good practice and tools
- intermediate and advanced level courses in effective social media and digital communications
- WordPress publisher and administrator training
- Immersive facilitated simulations of crisis scenarios using replicas of social media platforms, via our Social Simulator™ platform
- self-paced online learning and coaching using our digital skills training platform, the Digital Action Plan

Ordering and invoicing process;

Orders are confirmed following receipt of a client purchase order or signed contract reflecting acceptance of a proposal.

Invoicing terms are normally 30 days, and invoicing milestones follow the acceptance of concrete project deliverables (e.g. design, prototype, training session or site launch)

Termination terms:

Varies, but normally a minimum of 1 month's notice on either client or supplier side.

Data restoration / service migration;

n/a – varies depending on the specialist cloud service offered

Consumer responsibilities;

n/a – varies depending on the specialist cloud service offered

Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)

n/a – varies depending on the specialist cloud service offered

Details of any trial service available

We make some of our code available on an open source bases via Github, for clients to deploy themselves (at no cost) or use on a self-supported trial basis.

Registered office: 39 Durban Road, Beckenham, Kent, BR3 4EY

Tel: 020 3012 1024

Registered company no: 7165965

hello@helpfultechnology.com

http://www.helpfultechnology.com

VAT registration number: 994 1676 70