

PANTHEON &



Indicative Overview for The Radcliffe Group

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Website Operations

web·site \ op·er·ation

WebOps brings together extended web teams to streamline how work gets done through agile tools and processes to deliver business results.

WebOps | How Pantheon will impact change

Measure success

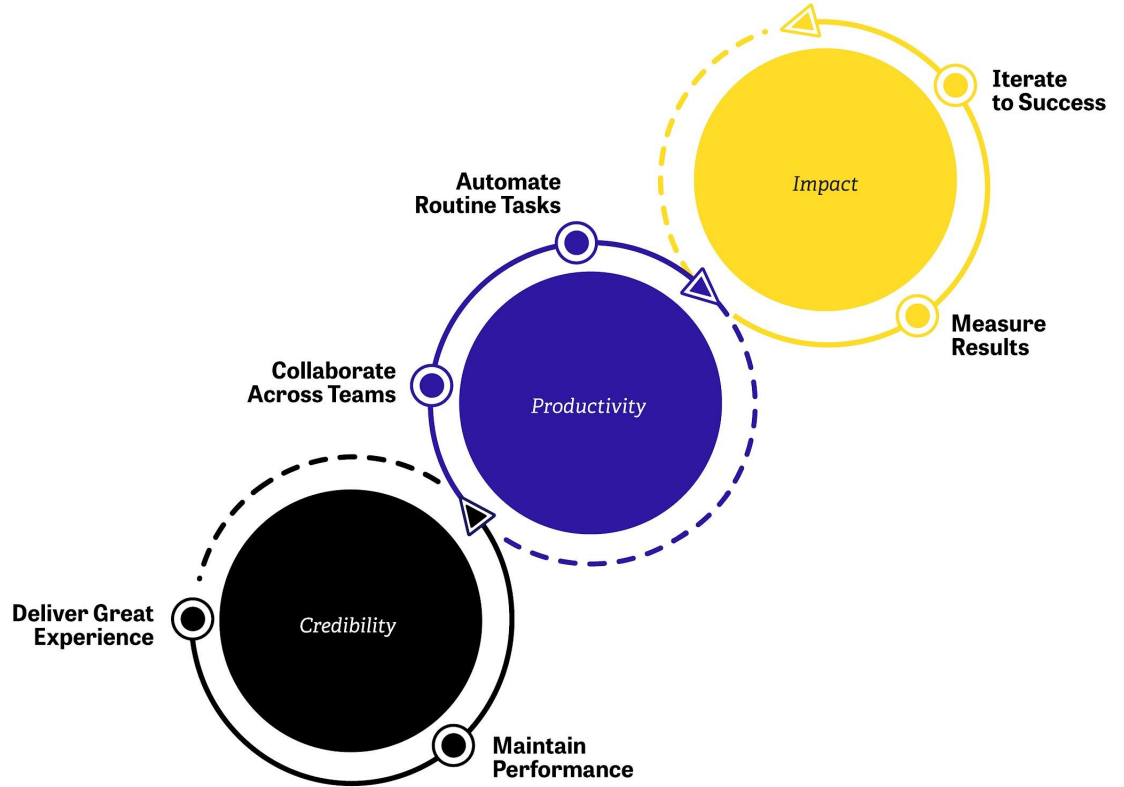
Iterate on high-value features

Collaborate across disciplines

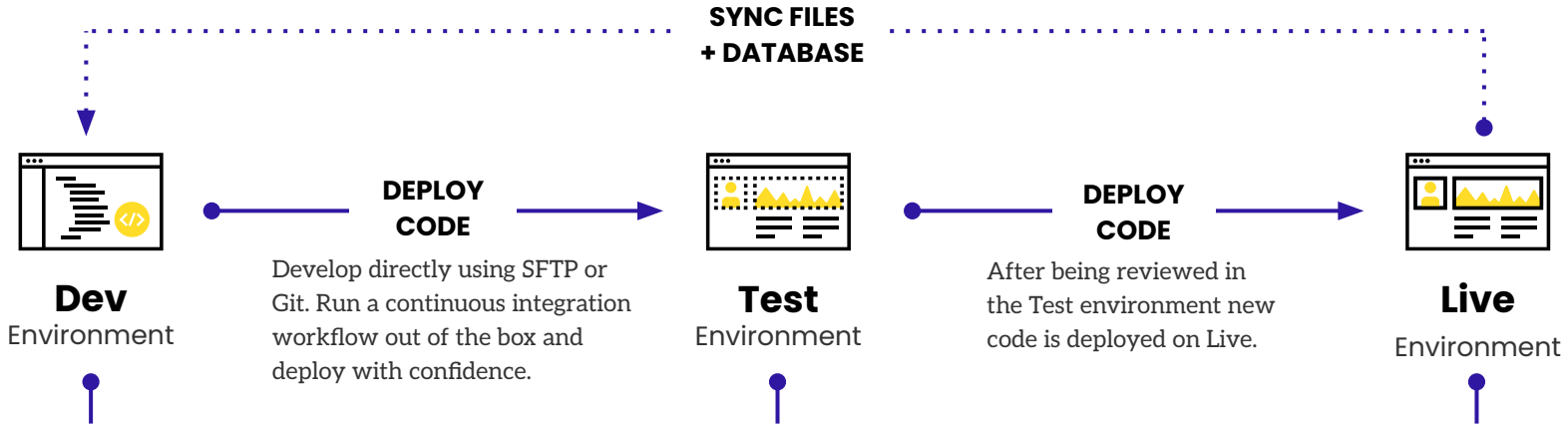
Automate error-prone tasks

Maintain critical dependencies

Deliver performance



Development Pipeline | Dev. Test. Live.



Develop

Use Multidev to give every developer their own environment in the cloud and lets them work seamlessly with version control.

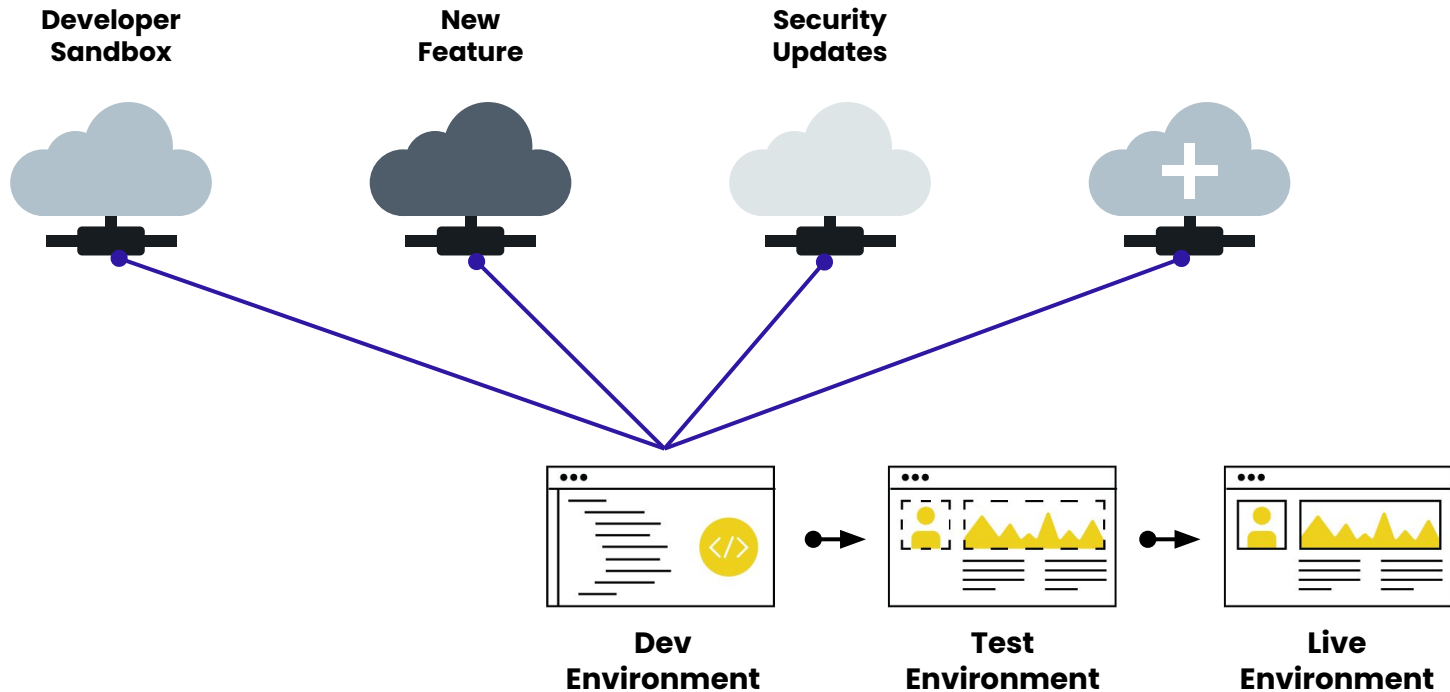
Review

New code from Dev and current content from Live are unified in Test. An accurate view of deployment means no “surprises” when going live.

Scale

Elastic hosting scales your site as you add content and grow your traffic.

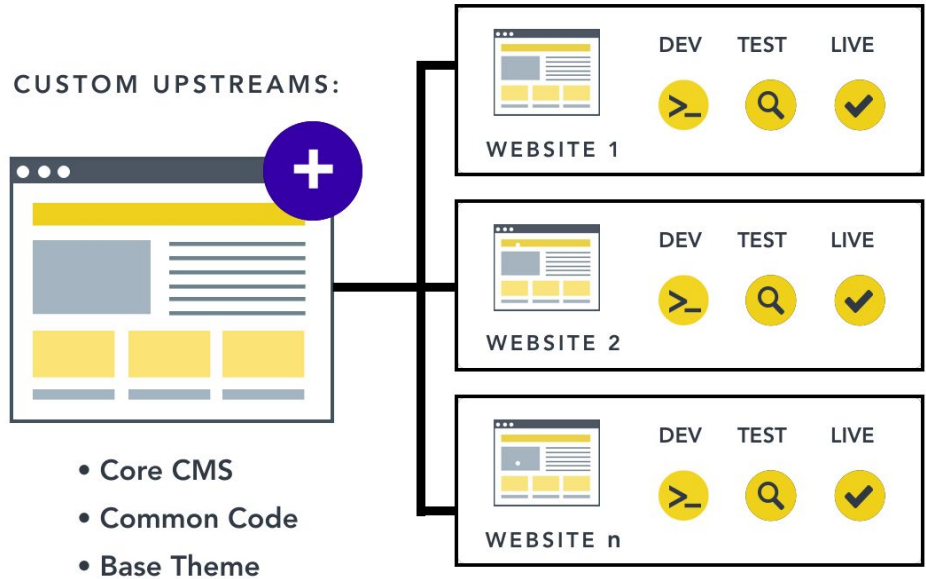
Multidev Dedicated Environment Per Branch



Custom Upstreams

Update once, push everywhere

- Safely add new functionality and features to individual sites without impacting others
- Governance at the click of a button
- Incorporate unique content and designs as desired



Autopilot

Always keep your sites up-to-date and allow machines to automatically detect, perform, test, and deploy updates for WordPress and Drupal

Turbo-Boost Productivity & Automate Security

- Saves 30min/site/month
- Ensures best possible performance, stability, and security
- Keeps site compliant, secure, and efficient

Visual Regression Testing (VRT)

- Intelligently detect visual and content changes through VRT
- tools to compare and ensure excellent user experience



Technical Architecture

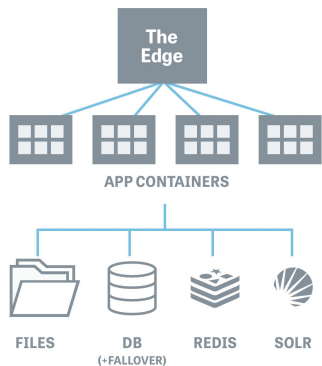
Pantheon's best practice, high availability architecture is built to scale instantly.

Pantheon's architecture has you covered so you can focus on your KPIs.



Pantheon's Edge

The edge has a built-in, ultra-fast cache that's automatically enabled for every site. It improves page load times for our customers and helps sites to cruise through viral traffic spikes without breaking a sweat.



Google Cloud Based



Pre-Integrated Global CDN



Containerized



Smooth Scaling



Provisioned on Demand



Production Parity Development Environments



The Highest Performance Hosting

Build best in class Drupal and WordPress sites with scalable, secure infrastructure, and a lightning fast content delivery network.



Fast Managed HTTPS

Keep your site and your visitors secure with HTTPS certificates. Certs are renewed and managed by us.



Global CDN

Achieve sub-second page loads around the world thanks to Global CDN powered by Fastly.



Advanced Page Caching

The fastest caching solution for Drupal and WordPress with full page caching and granular cache control built-in.



Smooth Scaling

Pantheon runs over a million checks a day alerting you to any potential performance issues.



Agile Workflows

Empower your web team to develop, test, and launch sites quickly and with confidence by using best practice workflows. Move fast without cowboy coding.



Best Practice Deployments

Every site comes with identical Dev, Test, and Live environments. No more cowboy coding.



Improved Client Collaboration

Easily share work in progress with clients and stakeholders for rapid real-time review.



Feature Branching

Easily create feature branches for your sites or fix and test patches in isolation with Multidev environments.



Local Development

Work in a local Docker-based environment that mirrors your Pantheon websites.



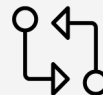
Superior Developer Tools

Supercharge your web development team with tools that keep projects on time and deliver results.



New Relic APM Pro

Access a full New Relic Pro subscription to quickly diagnose and fix any performance issues.



Version Control

Use git to manage all the code for your projects. Never lose work again.



Automated Backups

Nightly automated backups of your site's database, files, and code plus single-click restoration if something goes wrong.



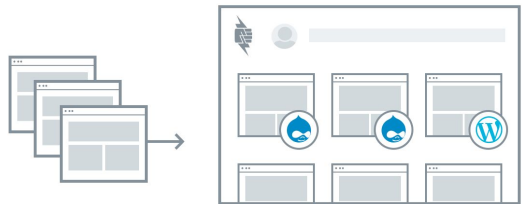
Total Scriptability

Everything on Pantheon can be scripted using Terminus, our CLI, including mass updates, Continuous Integration, build tools, and automated testing.



Website Portfolio Management

Worry-free backups, one click core updates, and controls for website standards make managing multiple projects more efficient than ever, for you and your clients.



Platform Integrations

Automate your team's workflow and integrate Pantheon with your favorite apps and services.



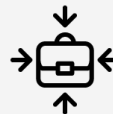
Flexible Permissions

Grant access to your staff across the entire portfolio, while limiting access for contractors or clients to specific projects.



One-Click Updates

Roll out updates to all your sites with one click, or script the process for a fully-automated experience.

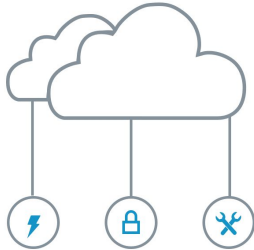


Centralized Portfolio Management

Manage thousands of sites from one codebase to control universal standards while allowing individual sites freedom to customize.

Always On Availability, Security, & Support

From always on availability, to best in class security and world class support, Pantheon has you covered.



Automated SysAdmin

Free yourself from server maintenance. Pantheon automates sysadmin work so you can focus on development.



24x7x365 Support Ops

Real-time chat, ticketing, and phone support from Drupal and Wordpress experts. Get application level help from humans, not bots.



High Availability

The fastest caching solution for Drupal and WordPress with full page caching and granular cache control built-in.



Advanced Site Monitoring

Pantheon runs over a million checks a day alerting you to any potential performance issues.

New Relic® Performance Monitoring

Monitor Performance

Access in-depth information about your customer experience and how it impacts your bottom line

Diagnose Issues

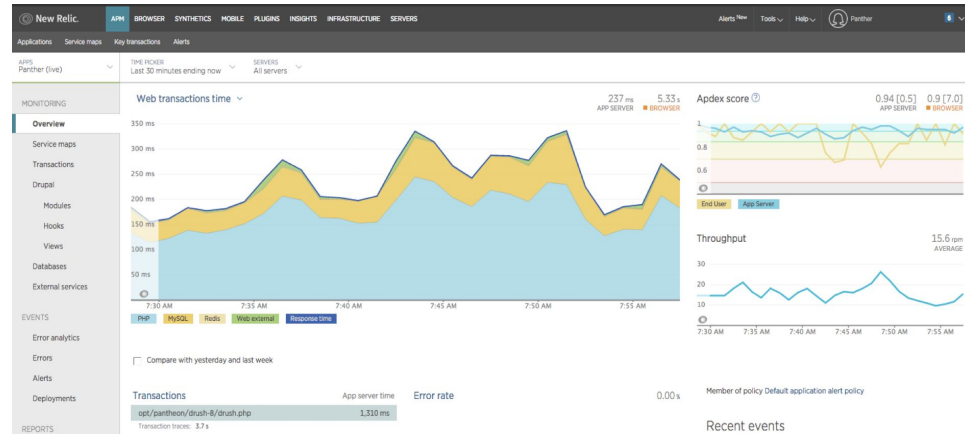
Get code-level visibility into website performance and quickly diagnose issues while having easy access to historical data.

Resolve Problems

Rectify your most common errors before they go live and identify the root cause in seconds.

Track Changes

Flag deployments so you can track the impact of changes over time.



Global CDN



Zero configuration needed, already integrated with the CMS



Sub-second page-loads, including on mobile devices



Improve SEO, content engagement, and conversion rates



HTTPS with an A+ rating on SSL Labs for all Pantheon sites



Auto renewal of certificates with Let's Encrypt



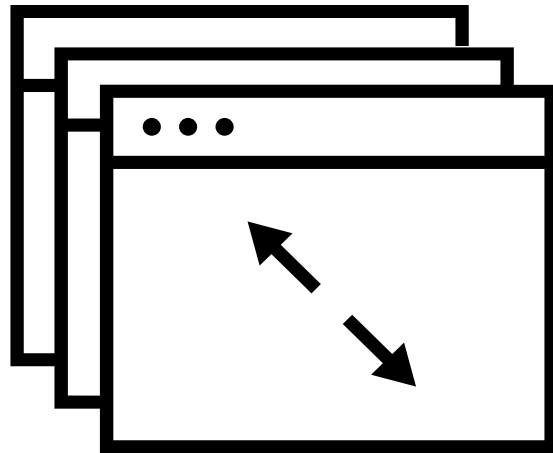
Globally distributed points of presence
Powered by Fastly

Helping Organisations Build and Mature

Smooth Scaling

Serverless infrastructure allows you to forget about servers, and scale to millions of visits without affecting performance

- Handle traffic spikes, horizontal scalability is built-in; more application resources come online as needed so you don't need to be afraid of success.
- No SNAFUs, experienced website operators know that architectural changes can create unexpected problems as traffic grows. Every site on Pantheon uses a consistent architecture and is set up to scale from the minute a free sandbox is provisioned.



Performance Site Plans

For sites that deliver business results, we have a series of plans to choose from under our Performance offering. All Performance plans include New Relic APM Pro, Object Cache (Redis), Search (Solr), and Overage Protection in the event of a high traffic activity on any given month.

Performance Plan Levels

Plan Level	SSD Storage	Application Containers	Max Number of Domains
Performance Small (25K monthly visitors)	30GB	1	10
Performance Medium (50K monthly visitors)	50GB	2	15
Performance Large (150K monthly visitors)	100GB	3	35
Performance Extra Large (300K monthly visitors)	200GB	4	70
Performance 2X Large (600K monthly visitors)	200GB	4	70

Elite Site Plan

Pantheon offers a range of Elite plans for mission-critical WordPress and Drupal sites requiring a contractual uptime guarantee and/or very high levels of traffic. All Elite plans come with a 99.95% uptime SLA, managed resource scaling by Pantheon, a replica backup up database, unlimited SSD storage, up to 270 domains, and no overages for unusually high traffic. All Elite sites require either Professional or Advanced Setup.

The purchase of an Elite site plan, unlocks the ability to add Multizone Failover and a Dedicated database for your site.

Elite Plan Levels:

Elite 1M

Elite 2M

Elite 5M

Elite 10M

Elite 20M



Platinum Workspace

Optimization for web experience starts with having the foundational support of a expertly operating content management system. Combining Pantheon's ability to empower cross-functional teams to collaborate in a robust and secure environment allows an organization to efficiently and effectively drive business results. Access the tool needed to drive innovation.

What's Included

- Autopilot
- Front-End Sites (Add On)
- Advanced Global CDN (Add On)
- Multidev Cloud Environments
- Custom Upstreams
- WordPress Multisite
- Global CDN
- Central dashboard for all sites
- Integrated version control
- Role-Based Access Control
- Deployment Pipeline
- Integrated Composer
- Quicksilver automation
- Terminus Command Line Interface
- Object Cache
- Global Cloud Regions
- Search
- Automated Backups
- Managed HTTPS
- Documentation
- Community
- Developer Training
- Chat 24x7: Priority
- 24x7 Phone Support
- Tickets 24x7: 2 Hours SLA
- Emergency On-Call 24x7: 1 Hour



Diamond Workspace

Pantheon WebOps Platform scales highly trafficked and enterprise organizations managing thousands of sites and multiple brands.

Gain access to assurance from 24/7 emergency support, expedited response ticketing, professional services and add-ons to meet your organization's digital journey needs.

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- Object Cache
- Global Cloud Regions
- Search
- Automated Backups
- Managed HTTPS
- Documentation
- Community
- Developer Training
- Chat 24x7: Top Priority
- 24x7 Phone Support
- Tickets 24x7: 1 Hours
- Emergency On-Call 24x7: 15 mins
- Dedicated Diamond Support Team
- Pre-Launch Load Testing
 - *All Elite Sites Included
- Customer Success Managers
- SSO/SAML
- Site Network Setup

Optional Add-Ons

Advanced Global CDN

Empower teams to manage their own sites, drive growth through iteration, calibrate control over branding, and extend enterprise-grade security

Features: Domain Masking, Geolocation Detection and Blocking, Web Application Firewall (WAF), Content Delivery Network (CDN), IP Allow/Blocklisting, Image Optimization, Edge Logging, Custom Rules and Redirects

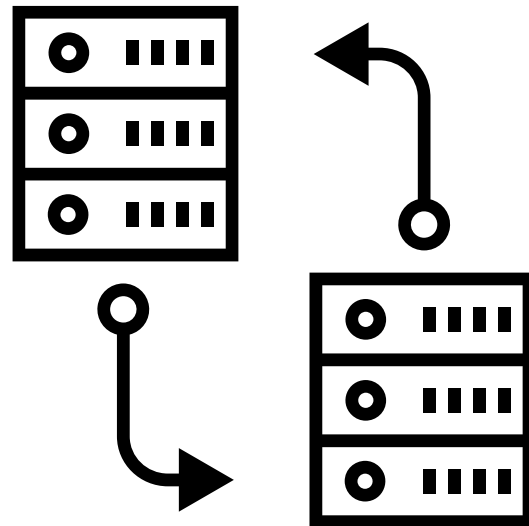


Domain Masking

Advanced Global CDN

Unlock growth through iteration by reviewing and routing each request uniquely at the edge to enable page-by-page migrations all with a seamless user experience.

- Route different directories to different Pantheon instances (e.g. /blog points to a WordPress site)
- Together with reverse proxy, free divisions, and brands to own and manage their websites under a single domain

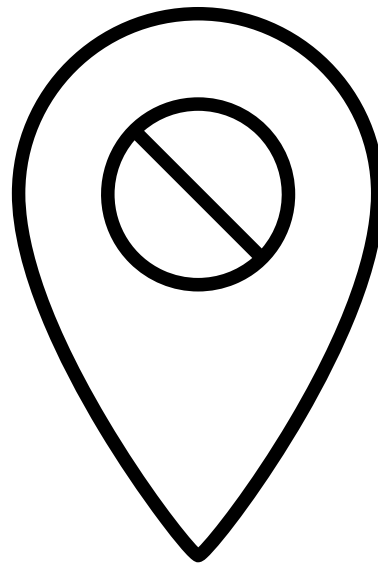


Geolocation Detection & Blocking

Advanced Global CDN

Regain control of your brand and intellectual property with fast and accurate location-based blocking and redirection.

- Take action based on the physical location of the user (eg. blocking or redirecting) or send location to your application for more custom control.
- Save resources, improve security, and maintain compliance with routing that takes place at the edge, before your CMS ever starts.



Web Application Firewall (WAF)

Available in: Advanced Global CDN & Security Starter

Stay on message and ensure site integrity with a custom web application firewall.

- Inspects each uncached request in excruciating detail and rapidly applies rules to keep your online presence stable.
- WAF is optimized for WordPress and/or Drupal by our expert team.

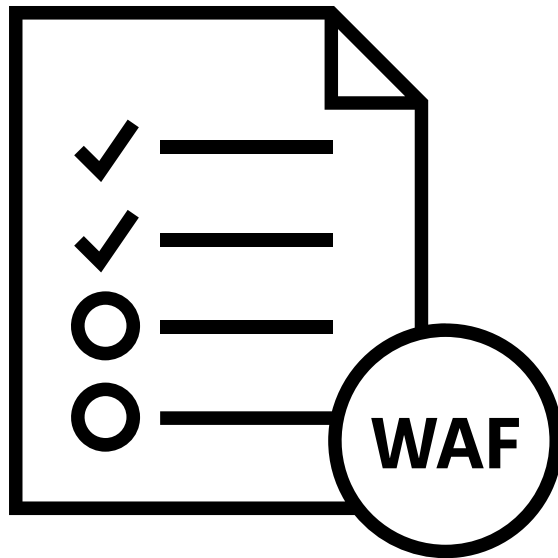
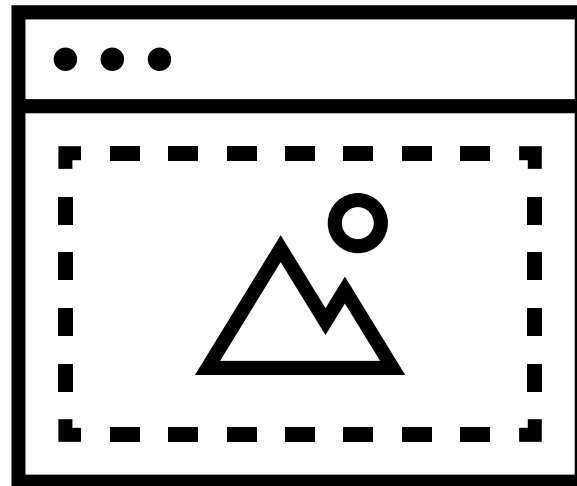


Image Optimization

Available in: Advanced Global CDN & IO Starter

Engage visitors in real-time with rich content from globally distributed points of presence that compels and converts.

- With image optimization, pages render at light-speed efficiently from the edge, offloading work from your servers and adding resilience to your site.
- We support modern image format auto conversion (WebP) as well as thousands of mobile device size profiles.



Commercial Overview

Elite & Performance Hosting Plans + Platinum Workspace

Platform

- 1 x Elite 1m Site Plan (1m) for main site
 - 99.95% Uptime SLA
- 11 x Performance Small Site Plan (25k) for remaining sites
 - 99.9% Uptime SLO
- Traffic Overage Protection
- 24/7/365 Monitoring
- All plans include New Relic, Object Cache (Redis), Search (Solr)
- [OPTIONAL] AGCDN with WAF/IO

Platinum Workspace

- 24x7 Chat: Priority Routing
- 24x7 Ticket: 2 Hour SLA
- 24x7 Emergency: 1 Hour SLA
- [Multidev](#) Cloud Environments
- [Custom Upstreams](#)
- [Autopilot](#) Automated Daily Updates
- Automated daily backups with 1-click restore

Professional Setup

- Configure site and organisation
- Answer pre-migration questions
- Support through DNS transition and launch (if within 30 days)
- Training via [On-Demand Workshops](#)
- Site network setup and training

Total Per Year (USD): \$71,825* p/a

- 1 x Elite 1m Site Plan: ~~\$24,000~~ \$21,600 p/a
- 11 x Performance Small Site Plans: \$15,125 p/a
- Platinum Workspace: ~~\$48,000~~ \$16,200 p/a
- [OPTIONAL] AGCDN & WAF/IO: \$18,900 p/a (Covers all 12 Sites)

One-Time Fees:

- Professional Setup: \$2,500

Optional Add-Ons

- 1 Performance XL Site Plan (300k): \$8,250 p/a (Optional to replace the Elite 1m Site Plan above)
- 1 x Performance Large Site Plan (150k): \$4,950 p/a (Optional to replace the Elite 1m Site Plan above)
- Professional Services Hours: \$350 per hour

* Pricing provided is for indicative purposes only, based on initial requirements identified from January 2024 meeting. Pantheon reserve the right to revisit on further technical deep dive.



Thank you

For more information please contact:

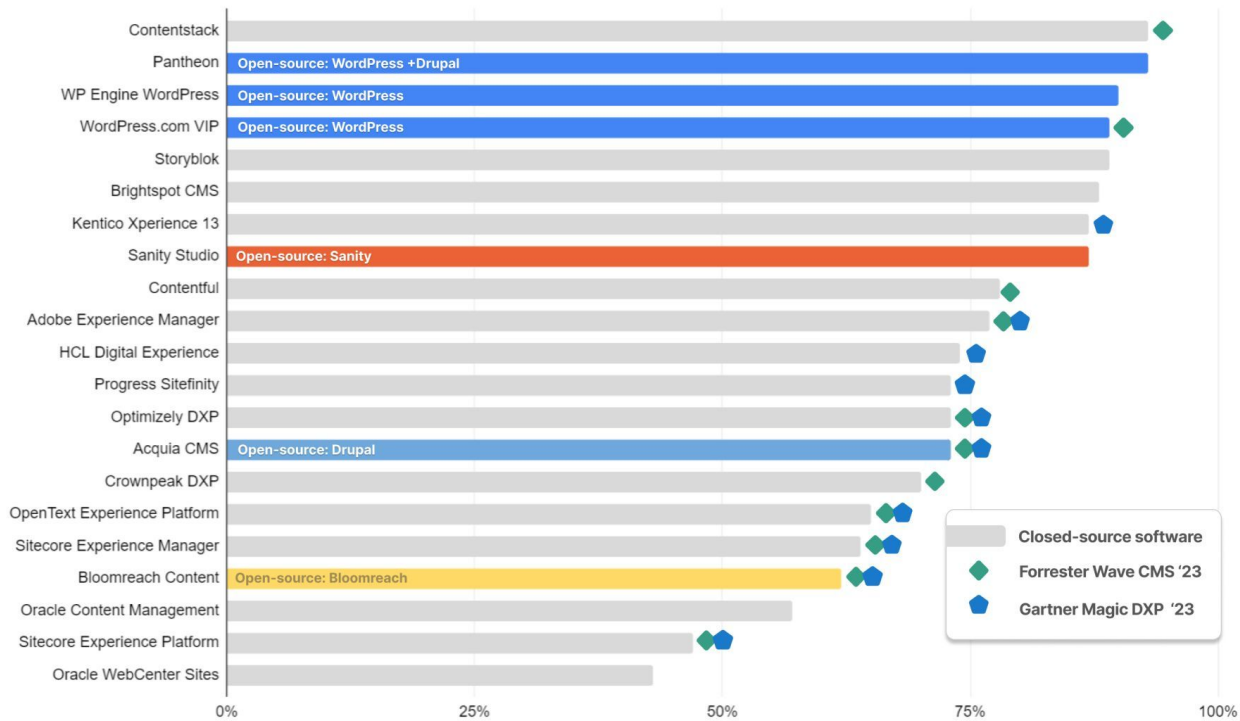
Michael Hradek

michael.hradek@pantheon.io



Appendix

How likely is an enterprise user to recommend this CMS?



Source: Gartner Peer Insights, WCM Reviews, September 2023, using "would recommend" field. Gartner DXP '23 vendors linked to their CMS sub-product.



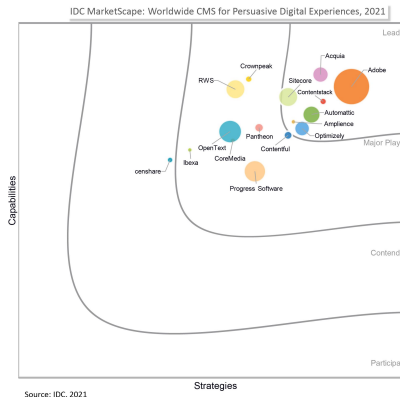
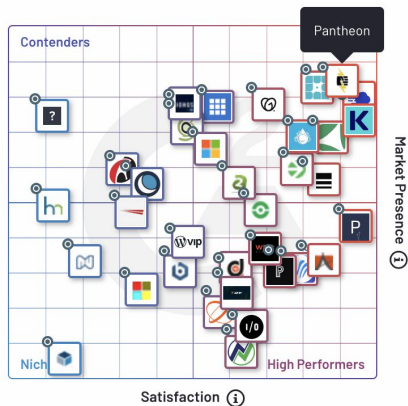
Pantheon Reviews



#1 in [Managed Hosting](#)
#2 in [WebOps Platforms](#)
#3 in [Web Content Mngt.](#)



4.6 in [Digital Experience Platforms](#)
4.7 in [Web Content Management](#)
9.5 / 10 in [Managed Hosting Services](#)



Highly professional with advanced tools.

5.0 ★★★★★ October, 2021



Agile Approach based deployment system

5.0 ★★★★★ September, 2021



Pantheon offers reliable hosting & developer-oriented methods

October, 2021



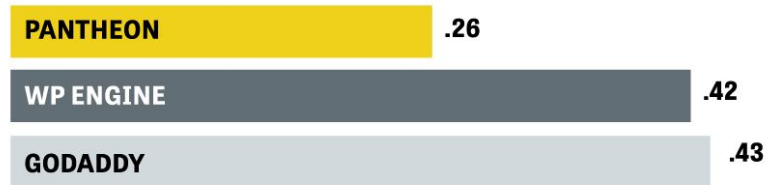
Run your sites on the fastest WebOps platform on the planet.

*Embrace Agility, Iterate Faster
and Drive Results*

DRUPAL HOSTING - RESPONSE TIME IN SECONDS



WORDPRESS HOSTING - RESPONSE TIME IN SECONDS



(SHORTER IS BETTER).