

CASE STUDY: OPTIMUS EDUCATION



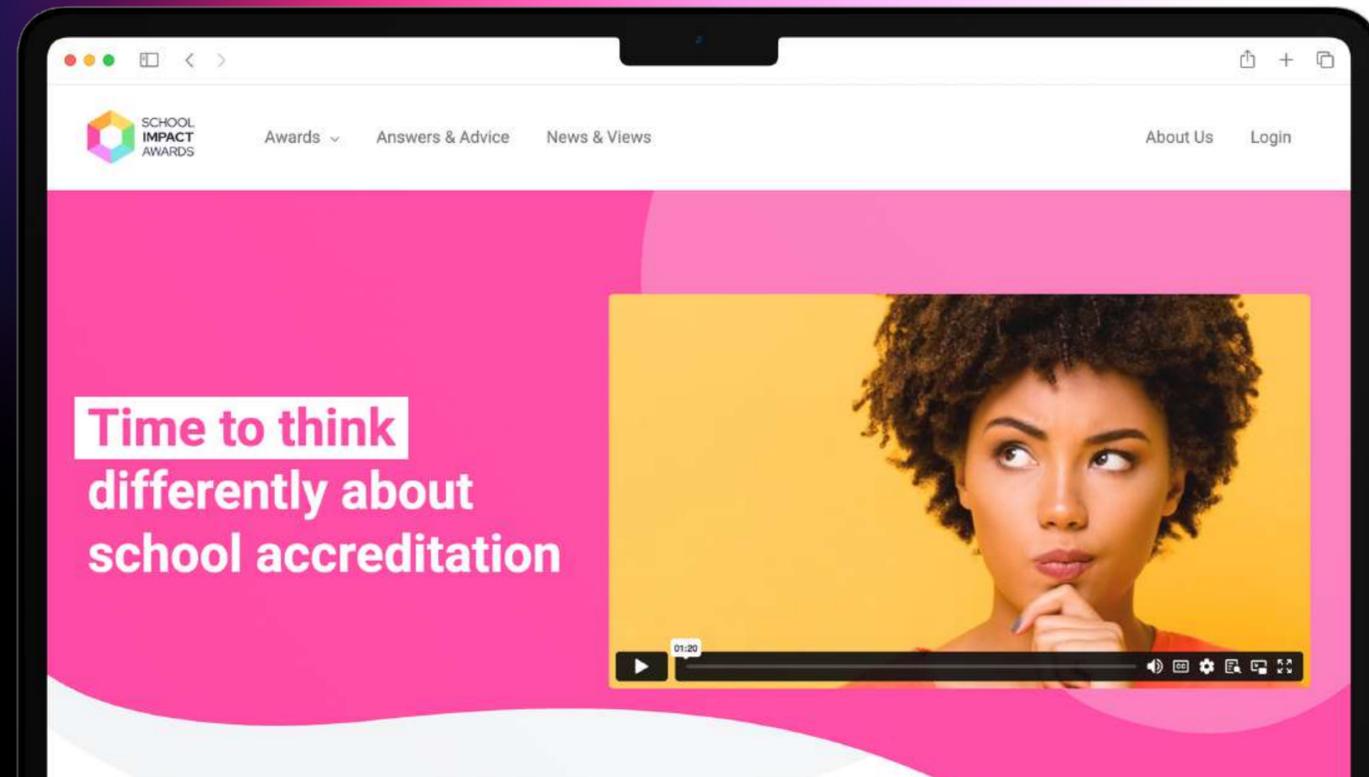
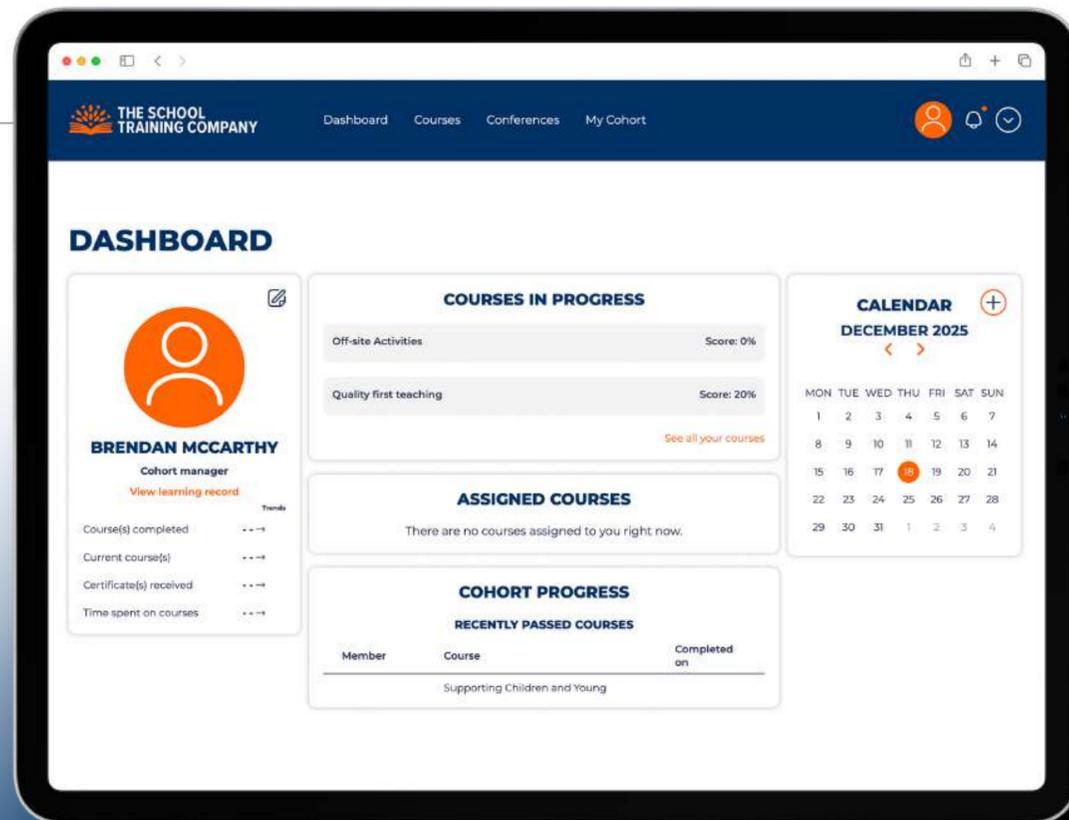
A suite of education platforms for accreditation, training and school improvement

Partner information:

Partner: Optimus Education

Company size: 11-50

Headquarters: UK

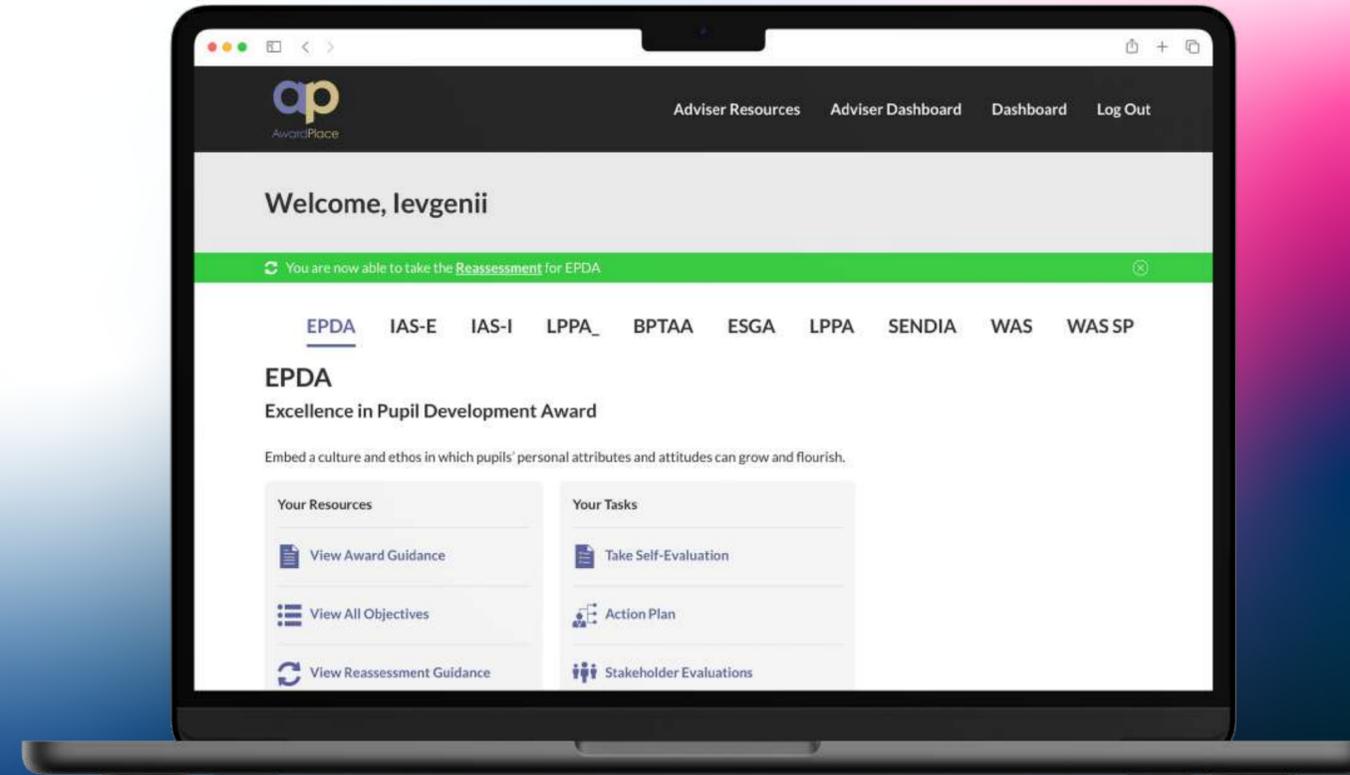


PROJECT OVERVIEW

Optimus Education is a UK education company providing digital tools for school leadership, staff development, and educational standards. Their ecosystem includes several independent Drupal-based platforms, from promotional websites to full-featured education and accreditation systems.

Working with education experts and consultants, these products help schools run professional development programs, attend conferences, and improve practices through accreditation and award frameworks.

Our partner approached us searching for a Drupal and PHP specialist to support their existing products. All systems were already live and actively used, with established processes and infrastructure. The key expectation was reliable ongoing support. This included fast response to urgent issues, careful maintenance of existing functionality and gradual development of new features, within a fixed monthly timeframe.



Our role focused on technical support across five active products. We work in a strict, SLA-driven setup where predictability, clear estimates and responsiveness are critical. The scope covers bug fixing, deployments, performance and security improvements, as well as targeted enhancements requested by the Optimus team.

Today, we support Optimus Education by keeping their platforms stable, secure and responsive to the needs of schools. Our work helps ensure that their digital products remain reliable tools for educators, even as content grows, usage patterns change and operational requirements evolve.

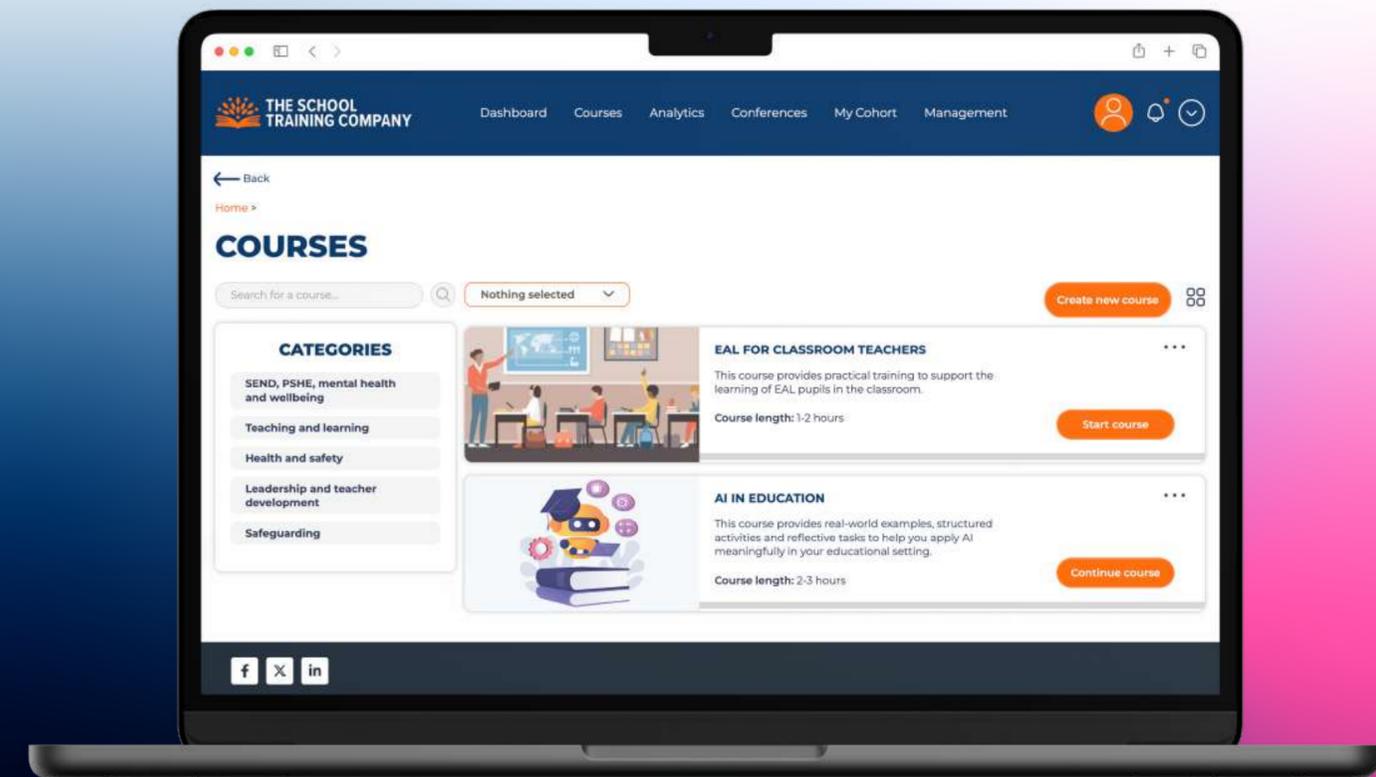
SERVICES & TECHNOLOGY STACK

Provided services

- Web development

Technologies & tools

- Platform: Drupal 10
- Frontend: HTML, JS, CSS
- Backend: PHP 8.1, MySQL
- DevOps technologies: Docker, CI/CD, Lando
- Additional tools: Pantheon.io, Upsun



REQUIREMENTS & CHALLENGES

When Optimus Education approached us, all products were already live, actively used by schools, and supported by established internal processes. The goal was to keep them reliable, secure and responsive as usage grew and content accumulated.

The work requires careful task prioritization in a fixed monthly time allocation and a strict SLA framework. Fast reaction to urgent issues is critical, while longer-term improvements have to be implemented without disrupting day-to-day operations for schools and administrators. Key requirements and challenges include:

Maintaining stability across multiple independent products

We support five separate Drupal instances, each with its own infrastructure, database and functionality. While the products are semantically connected through cross-linking, they operate independently. This requires carefully coordinating updates, deployments and fixes to ensure stability for each.

Resolving performance and infrastructure issues without service disruption

One of the platforms experienced recurring timeouts and availability issues. Pages with large data volumes, like user profiles loading full course histories, caused memory overuse and 504 errors. Addressing this required detailed analysis. The challenge was stabilizing the system with targeted refactoring, data cleanup and caching improvements while keeping it fully operational for users.

Ensuring security and compliance within an evolving Drupal ecosystem

Security alerts surfaced due to outdated Drupal core and contributed modules. Updates involved more than a simple version upgrade. We had to review module dependencies and configuration adjustments and align them to avoid breaking existing functionality. A cautious, step-by-step approach was required here, to close security gaps and restore compliance.

Delivering comprehensive support under a strict SLA and fixed-time budget

Our partner places a strong emphasis on predictability, clear estimates and fast response to urgent requests. With a fixed monthly allocation, every task has to be assessed for urgency and impact. This means finding the most efficient solutions, proposing realistic implementation options and maintaining transparent communication.

HOW WE WORK

Collaboration approach & process

Our partnership with Optimus Education is built on predictability, clear responsibilities and efficient use of limited time. As their products were already live and supported by established internal processes, our task was to **integrate smoothly into their workflow and provide reliable ongoing support without disrupting day-to-day ops.**

Our developer quickly familiarized themselves with their five Drupal-based products, infrastructure and support routines, **allowing active maintenance to begin sooner than expected and ensuring continuity across all platforms.**

Day-to-day collaboration follows a lightweight, SLA-driven model, with priorities managed on our partner's side. With this setup, our developer can focus on execution, estimates, and technical decision-making, proposing efficient **solutions that balance stability, security and delivery speed within a strict time budget.**

Partner testimonial

"We have been working with Aimprosoft for six months and have been consistently impressed with their communication and support. They made the onboarding of our websites smooth and straightforward and have collaborated closely with us to establish processes that truly fit our business needs. Their developers deliver a quick turnaround on tasks and have taken the time to understand our websites and systems in depth, not only resolving issues efficiently but also proactively offering valuable recommendations."

Keran Dosanjh
Digital Projects Manager at Optimus Education



STEP-BY-STEP PROJECT FLOW

Stage 1: Fast onboarding and system familiarization

Our partnership began with a focused onboarding phase aimed at understanding their ecosystem. We reviewed the five active Drupal-based products, their roles, content models, data flows and infrastructure setup in-depth. Since each one was already live and well-established, the goal was to move into active support as quickly as possible. Initially estimated to take several weeks, onboarding was actually completed in a few days. Maintenance and support work began without delay.

Stage 2: Stabilization and ongoing maintenance

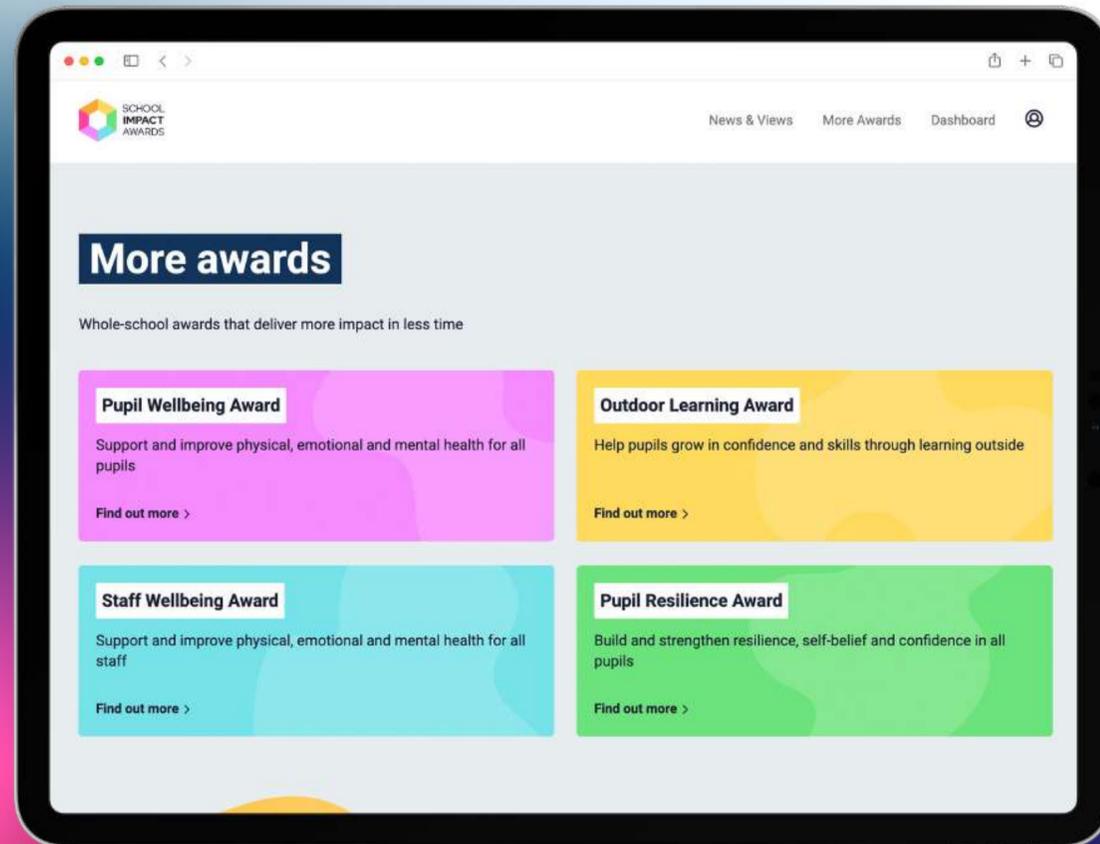
We focused on stabilizing production systems under real usage. One platform suffered from recurring timeouts caused by data-heavy pages and inefficient queries. Our team traced the issue through server metrics and application behavior, then addressed it by refactoring heavy views, cleaning outdated records and optimizing database queries. We introduced Redis caching to reduce database load and prevent repeated memory spikes as content and user data continued to grow.

Simultaneously, we resolved security alerts related to outdated Drupal core and contributed modules. Upgrades required careful alignment of dependencies and configuration adjustments before moving to newer versions. We made incremental updates to close known vulnerabilities while keeping live systems stable and avoiding disruptions for administrators and end users.

Stage 3: Continuous support and incremental improvements

Our work continues as ongoing support. Alongside regular maintenance tasks, our developer implements small functional improvements, provides technical recommendations and helps the Optimus team assess implementation options for new ideas and features. This approach keeps their platforms stable, secure and usable as content grows and requirements evolve, while technical risk and delivery overhead stay under control.

PRODUCTS & FUNCTIONALITY



AwardPlace

- AwardPlace is a public-facing platform showcasing Optimus Education's accreditation and award frameworks for schools. It explains the purpose of each award, assessment criteria and expected outcomes, helping educators understand how different programs support wellbeing, inclusion and professional development. We maintain site stability, content delivery and reliable access to accreditation information.

School Training learning platform

- The School Training platform delivers online CPD (Continuing Professional Development) courses for educators and school leadership. Users can access assigned courses, track progress and complete programs, while the site admins manage course creation, cohorts and assignments. This platform also provides reporting and analytics for both learners and admins. Our developer supports its day-to-day operation, fixes issues and keeps learning and reporting features reliable as content grows.

PRODUCTS & FUNCTIONALITY

AwardPlace application

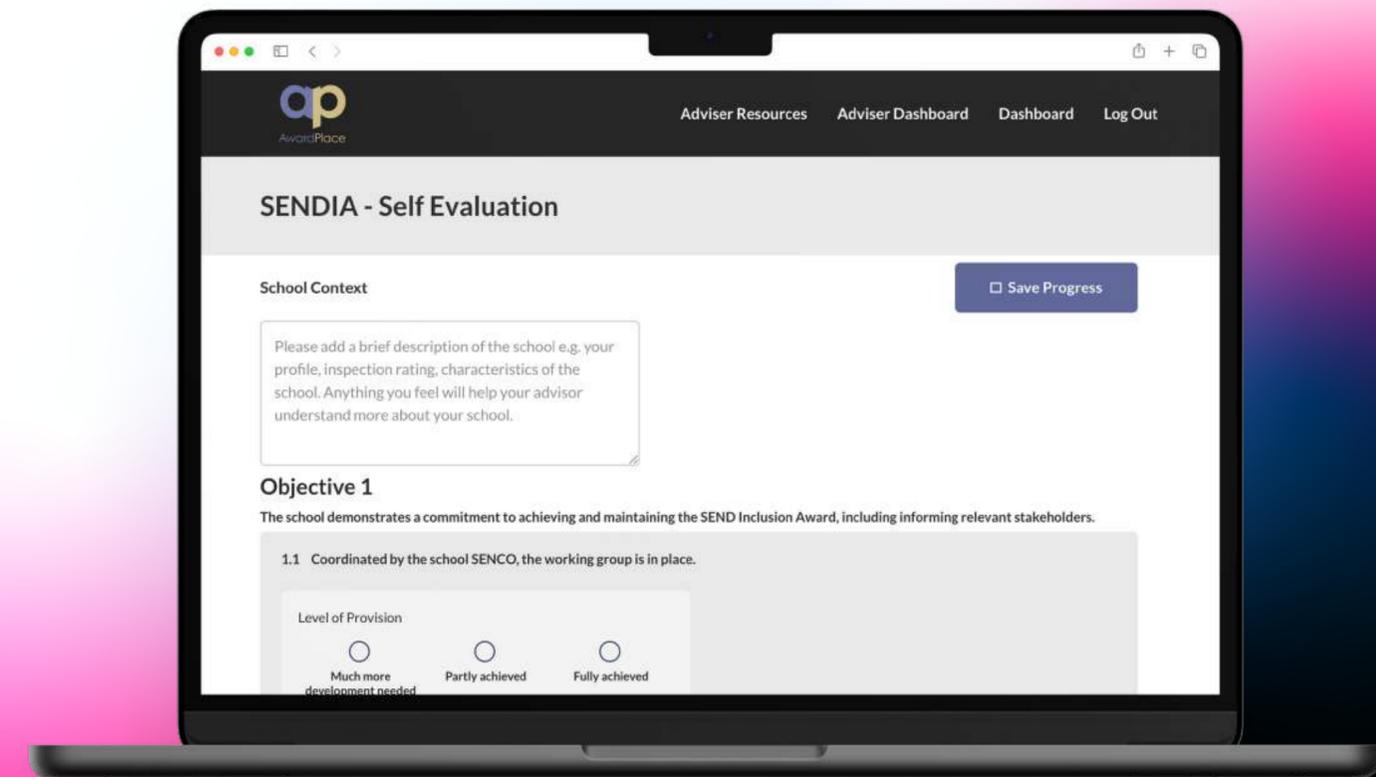
The AwardPlace app is the core of the awards ecosystem. Here, school staff logs in to complete self-evaluations, build action plans, and progress through certification workflows. The platform supports multiple user roles and structured assessment logic. We maintain the system, address bugs and ensure that evaluation and certification flows remain consistent and usable for Optimus Education admin and end-users, like school staff.

Live School Impact Awards

Live School Impact Awards is a lighter-weight accreditation platform for earning awards. Schools can select specific awards, review criteria and move through the accreditation process with less overhead. Our role includes maintaining the platform, addressing functionality issues and keeping the accreditation journey accessible and stable.

Optimus Conferences

Optimus Conferences is a platform dedicated to live and online education events. It presents conference programs, speakers and themes, and supports ticket purchases for professional development events. Our work on this platform focuses on ongoing maintenance, deployments and ensuring smooth user journeys for browsing events and completing registrations.



PROJECT OUTCOMES

Restored platform stability and performance

Targeted performance improvements eliminated recurring timeouts and page load failures, allowing platforms to run reliably under real user load. We reduced memory usage and database pressure, stabilizing access to data-heavy areas like user profiles and learning histories. These improvements restored consistent performance and keep platforms usable as content and activity grow.

Improved security

Security updates brought all active platforms back to a supported and compliant state. By aligning Drupal core and module versions, we closed known vulnerabilities and reduced operational risk. Careful rollouts ensured live systems remained stable. Our partner's administrators and end users get secure environments for daily work.

Reliable operation in a strict SLA model

Our developer provides consistent, SLA-driven support that keeps the platforms reliable for everyday operations. Maintenance, bug fixes and small functional improvements are planned to strategically deliver the highest value possible while avoiding unnecessary technical overhead. This approach helps Optimus continue evolving their products without increasing operational risk or budget.

Continuous technical guidance for product evolution

Beyond maintenance, our developer regularly provides practical implementation advice and infrastructure recommendations. This includes suggesting more efficient ways to improve content visibility, evaluating hosting options for new components, and identifying areas where small technical changes can reduce future load.



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