Drupal engineering, support and modernisation

Softescu, since 2008. ISO 27001 certified.

Softescu is a Drupal engineering firm established in 2008 in Bacău, Romania. We build, run and modernise Drupal and .NET platforms for international organisations, enterprises and public institutions. Our core stack is Drupal, with Angular and .NET for adjacent systems. We use AI in delivery where it brings measurable engineering value.

2008
founded

600+
projects delivered

23
people; median tenure over 10 years

ISO 27001
and ISO 9001, certified by Lloyd's Register

Softescu at a glance

COMPANY	Softescu SRL, Romania. Founded in 2008 in Bacău.
TEAM	23 employees: developers, UX/UI designers and testers, on permanent contracts in Romania. Median tenure over 10 years. All developers hold a degree in computer science.
CERTIFICATIONS	ISO 9001 and ISO/IEC 27001, certified by Lloyd's Register. More than 50 Drupal certifications earned in the last 10 years.
PARTNERS	Acquia partner.
TRACK RECORD	600+ projects and more than 500,000 billed hours. Profitable every year since 2008.
WAY OF WORKING	Remote, with the team based in Romania. Time zone UTC+2/+3: one hour ahead of Central Europe, the same working day as Germany, Austria and Switzerland.
PROCUREMENT	UN Global Marketplace vendor ID 509815. Romanian public institutions buy our support plans through the SEAP catalogue.
CONTACT	office@softescu.com, +40 723 381 815, softescu.com

Services

Drupal Support Plans

Corrective and adaptive maintenance for Drupal sites and platforms, in three plans: Essential, Premium and Enterprise.

12-month subscription.

Upgrades & Migrations

Drupal 10 to 11, sites left on Drupal 7, 8 or 9, migrations from Sitecore or WordPress to Drupal, PHP and hosting upgrades.

Free audit, then a fixed price.

AI for Platforms & Processes

AI assistants that answer from your own documents and data, AI-ready data, document processing automation, and operating the AI features in your platform.

2-3 week fixed-price assessment, then a phased project.

Security & Accessibility

Security audits and remediation. Accessibility testing against WCAG 2.1 AA, with axe and WAVE.

Fixed-price audit, then remediation in stages.

Platform Design & Build

New platforms: discovery, UX/UI design, development in Drupal, Angular and .NET, mobile apps with Ionic.

Fixed-price discovery, then fixed-price stages or a capped budget.

Dedicated Senior Teams

A team of 3-5 people, led by a senior who owns architecture, code review and goals: Drupal, .NET or Angular developers and QA.

Monthly price per team, plus an optional bonus when quarterly goals are met.

Who we work with

We work with international organisations, including United Nations agencies; enterprises, including insurers and industrial groups; and public institutions and NGOs in Romania. Examples without names: 23 websites moved from Sitecore to Drupal for a UN agency; an AWS migration for a UN development agency; 19 parallel project streams for an international organisation; a cybersecurity contract with a UN agency.

Drupal Support Plans

ESSENTIAL

PRICE

€200/month

€200/month paid annually, or
€250/month paid monthly

Corrective maintenance for websites that need reliable basics.

- Email support on business days, 9:00-17:00
- Response: 8 hours for critical issues, 24 hours for the rest
- Drupal core and critical contributed module updates
- Monthly backup
- Availability monitoring

PREMIUM

PRICE

€400/month

€400/month paid annually, or
€500/month paid monthly

For platforms that should get better every month, with a dedicated technical consultant.

- Everything in Essential
- Response: 2 hours for critical issues, 8 hours for the rest
- Up to 6 small improvements a month
- Weekly AI checks; a senior decides
- Weekly backup kept 30 days; recovery within 8 hours
- Annual security audit

ENTERPRISE

PRICE

On request

For mission-critical platforms

24/7 on-call and a pool of person-days for corrective maintenance.

- 24/7 on-call for P1 incidents
- P1 acknowledged within 15 minutes, 4-hour resolution target
- Recovery within 4 hours, tested every quarter
- Root-cause analysis within 5 business days

Included in every plan

- Security patches: critical within 24 hours, high within 72 hours, medium within 14 days, on Drupal versions that still receive security updates
- Monthly report of the work done
- Prices exclude VAT; minimum contract 12 months
- Helpdesk Monday to Friday, 9:00-17:00 Romanian time; automated monitoring 24/7
- ISO 9001 and ISO 27001 certified processes
- On a Drupal version past its end of life, we first propose an upgrade at a fixed price

Drupal end of life

DRUPAL 7	no security updates since January 2025; migration to Drupal 11 (a new site, with content, users and functions moved)
DRUPAL 8	no security updates since November 2021; upgrade to Drupal 11
DRUPAL 9	no security updates since November 2023; upgrade to Drupal 11
DRUPAL 10	security updates until 9 December 2026; from 10 the only path is 11, not straight to 12

Upgrades at a fixed price

01 — Free audit
Drupal and PHP versions, modules, custom code and hosting.

02 — Fixed price
A fixed price and a timeline within 2 working days after the audit.

03 — Upgrade and tests
In a separate environment, with automated and manual tests.

04 — Go-live
With a rollback plan, then, if you want, a support plan.

How we work

- Engagement models: fixed-price discovery, phased projects, support subscriptions and dedicated teams
- Claude Code writes repetitive code (module skeletons, standard code, Drupal hooks); seniors own the architecture
- In code review, AI flags the risks; people decide
- Client code and sensitive data never reach external services without explicit consent; our ISO 27001 lead oversees the AI tools
- AI gains reach you through fixed prices and more output within the same subscription, not through fewer billed hours
- Stack: Drupal; Angular and .NET; Ionic for mobile; Pantheon, Acquia, Azure, AWS, Kubernetes; PHPUnit, Behat, Playwright; axe and WAVE for WCAG 2.1 AA; Figma

Questions and answers

What does Softescu do?

Softescu builds, runs and modernises Drupal and .NET platforms for international organisations, enterprises and public institutions, from a team of 23 based in Romania, since 2008.

Is Softescu a Drupal specialist?

Yes. Drupal has been our core stack since 2008: development, maintenance, migration, multisite and multilingual platforms. Our developers have earned more than 50 Drupal certifications in the last 10 years, and we are an Acquia partner.

How much does Drupal support cost?

Essential is €200 a month and Premium €400 a month, paid annually (€250 and €500 paid monthly), excluding VAT. Enterprise is on request. In Romania, prices are in lei: 250 lei and 800 lei a month for private companies; public institutions buy through the SEAP catalogue.

How fast do you apply Drupal security patches?

Critical within 24 hours, high within 72 hours, medium within 14 days, in every plan, on Drupal versions that still receive security updates.

Is support available 24/7?

Automated monitoring runs 24/7 in every plan, and the helpdesk works Monday to Friday, 9:00-17:00 Romanian time. 24/7 on-call for P1 incidents is part of Enterprise, with P1 acknowledged within 15 minutes.

Can you upgrade Drupal 10 to 11 before its end of life?

Yes. Drupal 10 gets security updates until 9 December 2026. The audit is free, and you get a fixed price and a timeline within 2 working days after it.

Do you migrate sites still on Drupal 7?

Yes. We build the site on Drupal 11 and move the content, users and functions from the old one, at a fixed price agreed after a free audit.

How do you use AI?

AI speeds up repetitive coding and documentation, and flags risks in code review; seniors own the architecture and people make the decisions. Client code and sensitive data stay with us unless you agree otherwise.

How do I contact Softescu?

office@softescu.com or +40 723 381 815. Website: softescu.com (English, German) and softescu.ro (Romanian).