

G-Cloud 15 Service Definition Document

Service Name: Application Management in the Cloud

Supplier: OWA Digital

Framework: G-Cloud 15 (UK Government Digital Marketplace)

Service Category: Cloud Support

Certification: ISO 27001:2022 (Information Security Management Standard), Cyber Essentials (UK baseline cyber security certification)

Version: 1.0

Effective Date: 27 January 2026

Application Management in the Cloud

1. Service Summary

OWA provides a comprehensive Application Management in the Cloud service to UK public-sector organisations, including design, development, optimisation, support and ongoing improvement of mission-critical systems, alongside legacy modernisation where required. We help public sector organisations develop and maintain secure, resilient and high-performing cloud applications, ensuring continuity, reduced risk and efficient day-to-day operation.

2. Supplier Profile

Established in 1995, OWA is a UK-based, ISO 27001:2022 certified web application development and managed hosting agency providing design, engineering, hosting and operational support services to public sector and commercial clients.

3. Scope of Service

Our service scope includes: application design, development and ongoing support, cloud hosting, continuous monitoring, cyber security hardening, firewalling / Intrusion Prevention System (IPS) protection, backup / Disaster Recovery (DR) and IT service management processes for incident, change and problem management.

4. Service Features

- ISO 27001:2022 certified information security management
- Cyber Essentials (CE) certified cyber posture
- UK-based data centres (DCs) exclusively

- 24/7 (24 hours per day, 7 days per week) monitoring and alerting
 - Web Application Firewall (WAF) protections
 - Intrusion Prevention System (IPS) signatures and policy enforcement
 - Veeam-based backup solution (enterprise backup and replication software)
 - Ransomware-resilient backup architecture
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5. Hosting Architecture

We operate a primary Tier 3 data centre (DC) with secondary Tier 4 data centre for failover and Business Continuity / Disaster Recovery (BC / DR). Workloads are delivered on virtualised Virtual Private Server (VPS) infrastructure behind clustered firewalls, with asynchronous data replication across sites.

6. Monitoring & Support

OWA provides customers with 24/7 telemetry, health, performance and availability monitoring. Support desk functions include triage, remediation and service request fulfilment; incident management is executed via standardised workflows aligned to IT service management best practice. Our target service availability is 100%.

7. Security

We operate Cloudflare edge shielding for DDoS (Distributed Denial-of-Service) protection and content filtering. Automated operating system and platform patching, vulnerability scanning, WAF rulesets and secure configuration baselines are applied across infrastructure and platforms.

8. Firewall & IPS

We also operate managed enterprise edge firewalls with IPS policy enforcement, signature updates, high-availability clustering and automatic failover. Our threat detection and blocking policies are tuned for the public sector threat landscape.

9. Backup & BC/DR

There are nightly system backups with replication to our secondary site and weekly encrypted tape exports with offsite retention. Optional enhanced Recovery Point Objective (RPO – maximum acceptable data loss) and Recovery Time Objective (RTO – maximum acceptable service downtime) are also available.

10. Service Outcomes

OWA's designed outcomes include high service availability, reinforced security posture, continuity and recoverability, compliance alignment and predictable operational management.

11. Onboarding

Our onboarding approach includes discovery, monitoring integration, development of operational runbooks, role definition and data centre provisioning.

12. Offboarding

Offboarding includes structured data export, documentation transfer, credential de-provisioning, media disposal and final data retention confirmation.

13. SLAs (Service Level Agreements)

OWA's Service Level Agreements defined in this document govern response, resolution and availability commitments.

14. Security & Compliance

OWA is ISO 27001:2022-certified in information security management and also Cyber Essentials-accredited. We operate in accordance with GDPR (UK General Data Protection Regulation) with continuous logging and auditable controls.

15. Data Location

All data is stored and processed exclusively within OWA's UK-based data centres.

16. Buyer Responsibilities

Buyers retain ownership of their application assets, approve user access and maintain compliance with statutory and sector-specific regulations.

17. Pricing Model

OWA offers customers a subscription-based model with optional professional services. Detailed information on pricing is provided separately.

18. Dependencies

Dependencies include buyer-provided information, system access and any third-party integrations.

19. Evaluation

We offer optional discovery engagement and / or Proof of Concept (PoC) development where required.

20. Contact

Further contact information for OWA is provided within the Digital Marketplace listing.

Service Level Agreements (SLAs)

OWA's in-house technical support team operates under a formal SLA prioritising urgent incidents, maintaining proactive patching and vulnerability remediation, and supporting minor feature enhancements and data migration tasks where covered by the support scope.

Social Values

1. Sponsorship

Founded in Oxford in 1995, OWA sponsors the Postgraduate Award for Best Dissertation in Computing at Oxford Brookes University. A long-serving team member was hired directly upon graduation from Oxford Brookes.

2. UK Based

We are UK based and don't outsource work to non-team members. We continue to use local recruitment agencies whenever possible for any recruitment.

OWA Digital has workspace hubs in Oxford, Newcastle and London and we base or procure company services from regional stakeholders where possible. This includes the location of our two data centres, long-term marketing and brand development partners, and accountancy providers.

3. Living Wage

We are Living Wage accredited.

4. Sustainability

In 2020, we moved to a full remote working model, removing daily workspace energy use and daily office travel. You can read more about our approach to sustainability and related initiatives here: <https://www.owadigital.co.uk/sustainability>
