

G-Cloud 15 Service Definition Document

Service Name: Application Support 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: 28 January 2026

Application Support in the Cloud

1. Service Summary

OWA provides a structured Application Support in the Cloud service offering SLA-driven support for cloud-hosted applications in cloud or virtual environments. Our service ensures applications remain secure, stable, performant, and continuously aligned with business and user needs.

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

OWA's service scope includes reporting of incidents via a Client Portal and dedicated phone service, proactive scheduling of regular background software and security updates, a highly responsive approach and also support for 3rd party and legacy systems and enhanced support offerings.

4. Service Features

- ISO 27001:2022-certified and Cyber Essentials- (CE) secure practices
- Support outside normal working hours with enhanced support options
- Support for 3rd party and legacy systems
- Prioritising of urgent issues
- Proactive software and security updates

- 24/7 availability to report incidents via a Client Portal or dedicated phone service
-

5. Application Security and Protection

The service includes layered security controls designed to protect applications and data:

- Continuous monitoring and response for hosted applications
 - Regular patching of host operating systems and application frameworks
 - Clustered perimeter firewalls with intrusion protection
 - Protection against common threats such as SQL injection, cross-site scripting and malware
 - DDoS mitigation and application resilience using Cloudflare Security and Performance for Applications
 - Web Application Firewall (WAF) with managed rulesets (WordPress, Drupal or OWASP)
 - TLS 1.3 enabled where supported
 - Browser integrity checks and hotlink protection
-

6. Inclusive Security Services

Where applicable, the service can include:

- Automated operating system updates
 - Automated WordPress security updates
 - Manual Drupal security updates
 - Let's Encrypt SSL certificates
 - Wordfence security implementation
 - 24/7 monitoring and response
 - Cloudflare DDoS alerts and page shield protection
-

7. Managed Hosting

Application support can be combined with managed cloud hosting delivered from UK-based data centres. This provides a single point of contact for hosting, security and application support.

8. Service Levels

Service levels are agreed based on application criticality and operational needs. These include response and resolution targets, availability expectations and support

hours, including 24/7 coverage.

9. Onboarding

OWA's onboarding approach application review, documentation assessment, health checks, agreement of responsibilities and confirmation of service levels prior to transition into live support.

10. Offboarding

OWA's structured handover includes post-migration documentation, knowledge transfer, credential handover and final data retention confirmation.

12. SLAs (Service Level Agreements)

OWA's Service Level Agreements defined in this document cover migration planning, execution, issue resolution, validation and reporting. Response and resolution targets are defined in accordance with the agreed project scope.

13. Security & Compliance

OWA is ISO 27001:2022-certified in information security management and also Cyber Essentials-accredited. All data handling is compliant with GDPR (UK) and migration activities are auditable.

14. Pricing Model

OWA offers pricing based on the level of support and protection required. Commercial models may include fixed support fees, variable charging for enhancements, or a combination agreed at call-off.

15. Contact

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

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>
