BRIGHTEC

Cloud App Support and Maintenance

G-Cloud 15

Lot 3 – Cloud Support

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About Brightec.

Brightec is a UK-based digital product studio specialising in cloud-connected mobile applications for public and private sector organisations. We support iOS, Android and cross-platform apps with a focus on long-term reliability, accessibility and maintainability.

Brightec is recognised as one of the UK's Top 50 Inspiring Workplaces, and we believe well-supported teams deliver more stable, human-centred digital services. Many of our client partnerships span multiple years, reflecting an approach built on trust, transparency and consistent delivery.



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Service overview.

Cloud App Support and Maintenance provides public sector teams with ongoing support for live, cloud-connected mobile applications.

The service focuses on maintaining stability, security, accessibility and performance over time, while enabling continuous improvement through structured support and enhancement work.

The service is delivered on a **time and materials** basis and is suitable for applications built by Brightec or by third-party suppliers.

Brightec approaches support as active service stewardship, not reactive ticket handling.

We help teams prioritise issues, prevent repeat problems, and make informed decisions about when to fix, improve or evolve live mobile services – balancing day-to-day stability with continuous improvement.

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When this service is a good fit.

This service is designed to help public sector teams keep live mobile applications stable, secure and accessible, while making confident decisions about ongoing support and improvement.

WELL SUITED TO

- Public sector teams operating **live mobile applications**
- Services requiring **ongoing stability, accessibility and performance improvements**
- Applications integrating with **existing government or third-party platforms**
- Teams seeking a partner to **support and evolve** a mobile service over time

NOT DESIGNED FOR

- **Web-only** digital services
- **Infrastructure hosting**, managed cloud platforms or platform operations
- Buyers requiring **24/7 infrastructure operations** rather than application support

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Scope of the service.



Cloud App Support and Maintenance may include:

- Incident logging, triage and resolution
- Bug fixes and minor functional enhancements
- Performance optimisation and stability improvements
- Dependency updates and platform compatibility changes
- Accessibility fixes and inclusive design improvements
- Release planning and version management
- Technical advice and product support

Work is prioritised collaboratively with the Buyer and balanced between reactive support and planned improvement.

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Onboarding and transition.

Our structured onboarding supports clarity, appropriate governance, and a smooth start to delivery.

SERVICE FAMILARISATION

- Review of the application, users and technical architecture
- Understanding known risks and service context

ACCESS & SETUP

- Access to codebases, environments and documentation
- Environment and tooling configuration

SUPPORT READINESS

- Agreement of support priorities and escalation routes
- Confirmation of communication and reporting processes

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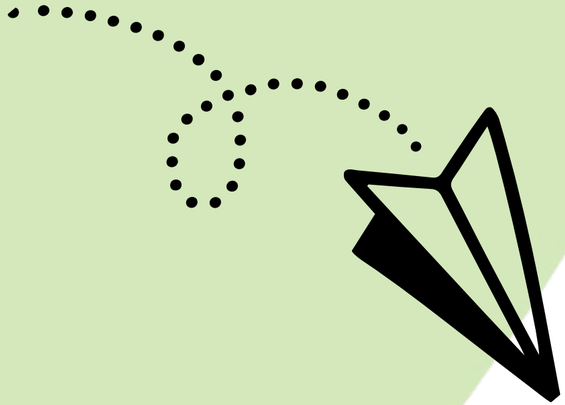
Ongoing support and delivery.

Support is delivered through agreed ticketing and communication processes.

Issues are logged, prioritised and addressed based on severity and impact, with delivery managed iteratively and transparently.

This approach enables Buyers to manage priorities and budgets while maintaining service quality and operational confidence.



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Service levels and ongoing management.

Service Level Objectives (SLOs)

Brightec defines service level objectives to support calm, predictable handling of live issues, with prioritisation agreed in context with the Buyer based on severity, user impact and environmental dependencies.

RESPONSE TIMES

Typical response targets include:

- Initial acknowledgement within **one working day**
- Priority issues are reviewed as soon as they are received

Service management and reporting

Reporting is tailored to Buyer needs and may include:

- Incident summaries
- Performance trends
- Improvement recommendations

Regular communication and clear escalation routes support transparency and confidence in live service operation.

Support hours: Monday–Friday, 09:00–17:00 UK time (excluding UK bank holidays). Out-of-hours support may be agreed in advance.
Resolution times vary based on complexity and environment.

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Scope constraints.

To support effective delivery and avoid assumptions, the following boundaries help clarify how Cloud App Support and Maintenance is delivered.

- Brightec provides **application-level support**; hosting and infrastructure management remain outside the scope of this service
- Buyers retain responsibility for **hosting environments, cloud services and data storage**, with Brightec working within those environments
- Support is delivered **remotely by default**, with on-site sessions agreed where they add value
- Effective delivery relies on **timely access to systems, code repositories and environments**
- App Store and Play Store approval processes and timelines sit **outside Brightec's control**, but we support release preparation and submission
- Where VPN or secure access is required, this is **provided by the Buyer** to enable secure collaboration

These boundaries help establish clear expectations and support a smooth, collaborative support relationship.

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Security and technical context.

Security

Brightec does not manage hosting or infrastructure. Security responsibilities for environments and data storage sit with the Buyer or their chosen provider.

Brightec applies secure support practices including:

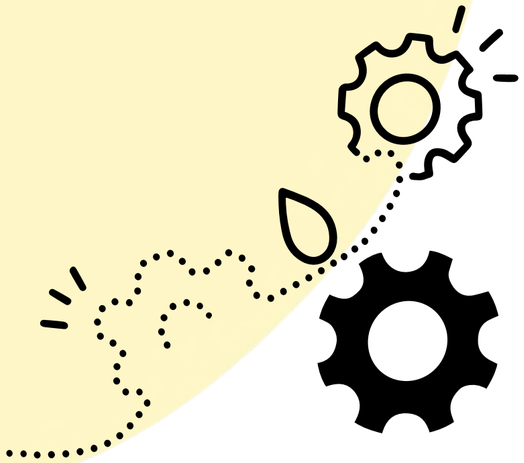
- Role-based access controls
- Multi-factor authentication where applicable
- Peer-reviewed code changes
- Secure credential handling
- Dependency and vulnerability awareness

Personnel supporting public sector services meet **BPSS** security requirements.

Technical context and requirements

Buyers may need to provide:

- Access to code repositories and environments
- API documentation
- Test accounts and credentials
- Monitoring or analytics access (where applicable)



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Continuity, exit and handover.

Business continuity

As Brightec does not manage infrastructure, business continuity and disaster recovery are the responsibility of the Buyer or their hosting provider.

Brightec can support continuity through:

- Risk identification
- Resilience-focused design improvements
- Fallback and offline behaviour testing

Exit and handover

If support ends, Brightec provides an orderly handover including:

- Documentation and knowledge transfer
- Access transition
- Continuity recommendations

Buyers retain full ownership of all deliverables.

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Social value.

Brightec contributes to social value through a people-first culture, inclusive digital practices and active community engagement.

Volunteering days
Every team member receives up to five paid volunteering days per year to support any charity or community initiative of their choice. This encourages personal connection to causes that matter and enables a wide range of local and national organisations to benefit from our skills and time.

Our additional commitments include:

- Equitable, inclusive employment practices
- Supporting local talent through internships, mentoring and learning pathways
- Embedding accessibility and inclusive design in all projects
- Reducing digital waste through responsible development practices
- Sharing knowledge openly through community events and meetups



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We align specific social value contributions with buyer priorities where required and provide transparent reporting where relevant.

Contact and Service Owner.

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