

# Service Definition for Cloud Application Management



Service

Service Definition

# Cloud Application Management

Juicy provides a comprehensive, enterprise grade Cloud Application Management Service engineered to ensure the availability, resilience, performance, and operational continuity of applications deployed across private, public, and hybrid cloud environments.

Delivered under GCloud 15 Cloud Support, this service encompasses fullstack management across IaaS, SaaS/PaaS, containerised workloads, serverless ecosystems, and distributed multiregion architectures.

Our operating model aligns to the explicit GCloud categories defined in your internal catalogue:

- Managed Private Cloud (IaaS / SaaS/PaaS / Application Management)
- Managed Public Cloud (IaaS / SaaS/PaaS / Application Management)
- Managed Hybrid Cloud (IaaS / SaaS/PaaS / Application Management)

Juicy delivers these services with a focus on security by design, automated observability, scalability, and operational excellence, including governance models compatible with publicsector assurance frameworks and cloudnative best practices.

Service Objectives

- Provide end-to-end management, monitoring, protection, and optimisation of cloud-hosted applications.
- Ensure operational continuity through multilayer redundancy, container orchestration, and autoscaling architectures.
- Deliver platform agnostic management across AWS, Azure, and hybrid estates using infrastructure-as-code and declarative configuration models.
- Enhance application reliability through proactive telemetry, realtime threat introspection, and automated remediation pipelines.
- Reduce cost and complexity by rationalising resources, standardising application architectures, and managing cloud lifecycle operations efficiently.



# Managed Private Cloud

## Managed Private IaaS

Juicy manages customers specific private cloud estates, whether on dedicated tenancy, government-aligned virtualised infrastructure, or container based private clusters.

### Capabilities include

- Compute, storage, network and virtualisation management
- Zero-trust networking segmentation and encrypted eastwest traffic flows
- Automated IaC provisioning for private resources
- Patch and lifecycle management of underlying OS, hypervisors, and virtualised workloads
- Integration with private identity providers and role based access governance

### Outputs

- IaaS performance dashboards
- Capacity and utilisation reports
- Security hardening evidence and compliance artefacts

## Managed Private SaaS/PaaS

Management of platform services delivered within private environments such as container registries, internal PaaS runtimes, private DBaaS, or application gateways.

### Capabilities include

- Application runtime orchestration on Kubernetes, OpenShift, or equivalent
- Private PaaS blueprinting including CI/CD integration, WAF policies, and API gateways
- Data platform management (e.g., private RDS/Aurora equivalents, private Redis, message queues)
- Availability configuration (active/active, active/passive, multiAZ private clusters)

## Private Application Management

Full lifecycle support for business critical applications hosted internally:

- Incident, problem, and change management
- Application health scoring and error budget monitoring
- Blue/green deployments, canary rollouts, and rollback controls
- Audit logging, SIEM integration, and threat telemetry

# Managed Public Cloud

## Managed Public IaaS

Juicy manages the full stack of AWS/Azure/GCP IaaS services across compute, network, data, and edge environments.

### Capabilities

- Autoscaling groups and container serverless (AWS Fargate, Azure Container Apps)
- Multiregion, multiAZ resilience engineering
- Network architecture inc. transit gateways, WAF, reverse proxies, service mesh
- Full telemetry ingestion and centralised logging via CloudWatch, Sentinel, or equivalent

## Managed Public SaaS/PaaS

### Management of fully managed cloud services, including:

- Serverless runtimes (Lambda, Functions)
- PaaS DB engines (RDS, Cosmos, Aurora, etc.)
- CDN and edge distribution networks
- Identity platforms (Azure AD, IAM, SSO/MFA profiles)

## Public Application Management

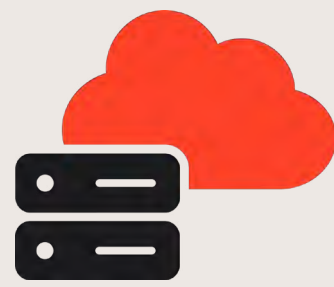
**Juicy ensures the application tier remains fully operational, secure, and optimised by performing:**

- Continuous performance analysis (RUM, APM traces, DB profiling)
- ASM driven behavioural security analysis to identify OWASP-class threats
- Patch/upgrade management through controlled blue/green pipelines
- Chaos engineering enabled resilience validation (optional)



# Managed Private Cloud

Juicy integrates and manages hybrid estates, combining private environments with AWS/Azure public services, using secure interconnects and unified governance.



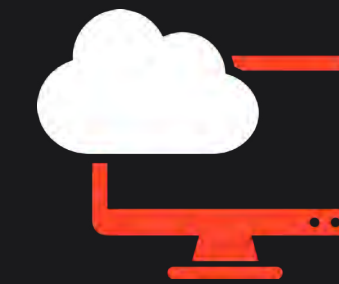
## Hybrid IaaS

- Cross environment networking via VPN, Direct Connect/ExpressRoute
- Unified IAM policy management across cloud and private resources
- Hybrid routing and DNS failover
- Centralised observability and event correlation



## Hybrid SaaS/PaaS

- Federated application delivery across multiple clouds
- Distributed caching, hybrid API gateways, multicloud service mesh
- Consistent policy enforcement using IaC and GitOps techniques



## Hybrid Application Management

- Hybrid deployment orchestration (multicloud blue/green)
- Unified SLAs, SLOs, and monitoring policies
- Automated failover between private/public endpoints

# Application Management Features & Benefits

## Key Benefits

- **Operational Continuity**  
Redundancy first architecture ensures minimal downtime and rapid recovery
- **Security Hardened by Default**  
Continuous compliance validation, WAF policies, threat detection, IAM/RBAC enforcement.
- **Cost Efficiency**  
Rightsizing, serverless adoption, autoscaling, and resource rationalisation reduce ongoing cloud expenditure.
- **Performance Resilience**  
Continuous APM/RUM, DB profiling, and network performance analysis enhance enduser experience.
- **Cloud Agnostic Capability**  
Juicy deploys architectures via IaC across AWS, Azure, or Google Cloud, enabling flexibility and vendor neutrality.
- **Faster Delivery Cycles**  
Standardised environment templates (WordPress, Drupal, NodeJS, WooCommerce and Umbraco) accelerate onboarding and development.

|                                      |                                                                                                                                            |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Automated Observability & Monitoring | Centralised logging, metrics, traces, SIEM ingestion, and alerting across private/public/hybrid architectures.                             |
| Zero-Downtime Deployments            | Full blue/green and canary deployment pipeline automation with rollback logic.                                                             |
| High Availability Engineering        | Architectures engineered for 99.5–99.99% availability depending on platform (e.g., AWS Fargate/ECS SLA 99.99%).                            |
| Security & Compliance Controls       | WAF integration (CrowdSec), IAM RBAC, MFA/SSO, threat analytics, vulnerability management tooling, and isolation via container boundaries. |
| Credential & Secret Management       | IAM + RBAC + Parameter Store/Key Vault with organisational guardrails applied from day one.                                                |
| Scalability & Capacity Automation    | Serverless compute orchestration, autoscaling policies, infrastructure elasticity, and handsoff capacity provisioning.                     |
| Backup & Recovery Management         | 10min → monthly snapshots, multiregion retention, resilience drills, restoration evidence.                                                 |

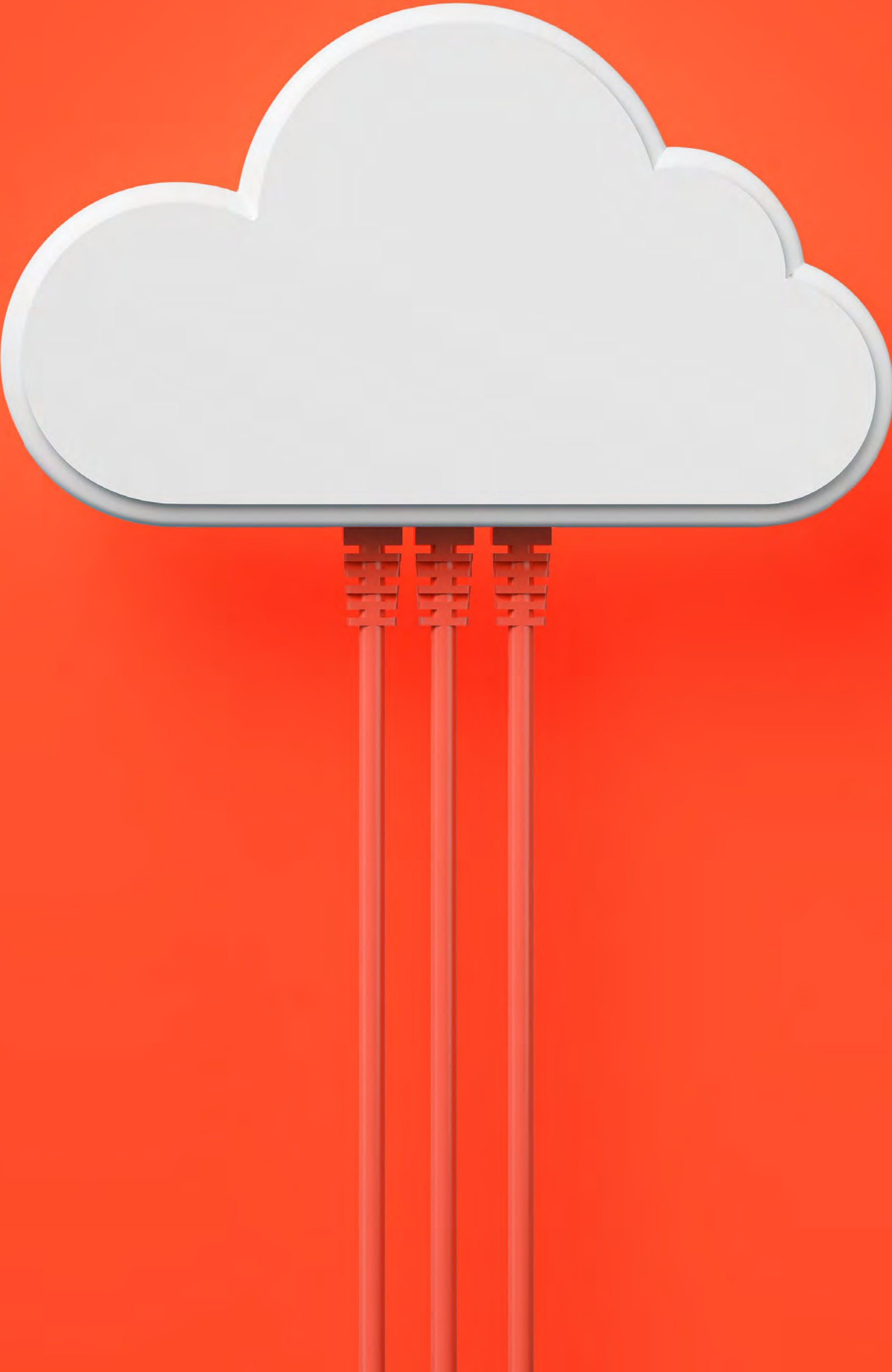
# Optional Enhancements

## Juicy can provide:

- Cloud workload protection platforms (CWPP)
- Cloud security posture management (CSPM)
- Application performance observability (Datadog, New Relic, Azure Monitor)
- Multi-cloud failover engineering
- IaC pipeline design (Terraform, Pulumi, CloudFormation)
- Self-service service catalogue integration

# Dependencies & Assumptions

- Appropriate access to cloud accounts, private environments, CI/CD systems, and documentation
- Adherence to Juicy’s change control governance
- Buyer coordination for thirdparty managed or legacy infrastructure elements



**Innovating with purpose.  
Delivering with precision.**



# Case Study - MHCLG Intranet

The new MHCLG Intranet is a transformative tool for enhancing communication, collaboration, and accessibility within the organisation. Its multifaceted functionalities are designed to meet the diverse needs of employees, ensuring a more connected and efficient workplace. By leveraging the platform’s features, MHCLG is set to foster a culture of innovation and inclusivity.

The new MHCLG Intranet is designed to streamline communication, enhance accessibility, and provide a central hub for efficient collaboration. Key features include:

## Centralised Information Repository

A unified platform for storing vital resources, documents, and updates, reducing the need for scattered communication channels.

## Enhanced Search Capabilities

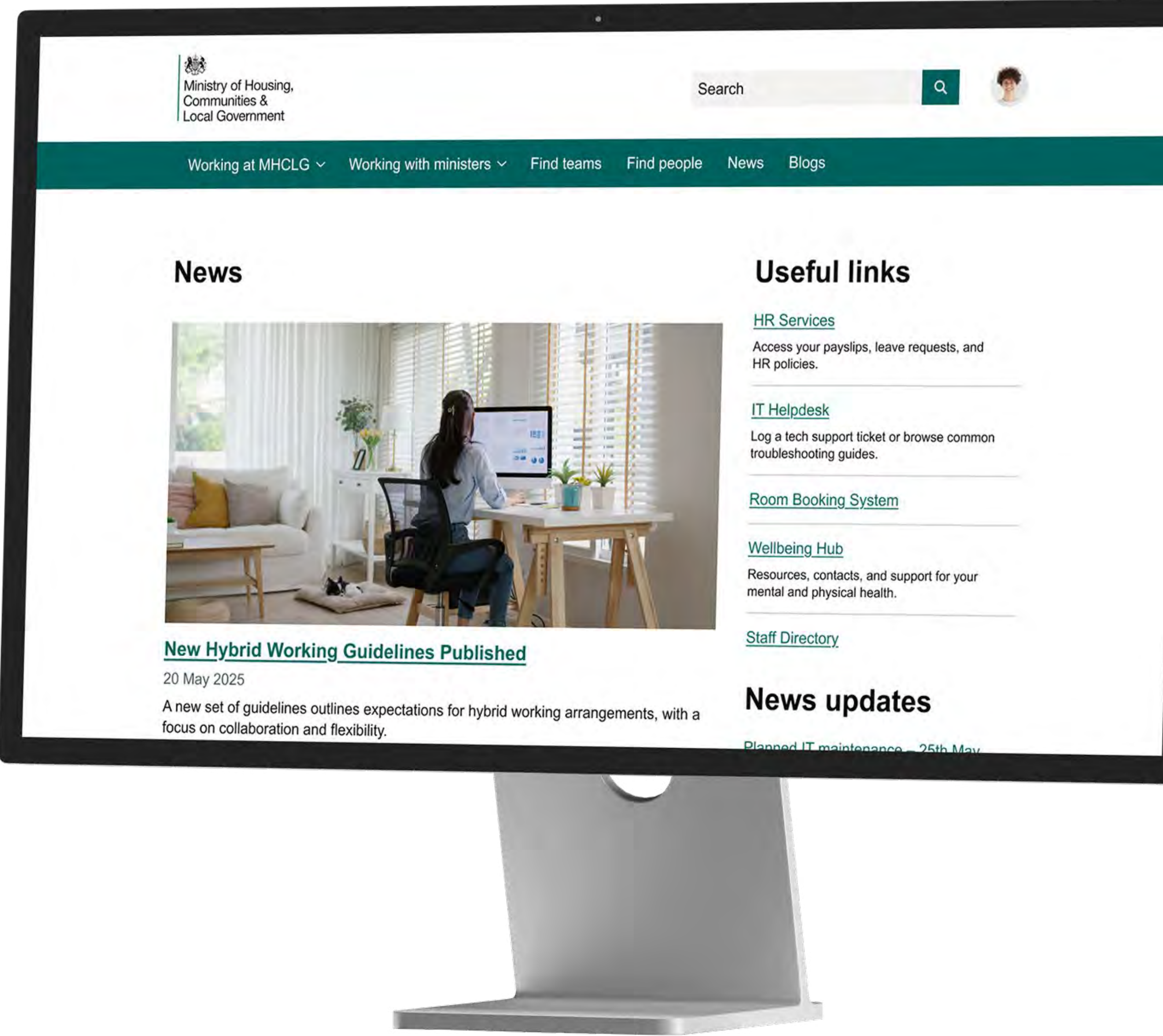
A robust search engine with advanced filtering options for precise and relevant results.

## Personalised Dashboards

Customised dashboards tailored to individual roles and preferences, displaying relevant updates and frequently used resources.

## Collaborative Tools

Integration of modern tools for real-time project collaboration, including instant messaging, project boards, and shared calendars and Microsoft Dynamics 365 CRM integration



**“Amazing! Thank you guys,  
much appreciated”**

**- MHCLG Service Manager**

# Case Study - Doug Discovery

Doug Discovery is an advanced molecule search platform designed and built for Fluorochem, a UK-based supplier with over 40 years' experience supporting chemical research and development. Managing a catalogue of more than 100,000 assets and close to 1 million molecular compounds, Fluorochem needed a powerful digital solution to help researchers quickly and accurately discover complex chemical data while supporting global eCommerce, customer management, and regulatory compliance.

We were brought in to design and develop a robust eCommerce platform and search experience capable of handling vast datasets at speed and scale. The result was Doug Discovery—a highly accurate, flexible search engine that enables scientists, universities, pharmaceutical companies, and research organisations to explore molecular data in seconds. With innovative visual search tools, multiple data views, and a clean, minimalist interface, the platform transformed how users interact with chemical research data while reinforcing Fluorochem's position as a market leader.

## Advanced Molecule Search

Highly accurate search engine capable of querying nearly 1 million chemical compounds in under four seconds.

## Innovative Search Tools

Unique Sketcher Search and Concept Search enable visual and property-based molecule discovery.

## User-Focused Data Views

Grid, Tree, and List views allow users to explore complex datasets intuitively and efficiently.

## Scalable eCommerce Platform

Robust backend infrastructure supports global usage, regulatory compliance, and 24/7 availability.



**Who We Are**

# Bespoke Web and Software Solutions Built to Perform

**Empowering businesses through secure, scalable, and user-focused digital solutions, from bespoke web development and design to strategic transformation that drives measurable results.**

Since 1999, Juicy Media Ltd Group has specialised in delivering end-to-end digital services, including user experience, design, and development across platforms such as WordPress, WooCommerce, Umbraco, Drupal, Shopify, and Joomla. We combine technical expertise with strategic insight to create solutions that evolve with your business. Alongside our secure, scalable cloud hosting on AWS and Azure, we are proud to hold ISO 9001, ISO 27001, and Cyber Essentials Plus certifications. Our approach is entirely bespoke, no pre-set packages, just a close partnership to understand your goals and deliver on time and on budget. Uniquely, our entire UK-based team is security vetted to eDV, DV and SC clearance levels, ensuring every project is built with trust, quality, and security at its foundation.



# Mission

At Juicy Media Group, our mission is to empower organisations with intelligent, future-ready digital solutions that drive efficiency, creativity, and confidence. We aim to elevate the technological and strategic capabilities of our clients, enabling them to thrive in an ever-evolving digital landscape. Every project we undertake is guided by a commitment to innovation, simplicity, and measurable impact, ensuring our clients can grow with clarity, purpose, and momentum.

# Vision

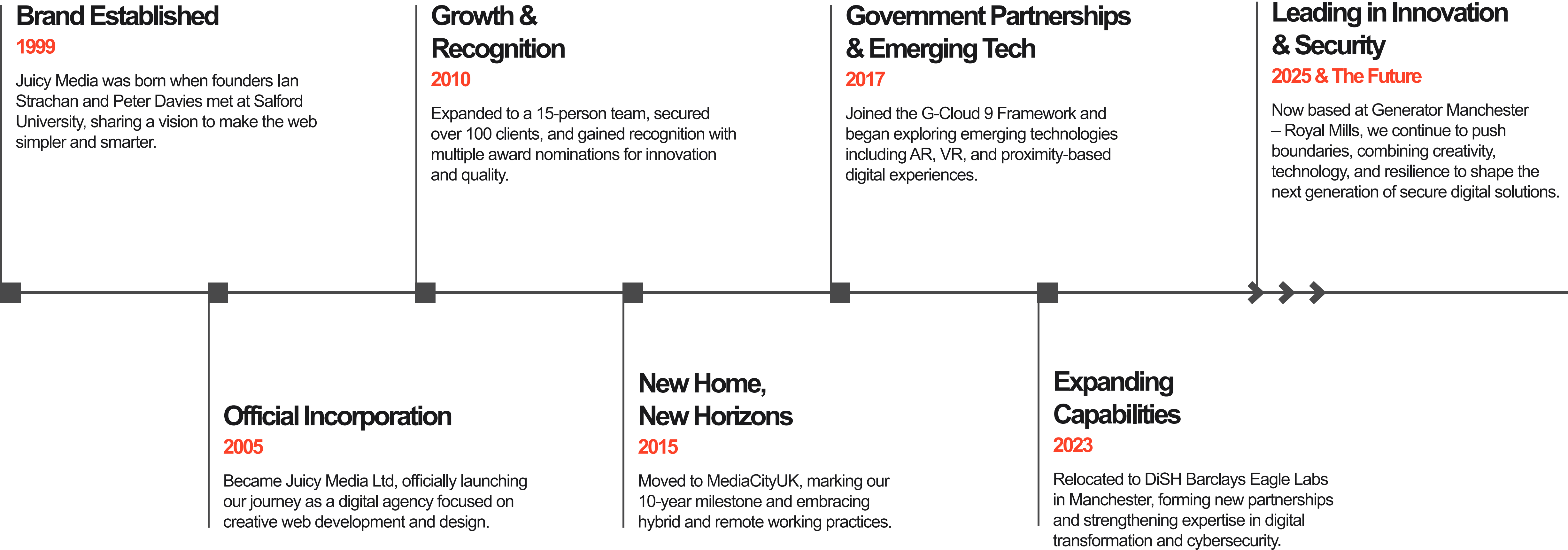
Our vision is to foster prosperity and growth for every client we serve, becoming a trusted and respected leader in technology, security, and development. We strive to be recognised not only for the quality of our work but also for the integrity and forward-thinking approach that defines our culture. By blending creativity with precision and ambition with accountability, we aim to shape a future where digital transformation is accessible, secure, and empowering for all.

# Values

Our values define who we are and how we work. We believe in innovation without complication, transforming complex challenges into simple, effective solutions that create real value. We combine creativity and logic in everything we do, encouraging fresh perspectives and open-minded thinking to uncover opportunities others may overlook. Collaboration, trust, and excellence guide our every decision, ensuring that we deliver not just results, but lasting partnerships built on integrity and shared success.

# Our History

Over two decades, Juicy Media has evolved from a small digital studio into a multi-brand group delivering transformation across technology, design, and cybersecurity. Our story is one of innovation, collaboration, and continual reinvention, growing alongside our clients and the ever-changing digital landscape.



# Our Brands & Products

Juicy Media Group brings together a family of specialist brands and technologies — each designed to solve complex challenges across digital, defence, and intelligence sectors. From enterprise-grade web development to advanced cyber solutions, our ecosystem combines innovation, security, and performance.



## Protecting Critical Systems & Infrastructure

Cyber Defence Service is dedicated to safeguarding organisations from cyber, electromagnetic, and radio-frequency threats. Trusted by defence, law enforcement, and critical national infrastructure, CDS delivers real-time intelligence, secure platforms, and advanced analytics powered by AI and machine learning.



## Digital Transformation, Branding & Integration

Reba Tech is our full-service digital transformation agency, helping organisations reimagine how they engage with technology and audiences. From web and app development to branding and content strategy, Reba Tech builds seamless systems that connect people, data, and business goals.



FlockFire AI®

## Intelligent Threat Detection Anywhere

A rugged, portable cybersecurity device that uses deep learning to detect and neutralise malware, including zero-day threats, even in offline or extreme environments.



CYRILLIAN®

## Secure OSINT Without a Trace

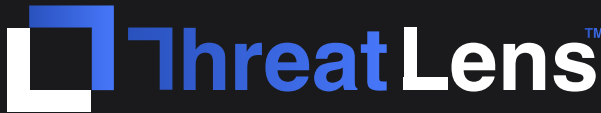
A privacy-focused intelligence platform that enables anonymous, encrypted OSINT research through disposable browser sessions and integrated investigative tools.



OVERT AI®

## Signal Intelligence, Reimagined

An AI-powered solution that monitors and analyses wireless and RF environments in real time, helping defence, law enforcement, and critical infrastructure stay secure from emerging threats.



## Predict. Detect. Respond.

An advanced situational awareness platform that delivers real-time threat intelligence and behavioural analytics to help organisations anticipate and respond to cyber risks proactively.

**Tailored web &  
software development  
that fuels growth**

You name it,  
We'll make it

## Websites



We design and develop websites that are more than just digital brochures, they're engaging experiences that capture your brand's essence. From sleek and modern designs to high-performance functionality, we ensure your website leaves a lasting impression on every visitor.

- Custom Design
- Responsive Development
- SEO and AIO
- Performance & Speed
- Content Management
- Integration

## Mobile & Web Apps



We create powerful, user-focused applications that connect people and streamline processes. Whether it's a mobile-first experience, an internal platform, or a data-driven web app, we design and build solutions that deliver real impact. From concept to deployment, our apps are intuitive, secure, and built to perform across all devices.

- Cross-Platform Development
- UX/UI Design
- API Integration
- Secure Authentication
- Data Visualisation
- Cloud Deployment

## Brands



We craft brands that tell your story with clarity and confidence. From strategy and identity design to digital presence, we help you define who you are and how you're seen. Every element, from logo to tone of voice, is built to resonate with your audience and stand strong across every channel.

- Brand Strategy
- Visual Identity
- Messaging & Tone
- Brand Guidelines
- Digital & Print Assets
- Campaign Support

# Design

- Branding
- Graphic Design
- Brand Guidelines

Great design is more than just aesthetics. It’s about creating a brand identity that resonates. We craft visually compelling and strategically sound designs that elevate your business and build lasting impressions.

# Web Design & User Experience

- Prototyping
- Wireframing
- UX/UI Design

We design intuitive and engaging digital experiences that captivate users and drive conversions. Our user-first approach ensures that every interaction is seamless and impactful.

# Development

- App Development
- Web Development
- Database Design

Our expert development team transforms ideas into high-performance websites and applications. We build scalable, secure, and responsive digital solutions tailored to your business needs.

# Security

- Hosting
- Data Security
- Performance Optimisation

We provide secure, reliable, and high-performance hosting solutions to keep your website running smoothly. Our focus on security and optimisation ensures your digital presence remains fast and protected.

Trusted by

We're proud to be trusted by a diverse range of clients from central and local government, public sector bodies, start-ups through to SMEs and PLCs, delivering effective, reliable solutions that meet complex digital challenges.

Government



SMEs



PLCs



# Partners & Frameworks

At Juicy Media, we're proud to work within a network of trusted frameworks and partnerships that reflect our commitment to excellence, security, and continuous improvement. Our accreditations and affiliations demonstrate adherence to the highest standards in quality management, information security, and digital service delivery. Through collaboration with leading technology providers, government frameworks, and industry partners, we ensure our solutions are secure, compliant, and future-ready, giving our clients the confidence that every project is built on a foundation of trust, integrity, and technical excellence.



Certificate Number 25252



Certificate Number 25252



# Our Approach

At Juicy Media, our approach is defined by collaboration, clarity, and a commitment to excellence. We combine user-centred design, agile delivery, and security by design to create digital solutions that are inclusive, scalable, and resilient. Every project is guided by transparency, quality, and continuous improvement, ensuring our clients receive lasting value and a trusted partnership that supports their long-term digital transformation goals.

## Collaboration & Partnership

We believe the best outcomes come from true collaboration. From the outset, we work as an extension of your team, engaging closely with stakeholders to fully understand your objectives, challenges, and long-term vision. This partnership-driven approach ensures every project is built on shared understanding, clear communication, and mutual accountability. Our focus is always on delivering meaningful results that align with your goals and create measurable impact.



## Operational Resilience

We plan for stability from the outset, ensuring projects can adapt and recover quickly from disruption. Our processes include proactive risk management, version control, and proven recovery procedures to maintain progress and minimise downtime. This ensures consistent, dependable delivery at every stage.



## Implementation & Planning

Strong delivery starts with clear planning and coordination. We define timelines, roles, and milestones early, supported by transparent reporting and agile flexibility. This structured yet adaptable approach keeps projects on track, aligned, and ready to deliver successful outcomes.



## Secure & Agile Delivery

Our delivery model combines agile project management with security by design principles. We develop in iterative phases, allowing flexibility, early feedback, and continuous improvement throughout the project lifecycle. Security is embedded from the very beginning, from secure coding practices and vulnerability testing to compliance with ISO 27001 and Cyber Essentials Plus. This approach ensures every solution we deliver is not only robust and scalable but also resilient and trustworthy.



## Quality, Support & Continuous Improvement

Our commitment doesn't end at go-live. We provide ongoing support, proactive maintenance, and performance optimisation to keep your digital services secure, efficient, and up to date. Through regular reviews and transparent communication, we identify opportunities for enhancement and innovation, ensuring your platform continues to evolve in line with your organisation's needs. Our goal is to build long-term partnerships that deliver lasting value and continuous improvement.





# Accessibility

We ensure that every project is designed and developed with accessibility at its core. Our solutions adhere to WCAG 2.2 AA standards, ensuring inclusive experiences for all users, regardless of ability or device. Accessibility is not an afterthought, it is embedded throughout our design, development, and testing processes to deliver digital services that are usable, compliant, and equitable.



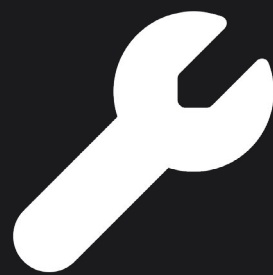
# Security

Security is integrated into everything we do, it's security by design, not by addition. From secure coding practices and rigorous testing to compliance with ISO 27001 and Cyber Essentials Plus, every solution we deliver is built to protect data, infrastructure, and users. We take a proactive approach to identifying and mitigating vulnerabilities, ensuring resilience and trust at every stage.



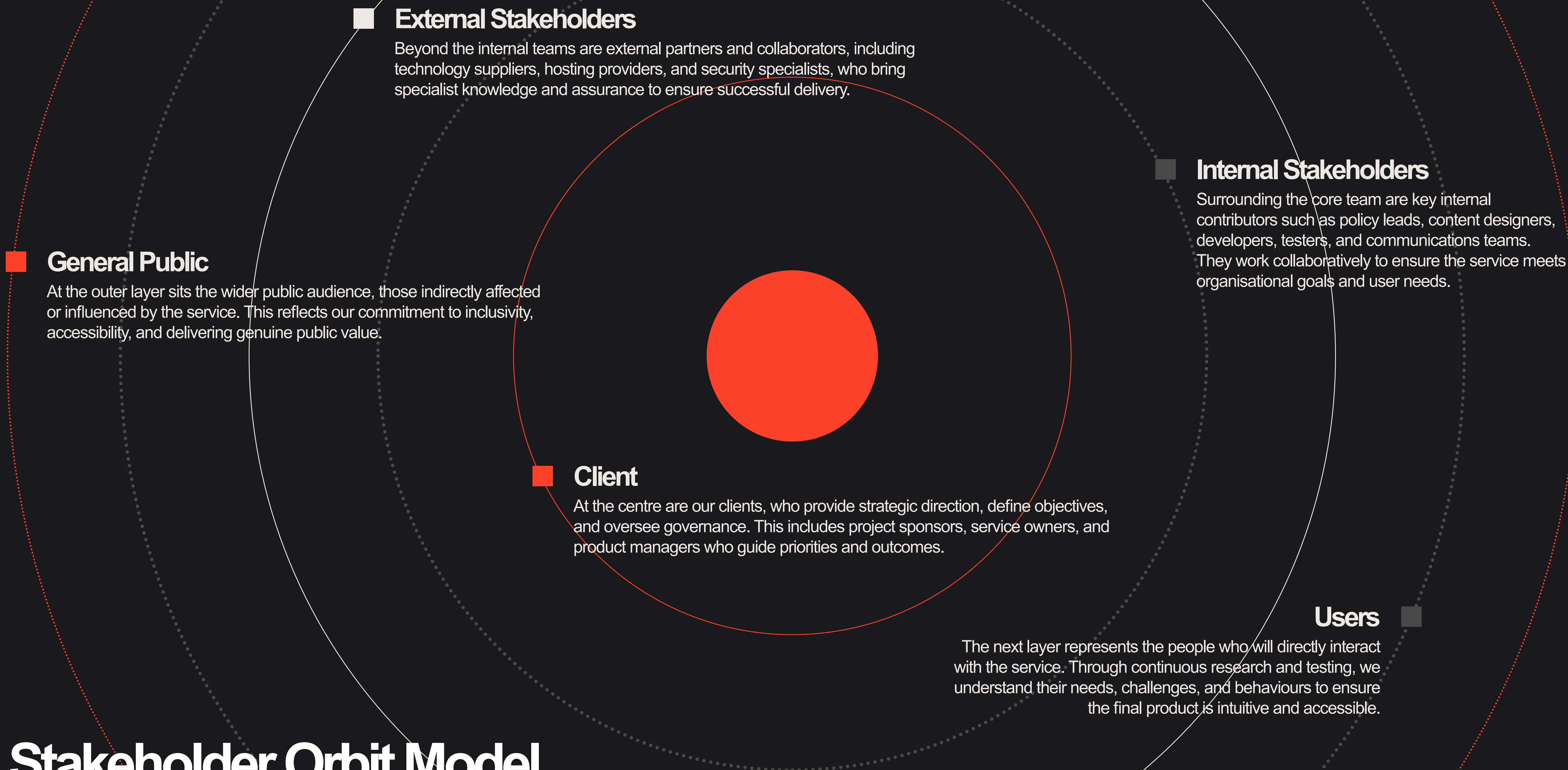
# Hosting

Our hosting solutions are built on secure, scalable, and high-performance cloud infrastructure, including AWS and Microsoft Azure environments. We tailor hosting configurations to meet project-specific requirements, ensuring optimal uptime, reliability, and data security. Continuous monitoring, automated backups, and performance optimisation ensure your digital services remain robust and responsive.



# Maintenance

We provide comprehensive maintenance and support to ensure the ongoing performance, security, and compliance of every system we deliver. Our proactive maintenance approach includes regular updates, patch management, performance checks, and security monitoring. This guarantees that your digital platforms remain current, stable, and fully optimised long after launch.



# Stakeholder Orbit Model

# Security by Design: Embedded at Every Stage

Security isn't an add-on, it's built into every phase of our delivery process. From discovery through to ongoing support, we apply security by design principles to protect data, users, and infrastructure. All team members are SC/DV/eDV cleared, meeting the highest government and industry standards.



## Threat Modelling & Risk Assessments

We identify and assess potential risks at the earliest stages, mapping out likely threat scenarios and applying appropriate mitigations to safeguard systems and data.



## Secure Coding Practices & Peer Reviews

All development follows OWASP and industry best practices, with mandatory peer code reviews to ensure clean, secure, and compliant code across every release.



## Vulnerability Scanning & Penetration Testing

Regular testing, both automated and manual, ensures that vulnerabilities are discovered and remediated before they can be exploited.



## Compliance with ISO 27001, Cyber Essentials Plus & NCSC Guidance

We align all projects with national and international security standards, embedding compliance throughout the lifecycle rather than treating it as a post-launch check.



## Access Control & Least Privilege

Strict access policies ensure only authorised personnel can interact with systems and environments, reducing attack surfaces and maintaining full traceability.



## Data Encryption & Secure Storage

We use robust encryption standards for data in transit and at rest, ensuring sensitive information remains protected and compliant with GDPR and government policy.



## Change Control & Audit Trails

Every change to code, configuration, or infrastructure is logged, reviewed, and approved, creating a clear audit trail for accountability and continuous assurance.

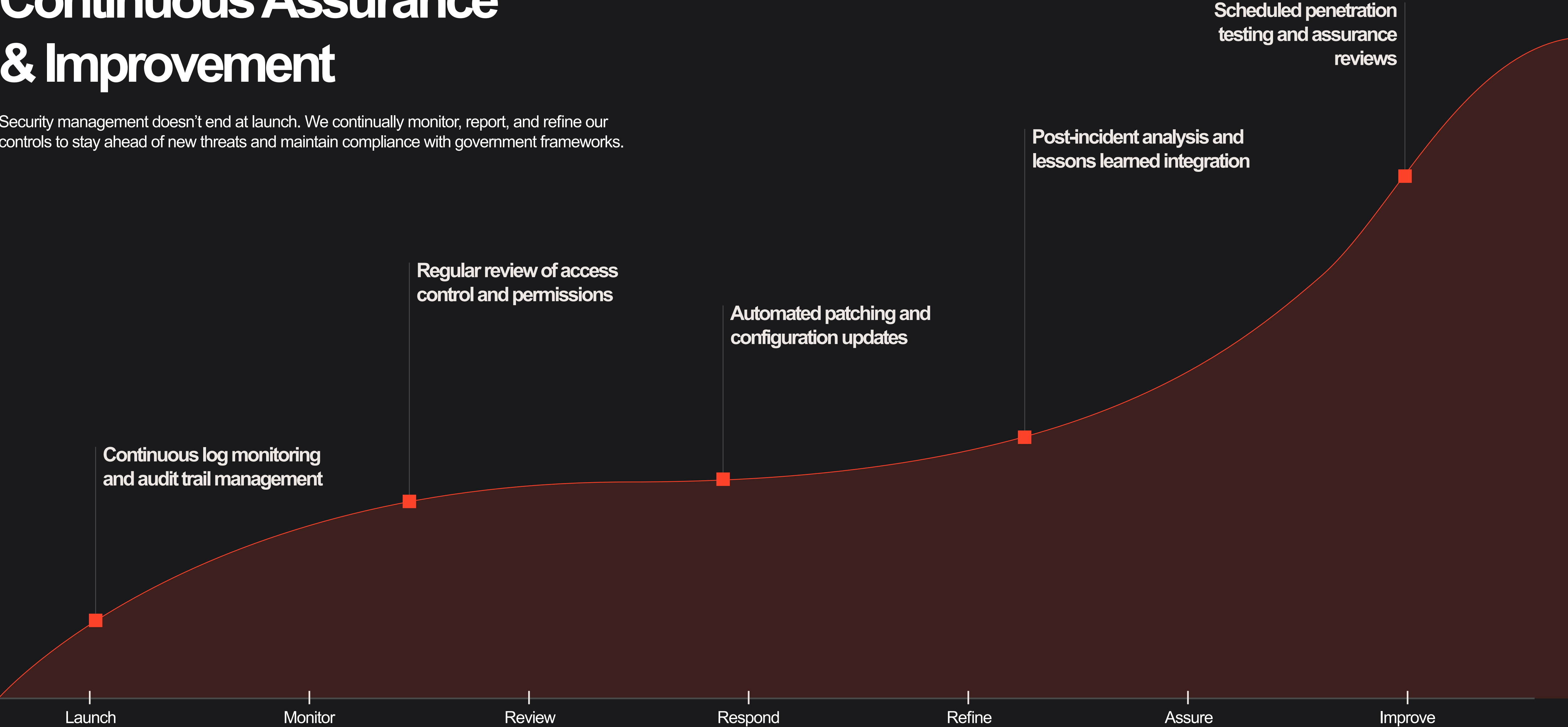


## Incident Preparedness & Response Planning

We maintain a structured incident response plan that defines escalation paths, responsibilities, and response times, ensuring any issue is contained and resolved swiftly.

# Continuous Assurance & Improvement

Security management doesn't end at launch. We continually monitor, report, and refine our controls to stay ahead of new threats and maintain compliance with government frameworks.

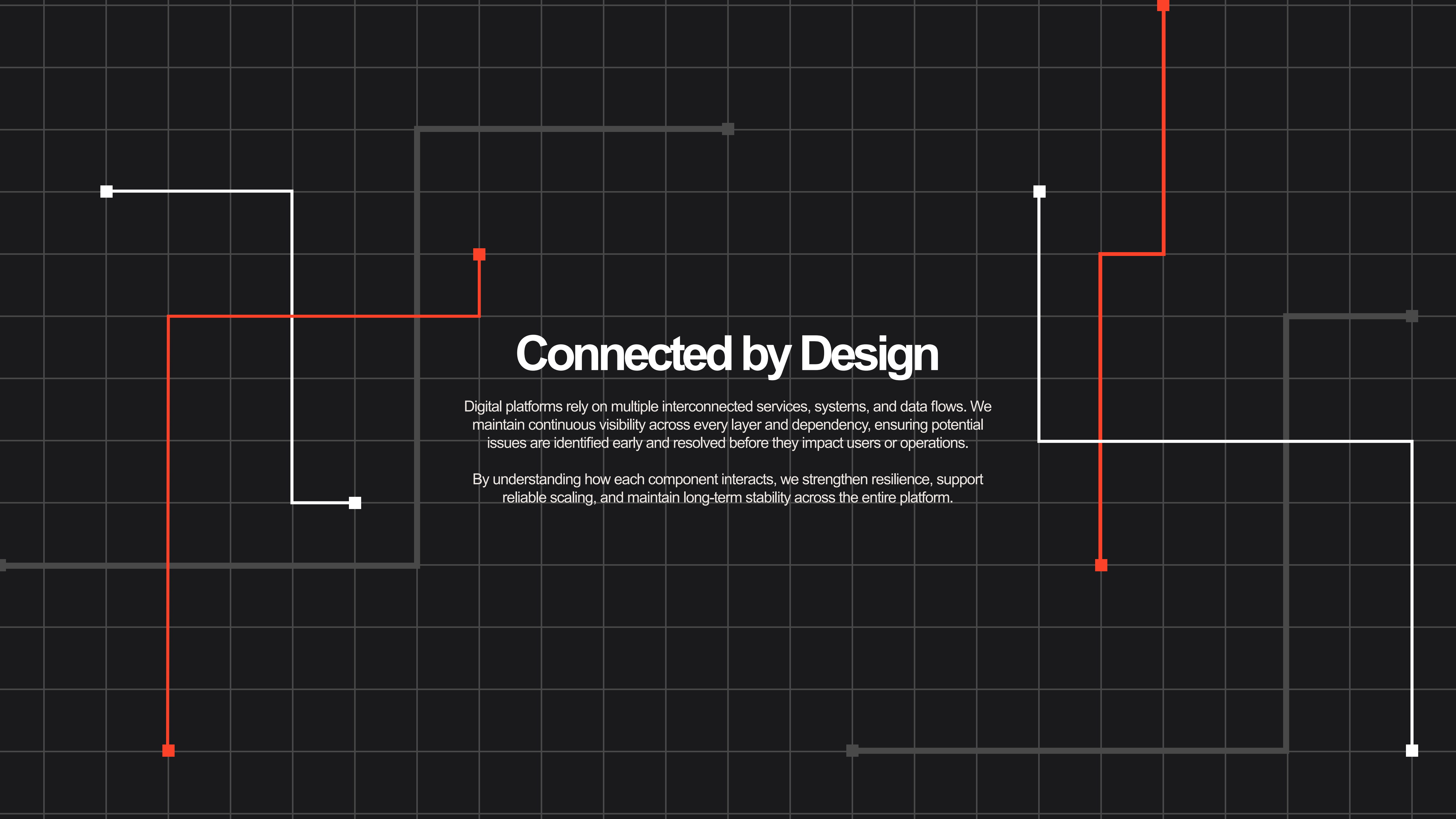


# Proactive Monitoring & Incident Response

We operate a structured, 24/7 incident response framework with defined priority levels and response SLAs. Security incidents are identified, triaged, and resolved through an auditable process that ensures transparency and rapid escalation when needed.

| Severity      | Reponse Time | Notification   | Escalation       |
|---------------|--------------|----------------|------------------|
| Critical (P1) | 15 mins      | Immediate call | Director         |
| High (P2)     | 1 hour       | Email          | Lead Developer   |
| Medium (P3)   | 4 hours      | Portal update  | Senior Developer |
| Low (P4)      | 1 day        | Portal update  | Development Team |

**Digital transformation,  
done right.**



# Connected by Design

Digital platforms rely on multiple interconnected services, systems, and data flows. We maintain continuous visibility across every layer and dependency, ensuring potential issues are identified early and resolved before they impact users or operations.

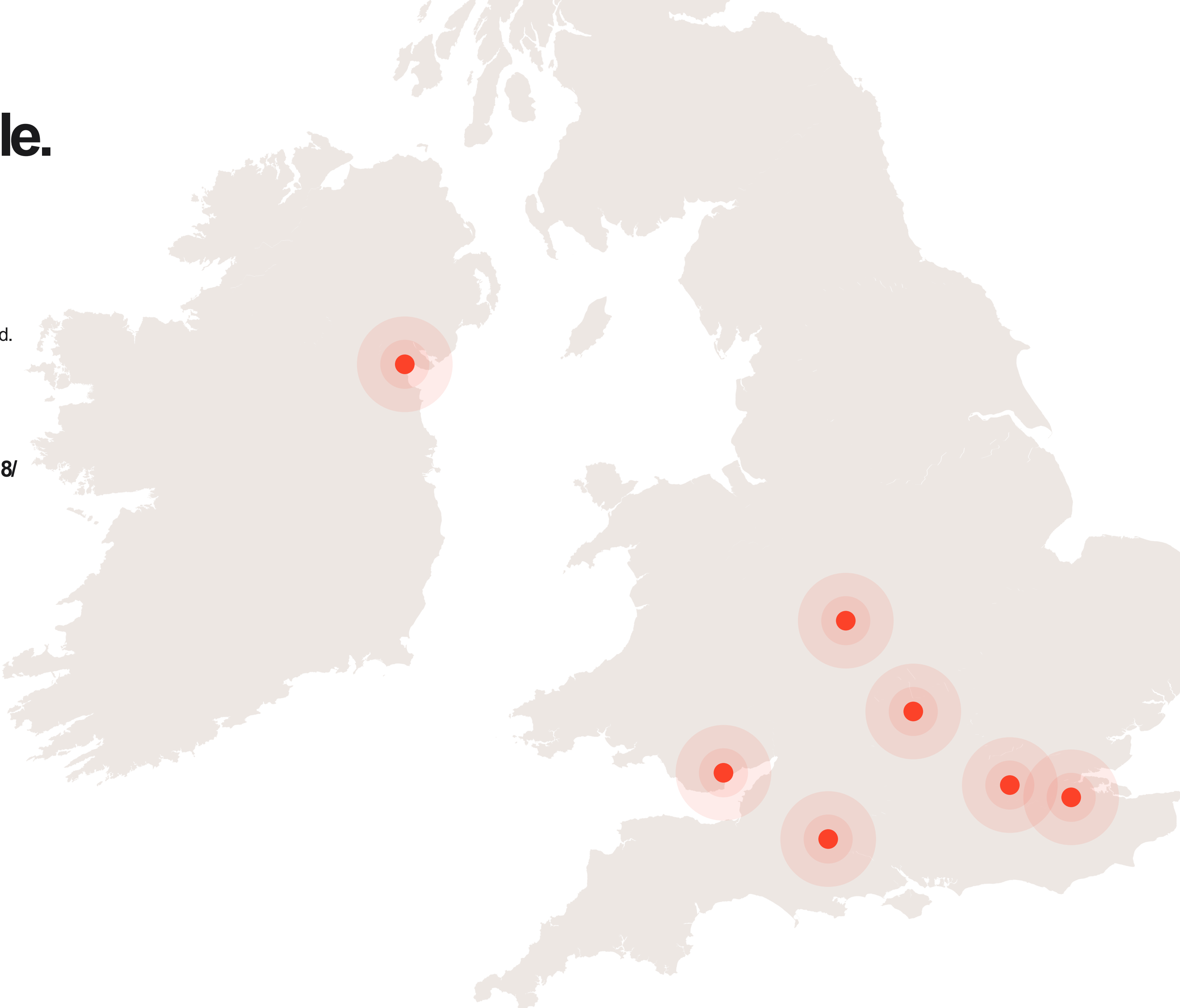
By understanding how each component interacts, we strengthen resilience, support reliable scaling, and maintain long-term stability across the entire platform.

# Reliable. Secure. Scalable.

We deliver managed cloud hosting designed for government and enterprise standards. Every solution is architected with performance, security, and continuity in mind, ensuring your platforms are always available, always compliant, and always protected.

Juicy Media's hosting environments are built on trusted UK-based data centres and leading cloud providers including AWS, Azure, and Google Cloud. Whether private, public, or hybrid, our solutions are tailored to your specific data governance, compliance, and scaling needs.

- ✓ **UK-based data centres (ISO 9001/14001/27001/27017/27018/27701/50001, SOC1/2/3, SecNumCloud, HIPAA, PCI-DSS)**
- ✓ **99.9% uptime with automated failover and redundancy**
- ✓ **Daily encrypted backups and rapid disaster recovery**
- ✓ **24/7 proactive monitoring and performance optimisation**
- ✓ **Elastic scalability — grow without downtime**





# Keeping Your Service Moving with CI/CD

Our maintenance and SLA support services ensure your platform continues to perform at its best long after launch. We deliver proactive monitoring, regular updates, and defined response times so you always know your system is in safe hands.

Our dedicated support team monitors systems in real time, applies automated patching, and handles any incidents under strict response and resolution targets. Each SLA is customised based on operational criticality and includes transparent reporting, performance metrics, and scheduled reviews.

| Critical                                                                                                            | High                                                                                                         | Medium                                                                                                    | Low                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| <div>30 mins</div> <div>Response Time</div> <div>System outage, security breach</div> <div>Example Issue Type</div> | <div>1 Hour</div> <div>Response Time</div> <div>Major functionality loss</div> <div>Example Issue Type</div> | <div>4 Hours</div> <div>Response Time</div> <div>Bug or feature issue</div> <div>Example Issue Type</div> | <div>1 Business Day</div> <div>Response Time</div> <div>Minor content or UI fix</div> <div>Example Issue Type</div> |

# SFIA Rate Card

| Role                 | Rate / Day excl. VAT | Rate / Hour excl. VAT |
|----------------------|----------------------|-----------------------|
| Director Level       | From £750            | From £110             |
| Project Management   | From £695            | From £100             |
| Digital Strategist   | From £650            | From £95              |
| Technical Lead       | From £650            | From £95              |
| QA Tester            | From £595            | From £90              |
| Visual Designer      | From £650            | From £95              |
| UX Designer          | From £595            | From £90              |
| Marketing Strategist | From £595            | From £90              |
| Backend Developer    | From £650            | From £95              |
| Frontend Developer   | From £650            | From £95              |
| Security Specialist  | From £650            | From £95              |
| Systems Admin        | From £595            | From £90              |



# Our Team

At Juicy Media, our strength comes from our people. We have a range of talented developers and designers, each with their own specialities, working together to deliver creative, secure, and scalable digital solutions.

Our senior management team provides leadership and direction across all projects. Ian, Managing Director, sets the company vision; Pete, Technical Director, drives innovation and technical excellence; and Adam, Commercial Director, ensures our solutions deliver real business value. Supporting them are Jordan, Project Manager, and Dan, Lead Developer, who guide projects and technical delivery from start to finish.

Alongside these leaders, our wider team of skilled professionals contributes to every project, bringing expertise, creativity, and dedication to ensure our clients succeed.



# Content, Culture & Community

At Juicy Media, our community shapes everything we do, online and in the office. We share insights, project updates, behind-the-scenes moments, and thought leadership across our blog and social channels, giving a real view into the work that drives us.

In the office, our culture is open, collaborative, and energetic. From team lunches and social events to days out and celebrations, we create space for people to connect, unwind, and build meaningful relationships.

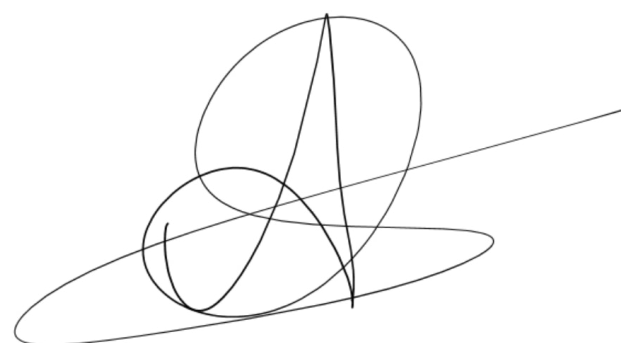
Together, our content and culture form a vibrant community built on openness, curiosity, and shared experiences, one that brings our team, clients, and followers together.



# Thank You

Thank you for taking the time to review this G-Cloud 15 service document.

If you have any questions, please do not hesitate to contact me or any member of our team. Should you require an accessible version of this document, please let us know, and we will be happy to provide it.



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Commercial Director

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**Juicy  
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Group**