

Service Definition for

Quality Assurance & Performance Testing



Service

Service Definition

Quality Assurance & Performance Testing

Our Quality Assurance (QA) and Performance Testing Services provide end-to-end testing oversight to ensure cloud-hosted products, applications, and infrastructures are performant, resilient, secure, accessible, and production ready.

These services align directly with the GCloud 15 Cloud Support → Quality Assurance and Performance Testing categories contained in your internal catalogue.

We deliver testing across the full lifecycle, from development/stage test automation through to operational readiness testing, ensuring every system is validated against technical, performance, accessibility, and operational expectations.

Service Objectives

- Ensure cloud environments and applications are stable, resilient, and production-ready
- Provide structured testing frameworks (functional & non-functional)
- Validate performance under realistic and extreme user conditions
- Support continuous delivery pipelines with automated quality checks
- Ensure inclusive and compliant service design through accessibility testing
- Provide auditable quality evidence for governance and GCloud compliance



Test Automation

Integrate automated testing into development and operational workflows to improve efficiency, consistency, and reliability of quality checks.

Key Activities

- Designing automated test suites for API, UI, integration, and regression testing
- Embedding automated tests into CI/CD pipelines
- Implementing automated smoke tests for environment changes
- Maintaining reusable test modules and libraries
- Configuring automated reporting dashboards

Outputs

- Automated test pack(s)
- CI/CD integrated validation workflows
- Automated defect logs and test reports

Development & Implementation Testing

Ensure all new features, code changes, or infrastructure updates meet functional, security, and performance criteria before release.

Key Activities

- Functional & regression testing
- Code-level validation aligned to development methodologies (Agile, DevSecOps)
- Test case creation, traceability mapping, and defect tracking
- Pre-deployment environment checks (config validation, service dependencies, integration points)

Outputs

- Test plans & scripts
- Traceability matrices
- Defect and resolution reports

Performance Testing Services

Your internal GCloud categories list multiple non-functional testing disciplines:

- Load Testing
- Stress Testing
- Volume Testing
- Soak Testing
- Scalability Testing
- Capacity Planning

We provide each in a structured, repeatable model:

Load Testing

Simulates expected user levels to measure responsiveness, throughput, and stability.

- Modelling normal operational loads
- Measuring response times, concurrency limits, and request handling
- Generating dashboards identifying bottlenecks

Stress Testing

Tests system behaviour under extreme or unexpected loads.

- Identifying maximum load thresholds
- Pinpointing failure points and recovery behaviour
- Ensuring graceful degradation paths

Volume Testing

Validates performance with large data volumes rather than concurrent load.

- Testing DB and storage handling thresholds
- Assessing performance when handling bulk data imports/exports

Soak (Endurance) Testing

Assesses longterm system reliability under sustained use.

- Multi-hour or multi-day sustained load simulations
- Measuring memory leaks, performance drift, and latent faults

Scalability Testing

Evaluates the ability to scale horizontally or vertically.

- Testing automatic scaling triggers (CPU/RAM/network thresholds)
- Evaluating load balancer distribution
- Validating architecture elasticity

Capacity Planning

Uses analytical and observational data to predict future resource needs.

- Forecasting compute, storage, and network capacity
- Modelling seasonal spikes and demand patterns
- Recommending right-sizing or architecture changes

Assurance / Testing Design

Establish a structured, repeatable testing framework aligned to service quality goals.

Key Activities

- Creating test strategies, governance, and control frameworks
- Mapping tests to requirements, standards, and compliance needs
- Designing role/responsibility models for test execution
- Creating reusable templates (plans, scripts, scenarios, checklists)

Outputs

- Assurance/Test Strategy
- Test design documentation
- Compliance alignment mapping

This aligns to GCloud’s “Assurance/testing design” category.

Infrastructure Performance Testing

Verify cloud infrastructure meets performance and resilience standards.

Key Activities

- Stress testing serverless functions, VMs, containers, and Kubernetes clusters
- Evaluating database performance under load
- Storage latency/IOPS testing
- Network routing, failover, and bandwidth testing

Outputs

- Infrastructure performance benchmarks
- Infrastructure tuning recommendations
- Architecture improvement reports

This capability is listed in your internal QA & performance testing categories.

Operational Readiness Testing

Validate that all components — technology, processes, people — are ready for service launch or transition.

Key Activities

- Testing backup/restore procedures
- Failover and DR simulation
- Testing runbooks, support processes, and handover readiness
- Confirming monitoring alerts and response workflows
- “Day 1 operations” rehearsals

Outputs

- Operational readiness report
- DR/backup validation evidence
- Go-live/transition readiness sign-off

Accessibility Testing

Although listed under your Quality Assurance categories, accessibility testing is critical for public-sector services.

Key Activities

- Testing against WCAG 2.2 AA standards
- Assistive technology testing (screen readers, keyboard navigation, contrast tools)
- Reviewing semantic structure, ARIA implementation, and UX barriers
- Producing reports with remediation recommendations

Outputs

- Accessibility assessment report
- Issue logs with severity and recommended fixes
- Compliance mapping against WCAG criteria



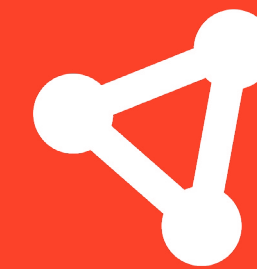
Service Governance

- Monthly/quarterly QA performance reports
- Trend, defect, and risk analysis
- Continuous improvement cycles embedded into release pipelines



Pricing & Commercials

- Consultancy day rates
- Fixed-scope testing packages
- Retained QA/testing engagements for ongoing releases



Dependencies & Assumptions

- Access to environments, test data, and monitoring tools
- Availability of SMEs for requirement validation
- Agreed maintenance/test windows

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



Experience

Case Study - Disney's Magic Garden

Disney's Magic Garden project required a highly disciplined digital delivery and quality assurance framework, driven by the complexity of combining multiple premium sub-brands, Disney and Marvel, within a single interactive experience. Because both franchises rely on strict continuity, character integrity, and narrative coherence, the engineering and testing approach became the foundation for safeguarding brand equity and reducing reputational risk.

Digital Delivery Challenges Across MultiBrand Systems

The digital components of the Magic Garden experience needed to harmonise content systems, interaction models, and narrative triggers across distinct brand universes. This required:

- Cohesive digital architecture ensuring that Disney's emotional storytelling and Marvel's continuity-based universe never conflicted
- Rule-driven integration logic so characters behave consistently with their established lore across all digital assets and interactions.

These constraints shaped the technical delivery approach, requiring engineering teams to embed brand rules deeply into system behaviours, interface flows, and interaction states.



BrandDriven Quality Assurance Framework

Digital QA for Magic Garden extended far beyond visual checks—it involved systematic validation of behaviour, logic, and experience design. Every digital asset underwent multistage review to ensure:

- Character behaviours met franchise specific constraints (e.g., Marvel heroes cannot act in ways that break MCU tone).
- UX elements reinforced Disney’s motivational, aspirational and familyfriendly emotional models.
- Crossfranchise touchpoints did not cause thematic contradiction or brand dilution

This QA pipeline ensured the digital experience delivered consistent, compliant behaviour at every touchpoint.

Legal, Licensing & IP Safeguards in Software Logic

Digital delivery had to integrate Disney’s stringent trademark and licensing rules into the underlying architecture:

- All digital character usage was validated against trademark constraints.
- The system prevented characters from appearing in inappropriate contexts, settings, or combinations that breach licensing agreements.
- Automated review stages ensured no unauthorised derivatives or distortions of IP appeared inside apps, interactive displays or digital signage.

In practice, this meant digital workflows included legalgated checkpoints, automated validation rules, and strict contentpackaging pipelines.

Performance Testing to Protect the Brand Experience

Because Disney’s storytelling relies on seamless emotional immersion, performance testing was mission critical, especially for interaction-heavy digital components. QA teams conducted:

- Load and environment testing within garden installations to confirm animations, interactions and triggers ran smoothly under peak usage.
- User flow testing ensuring transitions felt fluid, magical and purposeful, even on constrained devices.
- Cross platform consistency checks across on-site screens, mobile integrations, and digital scenic elements.

This ensured that technical performance supported, rather than disrupted, the intended emotional journey.

Architecture & Risk Mitigation Controls

To reduce reputational risk, the digital architecture incorporated:

- Risk assessment cycles evaluating whether interactions or cross-brand placements could create thematic or narrative inconsistencies.
- Content safety boundaries that governed when and how Marvel elements could appear alongside Disney elements.
- Zone based narrative frameworks ensuring thematic clarity and preventing accidental brand blending.

These architectural safeguards helped maintain strict digital coherence across the experience.

HighFidelity, BrandSafe Digital Experience

Through disciplined digital QA, performance engineering and legally aligned content governance, we delivered Disney and the Magic Garden an experience that:

The result stands as a model for multi-brand digital delivery, demonstrating how software architecture, performance testing and quality assurance become the frontline defenders of brand integrity.

Preserved the core Disney emotional signature



Maintained full Marvel narrative and behavioural continuity



Achieved seamless, reliable digital interactions under varying load conditions



Mitigated legal, thematic and reputational risks through rigorous testing and approvals



Delivered an emotionally coherent, storydriven digital journey aligned with Disney’s global quality standard



The Magic Garden website seems to be moving through Disney approvals pretty **seamlessly**, well done!

- Sarah Wallwork



Case Study - Kane

Kane International, the UK’s leading manufacturer of portable test and measurement equipment, required a robust and reliable digital platform to support customers, distributors, and internal service teams. As part of modernising their digital infrastructure, it was essential that any new system met high standards of quality, stability, and performance to reflect Kane’s reputation for precision and reliability.

We delivered a CMS-driven website, support portal, and bespoke database system that underwent rigorous quality assurance and performance testing throughout development. From validating complex service workflows to stress-testing the support portal under continuous usage, our QA process ensured the platform could operate reliably 24/7. Performance optimisation, regression testing, and ongoing maintenance testing resulted in a stable, scalable system that supports Kane’s operations while minimising downtime and support overhead.

End-to-End QA Testing

Comprehensive functional and regression testing across CMS, support portal, and database systems.

Performance & Load Validation

Stress-tested to ensure reliability and responsiveness under continuous 24/7 usage.

Workflow Integrity

Validated service, repair, and ticketing workflows to prevent data loss and operational errors.

Scalable, Stable Architecture

Tested for long-term stability, future growth, and minimal maintenance requirements.

“Juicy have gone **above and beyond** and totally **transformed our business**, we are excited about the new ideas they can bring to the table for the next phase”

- Norman Kearns
Group Services Manager

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

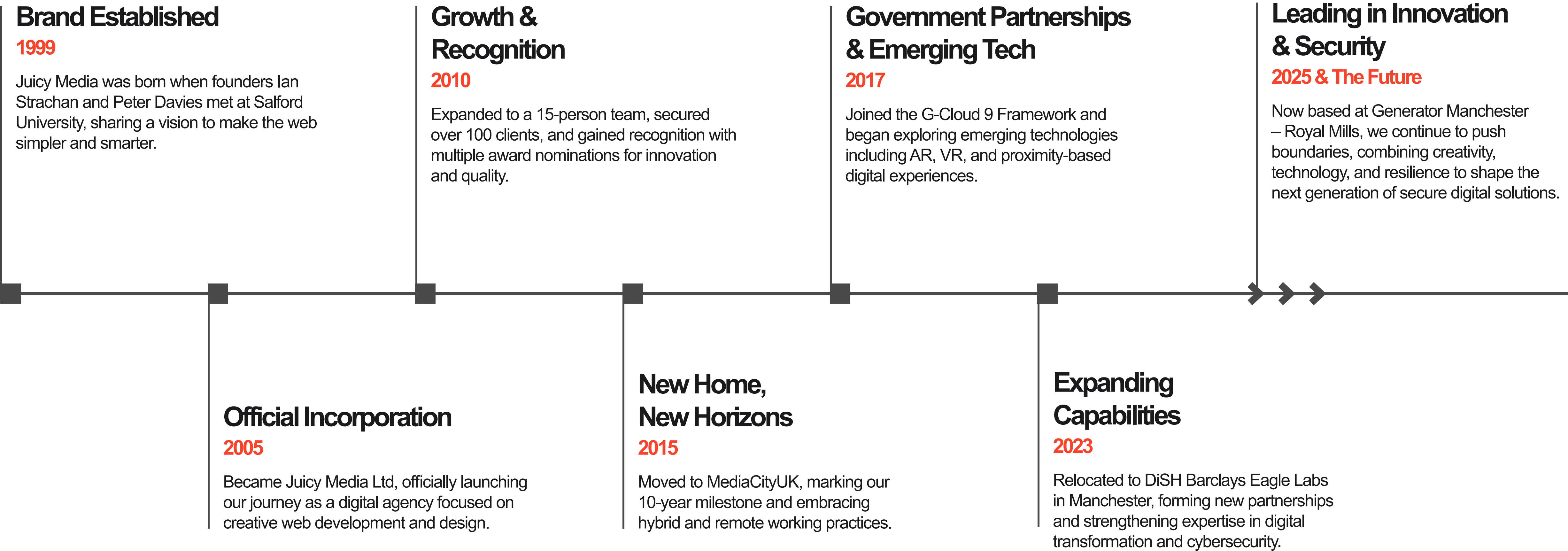
Our vision is to foster prosperity and growth for every client we serve, becoming a trusted and respected leader in technology, security, and development. We strive to be recognised not only for the quality of our work but also for the integrity and forward-thinking approach that defines our culture. 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

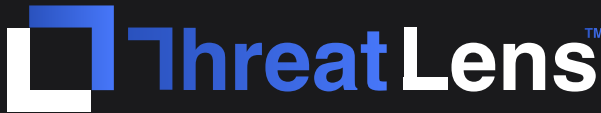
A privacy-focused intelligence platform that enables anonymous, encrypted OSINT research through disposable browser sessions and integrated investigative tools.



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.

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.



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

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.



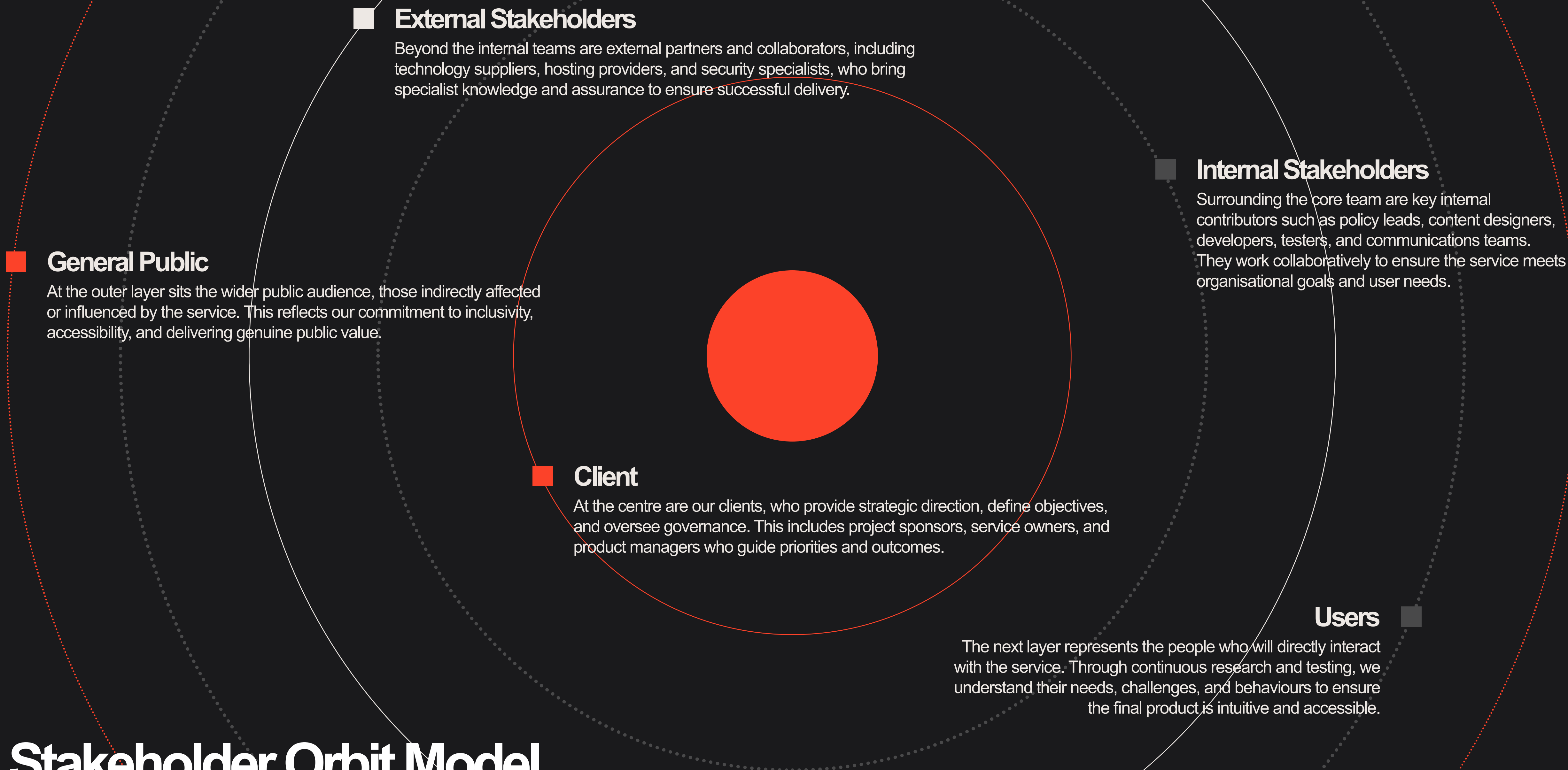
Hosting

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.



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.



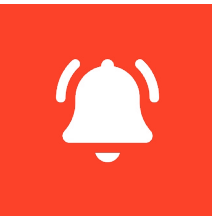
Data Encryption & Secure Storage

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.

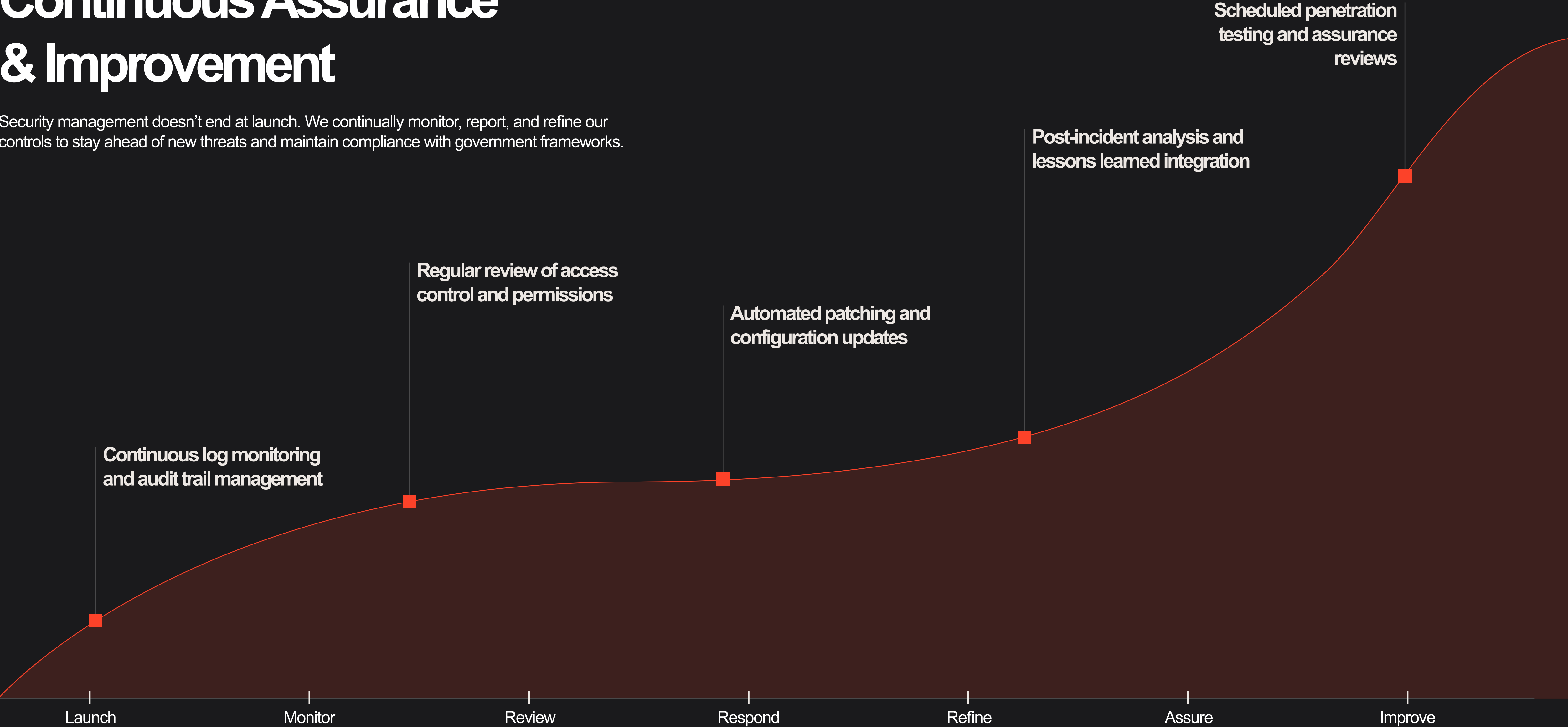


Incident Preparedness & Response Planning

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.

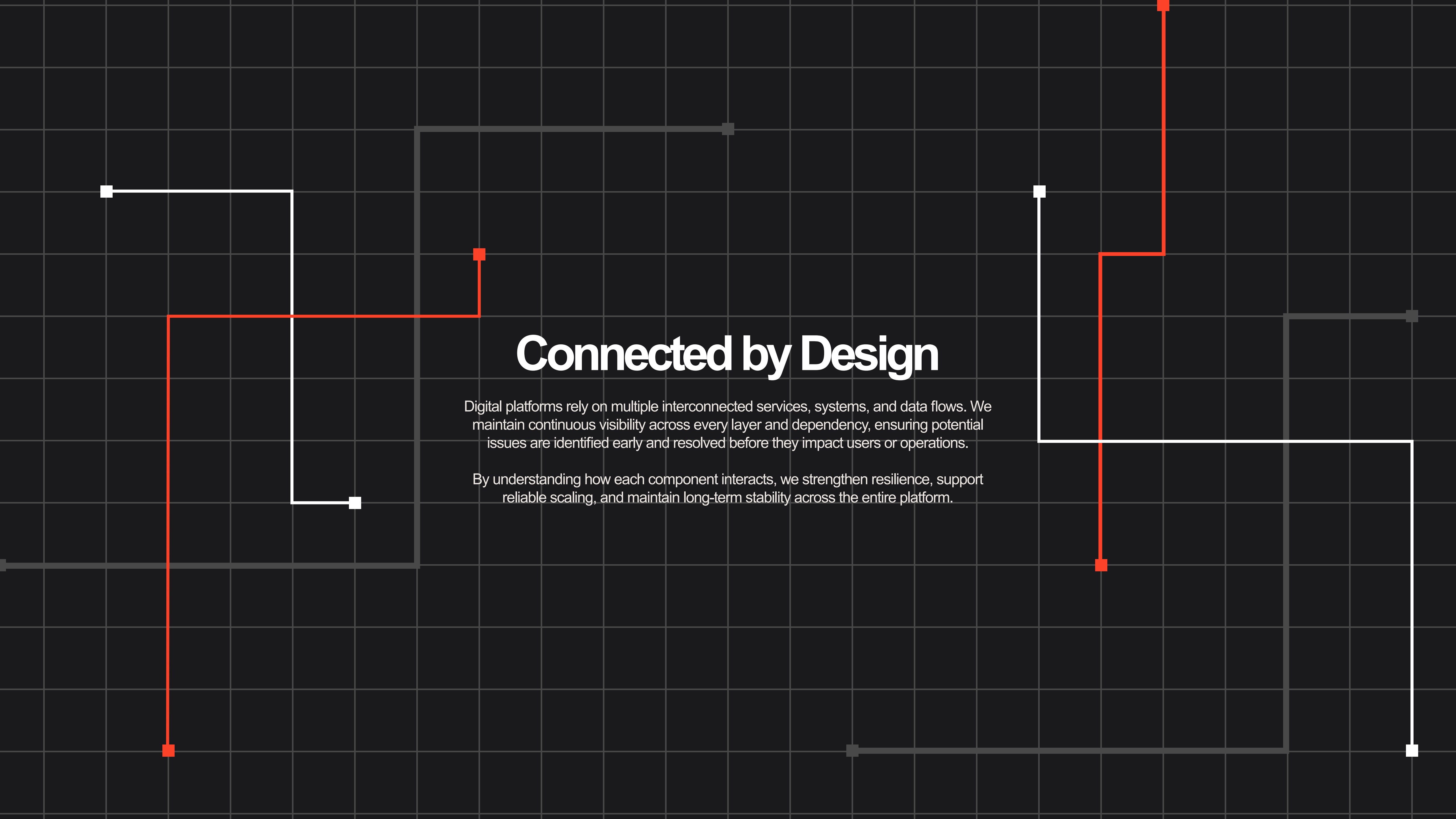


Proactive Monitoring & Incident Response

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.

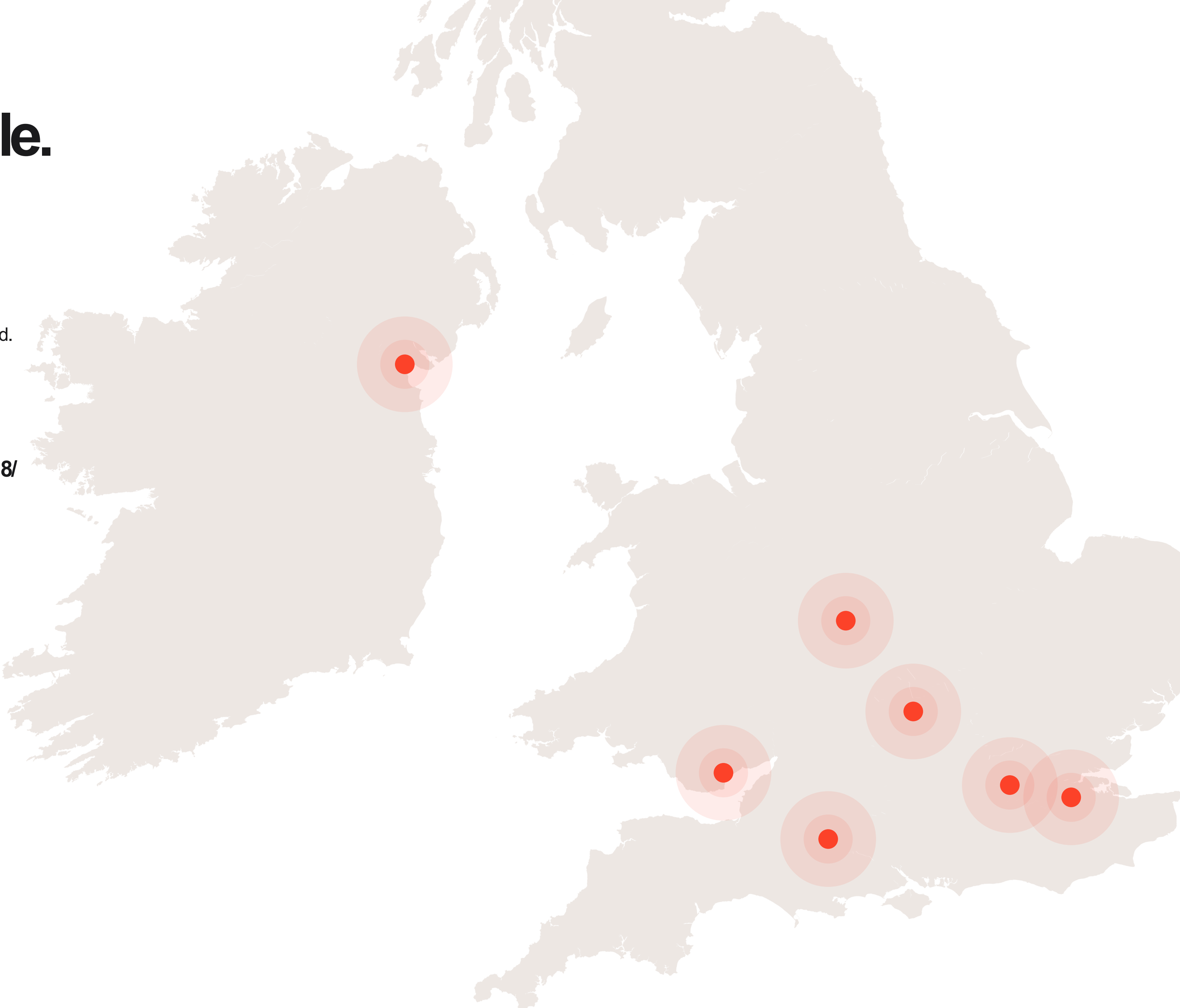
By understanding how each component interacts, we strengthen resilience, support reliable scaling, and maintain long-term stability across the entire platform.

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**



Modern, Secure, and Built to Scale

Our technology stack is built around open standards, scalable frameworks, and secure-by-design principles. This allows us to deliver high-performing digital services that integrate seamlessly with government systems while remaining adaptable for future needs.

We use agile development, containerisation, and CI/CD pipelines to deliver fast, reliable releases, all underpinned by automated testing, version control, and peer-reviewed code practices.

Frameworks

Laravel, Symfony, CakePHP, Nuxt.js, Next.js

CMS

WordPress, Drupal, Joomla, Concrete5, Umbraco

Frontend core technologies

Vue.js, React, React Native, Sass, PWA, HTML, JS, CSS, Bootstrap

Backend core technologies

Node.js, PHP

Database

MySQL, PostgreSQL, MongoDB, ElasticSearch, SQLite

DevOps

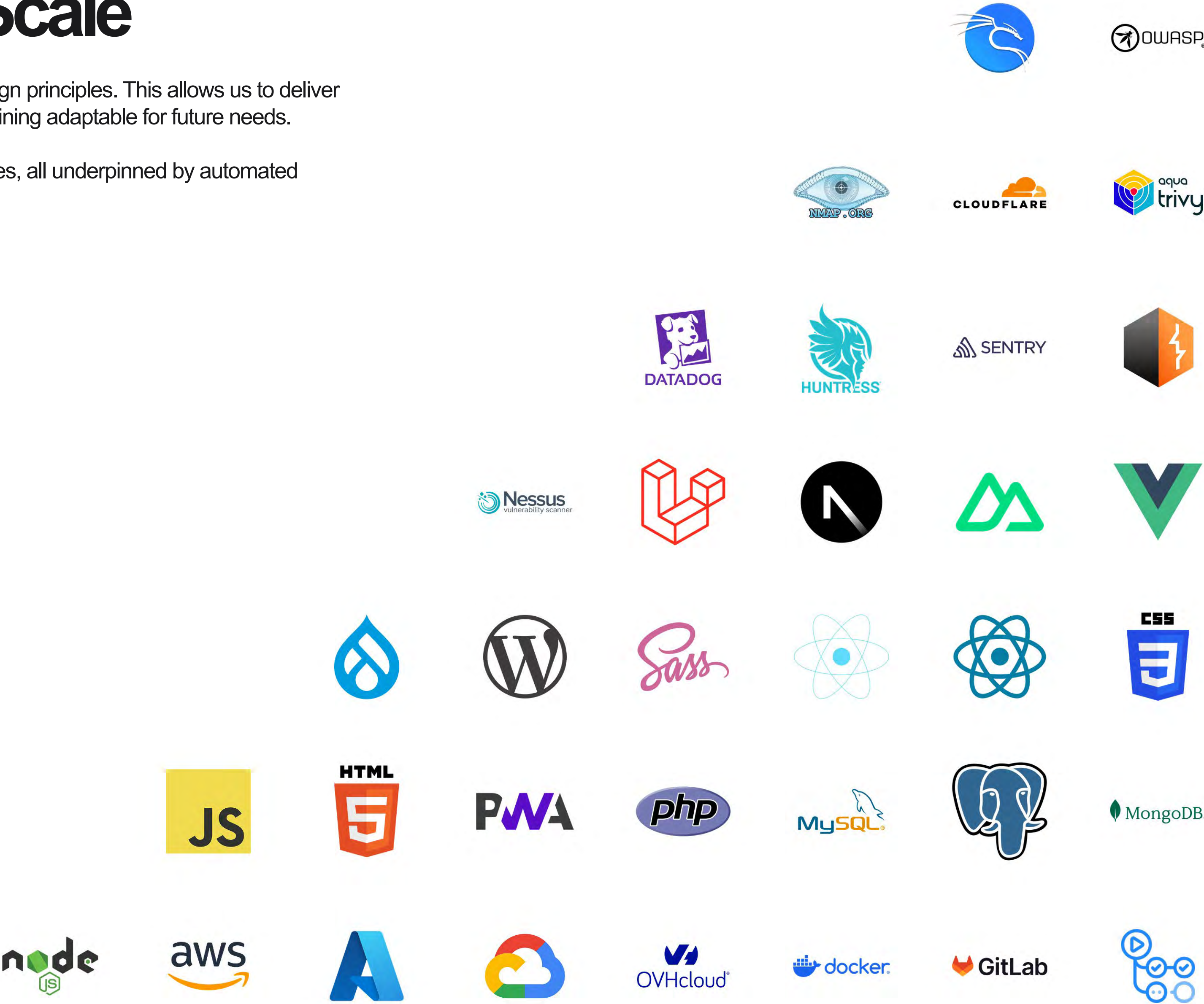
Docker, GitLab, JetBrains, Atlassian, JFrog

Cloud

AWS, Azure, Google Cloud, OVH, Nutanix, OpenShift, GovPaaS, MODCloud, D2S

Security

Huntress, Sentry, Trivy, Nessus, Burp Suite, Datadog, OWASP, Cloudflare, Nmap, Kali



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
30 mins Response Time System outage, security breach Example Issue Type	1 Hour Response Time Major functionality loss Example Issue Type	4 Hours Response Time Bug or feature issue Example Issue Type	1 Business Day Response Time Minor content or UI fix Example Issue Type

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.

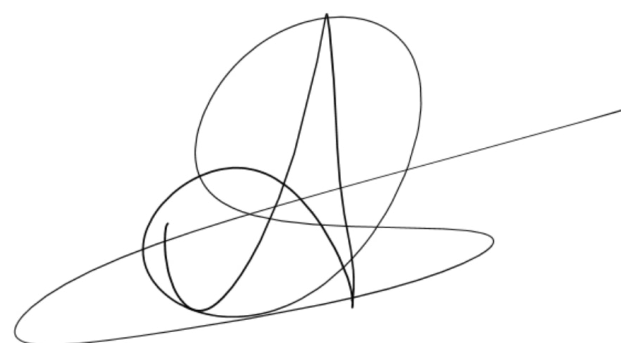
Together, our content and culture form a vibrant community built on openness, curiosity, and shared experiences, one that brings our team, clients, and followers together.



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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