

Service Definition for Ongoing Support





Service

Service Definition

Ongoing Support

Our Ongoing Support Service ensures that cloud-based solutions remain stable, secure, performant, and fully supported throughout their operational lifecycle.

Aligned to the GCloud 15 Cloud Support category, this service delivers operational continuity, technical troubleshooting, incident handling, reporting, optimisation insights, and coordinated service engineering functions such as dispatching technicians or parts where applicable.

Service Components & Deliverables

Product Support Capabilities

Provide expert support for cloud-hosted products, applications, and associated infrastructure to ensure reliability, usability, and operational continuity.

Key Activities

- Troubleshooting issues across applications, hosting, integrations, and cloud services.
- Maintaining operational oversight of services using proactive monitoring, alerting, and performance metrics.
- Identifying defects, diagnosing environmental or configuration issues, and applying remediations.
- Providing support for configuration changes, feature adjustments, access issues, and user-reported problems.
- Coordinating with cloud vendors (AWS, Azure, SaaS platforms) as required.

Outputs/Artefacts

- Support tickets with documented root-cause and resolution details.
- Knowledge base updates for recurring issues.
- Change logs and configuration updates.

Benefits

- Reduced downtime and higher service reliability.
- Consistent, highquality enduser experience.
- Clear pathways for escalation and resolution.



Logging and Management of Incidents

Provide structured, auditable incident management aligned to ITIL and government service expectations. Supported by your framework materials describing incident lifecycle handling.

Key Activities

- Logging all incidents via a centralised ticketing or ITSM platform.
- Categorising, prioritising, and assigning incidents based on impact/urgency.
- Coordinated triage and resolution using runbooks, known-error databases, and specialist engineers.
- Automated alerting and monitoring integration.
- Communications to stakeholders throughout the incident lifecycle.
- Post-incident review and root-cause analysis.

Outputs

- Incident logs
- Resolution reports
- RCA documentation
- Incident trend and severity analysis

Benefits

- Rapid restoration of service
- Transparent reporting for governance and audit
- Reduction in repeat incidents

Reporting and Proactive Results Analysis

Deliver actionable insight based on support activity, incidents, monitoring data, and operational performance.

Key Activities

- Monthly support reports summarising incidents, resolutions, trends, risks, and service performance.
- Proactive analysis of utilisation, recurring failure patterns, and service degradation.
- Identification of optimisation opportunities (performance, resilience, cost).
- Recommendations for configuration improvement or roadmap changes.

Outputs

- Monthly/quarterly service review reports
- Proactive analysis briefs
- Optimisation recommendations

Benefits

- Increased service stability and performance
- Predictive identification of issues before they impact users
- Evidence based decision making for roadmap and change planning

Dispatch of Service Technicians and/or Parts

Provide on-site or field support capability where physical intervention is required for infrastructure, hardware integrated cloud systems, or dependent services.

Key Activities

- Deployment of qualified engineers to customer sites for investigation or repair.
- Dispatch of replacement components or parts where cloud-connected edge hardware is involved (e.g., networking, firewalls, IoT, appliances).
- Vendor coordination for warranty parts or specialist repair.
- Field service reporting and signoff.

Outputs

- Site visit reports
- Hardware replacement or repair logs
- Updated asset records

Benefits

- Fast restoration of physical or hybrid cloud services
- Reduced operational disruption
- Clear accountability and documented resolution evidence

End User Training Coordination

Ensure users are fully equipped to engage with systems following migration, enhancement, or the introduction of new capabilities.

Key Activities

- Coordinating or delivering end user training sessions (remote or onsite).
- Developing training materials, guides, videos, or Q&A resources.
- Managing early adopter programmes and user readiness assessments.
- Providing tailored training for high-impact user groups or new features.
- Scheduling sessions, collecting feedback, and updating materials based on user needs.

Outputs

- Training schedules
- User guides and support documentation
- Training attendance & feedback reports

Benefits

- Improved adoption of cloud services
- Reduction in repetitive support queries
- Increased user confidence and productivity



Service Governance

- **PMO & reporting cadence**
Monthly service reviews, quarterly deep dive performance analysis.
- **SLAs**
Response, resolution, escalation, and communication SLAs tailored per call-off.
- **Continuous improvement**
Feedback loops from incidents, reporting, and trend analysis.



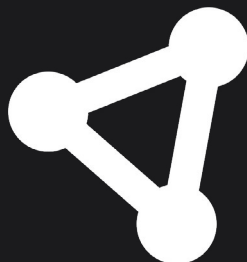
Security & Compliance (Cross-cutting)

- **Alignment to ITIL, NCSC principles, and government service expectations.**
- **Auditready documentation for compliance, assurance, and governance**
- **Secure, authenticated access to monitoring and support platforms.**



Pricing & Commercials

- **Day-rate or subscription service models**
- **Optional add-ons for on-site engineering or training**
- **Flexible scaling to match seasonal or workload driven demand**



Dependencies & Assumptions

- **Access to systems, logs, and stakeholders**
- **Agreed maintenance windows**
- **Clear points of contact for escalations**
- **Buyer coordination for third party-managed components**

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



Experience

Case Study - MHCLG Digital Services, Infrastructure & Security

Following the successful migration of ten MHCLG digital services into a bespoke AWS cloud environment, Juicy Media assumed full ongoing responsibility for service management, application support, security assurance, hosting operations and continual improvement. Our role ensures that the services remain secure, stable, high-performing and fully aligned with government standards throughout their lifecycle.

The management model builds on MHCLG's requirements for resilience, transparent reporting and proactive risk reduction. It includes continuous monitoring, routine maintenance, structured SLAs, and an improvement roadmap designed to keep the platform modern, cost-optimised and compliant.

Stronger Security & Compliance

Through monthly penetration testing, continuous monitoring and security-by-design governance, MHCLG now benefits from a stronger security posture and ongoing alignment to ISO 27001 and Cyber Essentials Plus expectations.

Increased Service Uptime & Reliability

Predictive monitoring, automated scaling, Multi-AZ redundancy and structured incident handling significantly reduced risk of downtime and improved user trust.

Cost-Optimised Cloud Operations

Performance tuning and resource optimisation reduced unnecessary cloud spend while improving system responsiveness.

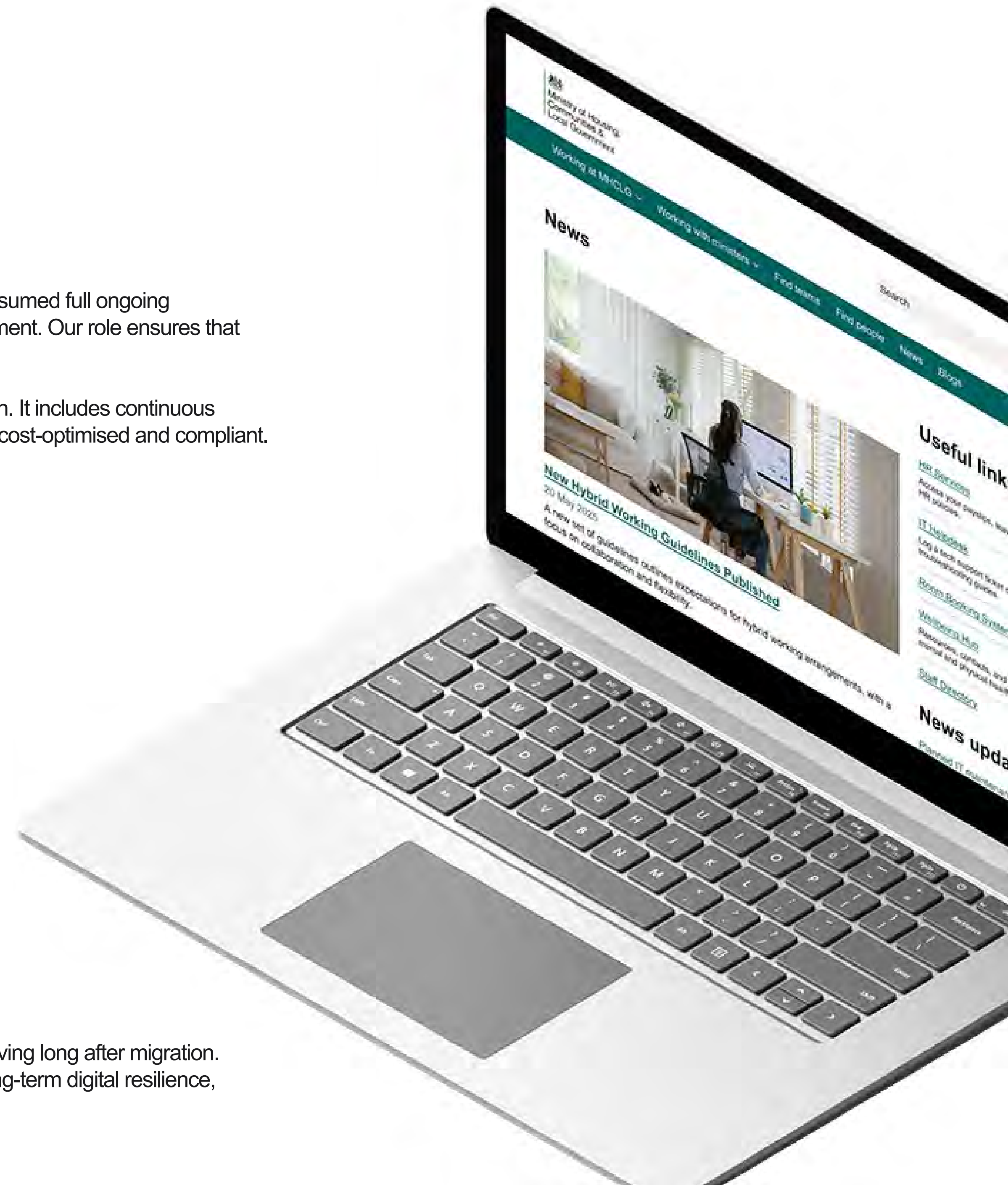
Transparent Governance & Reporting

Regular review reports, performance dashboards and trend analyses provide clear visibility of risks, improvements and service stability.

Continual Evolution of Departmental Digital Services

Regular review reports, performance dashboards and trend analyses provide clear visibility of risks, improvements and service stability.

Juicy Media's managed service offering ensures MHCLG's digital platforms remain secure, stable and continuously improving long after migration. Through structured monitoring, proactive maintenance and rigorous security governance, we support the department's long-term digital resilience, providing a future-ready foundation for both existing and new services.



Application Support & Service Stability

We provide day-to-day technical support and structured triage across all ten services, ensuring all issues are logged, prioritised and resolved through an ITIL-aligned incident management and escalation model.

Activities include:

- Centralised incident logging and categorisation using established ITSM standards
- Rapid triage and resolution paths supported by specialist engineers
- Runbook-led fault isolation and recovery
- RCA (root cause analysis) for all significant incidents
- Monthly service insight reporting covering incidents, trends, risks and recommendations

This ensures predictable restoration times, transparent governance and reduced repeat incidents.

Cloud Infrastructure Management

The AWS environment is maintained using Infrastructure-as-Code, automated monitoring and government-grade security principles.

Core activities include:

- Environment monitoring and uptime tracking across all services
- Automated backups, patch baselining and configuration management
- Multi-AZ resilience checks and performance optimisation
- VPC, networking, access control and IAM policy management
- Continuous review of architecture against ISO 27001 and Cyber Essentials Plus expectations

This approach ensures a stable, scalable and predictable hosting foundation.

Security Updates & Assurance

Security is integrated into every stage of our management model.

Activities include:

- Proactive security patching of applications, plugins and dependencies
- Automated vulnerability scanning and assessment
- Monthly penetration testing and attack-surface reporting
- Continuous log monitoring, audit-trail analysis and threat detection using AWS-native and third-party tooling
- Review and refinement of access permissions and IAM roles

This ensures MHCLG services remain resilient against evolving threats.

Continual Improvement & Optimisation

Aligned with Juicy Media’s commitment to long-term service evolution, our programme includes:

- Monthly and quarterly reviews of performance, incidents, costs, and improvement opportunities.
- Recommendations for architecture upgrades, resilience improvements and feature enhancements
- Optimisation of AWS usage and cost efficiency
- Regular updates to roadmaps, configuration standards and automation pipelines
- Accessibility improvements aligned with WCAG 2.2 AA and NCSC guidance
- Integration of lessons learned, audits and improvement actions from the organisation’s BMS and CAPA processes

These cycles ensure MHCLG benefits from a continuously evolving, future-proof platform.

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

- MHCLG Service 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

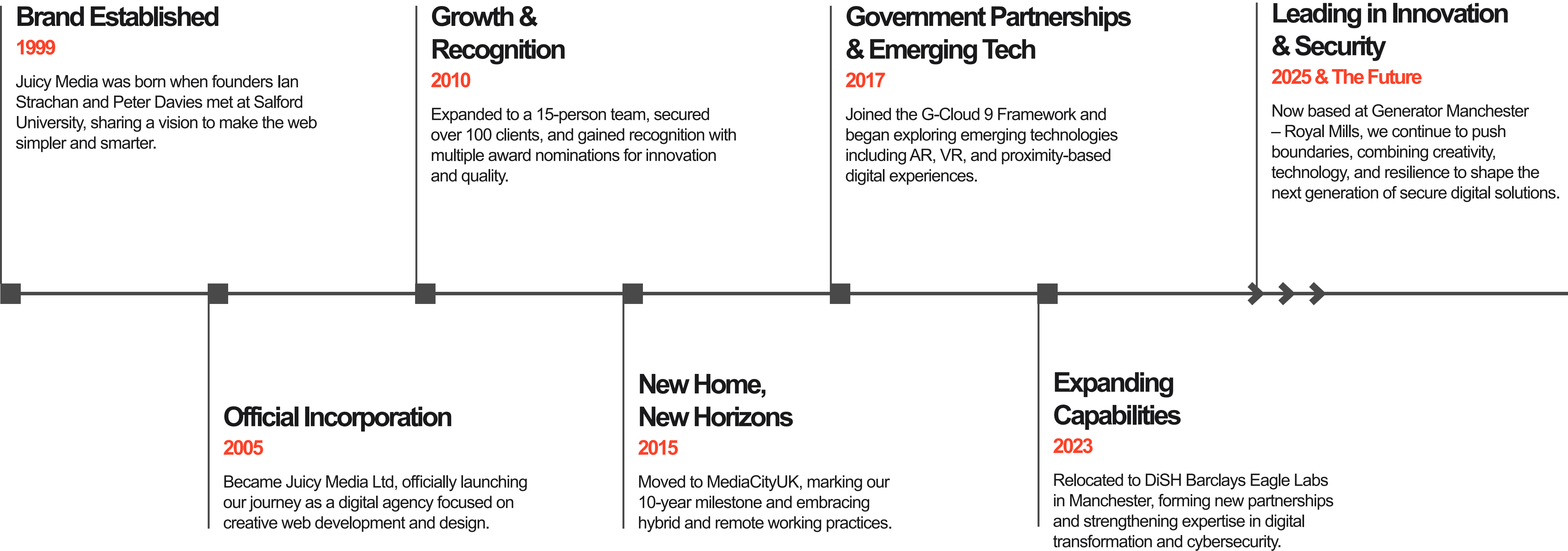
Our vision is to foster prosperity and growth for every client we serve, becoming a trusted and respected leader in technology, security, and development. We strive to be recognised not only for the quality of our work but also for the integrity and forward-thinking approach that defines our culture.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

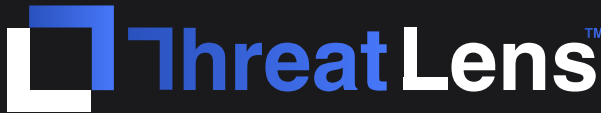
A privacy-focused intelligence platform that enables anonymous, encrypted OSINT research through disposable browser sessions and integrated investigative tools.



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.

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

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.



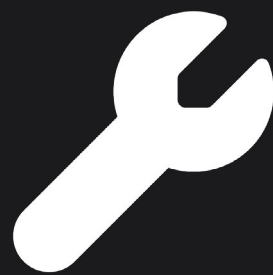
Security

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.



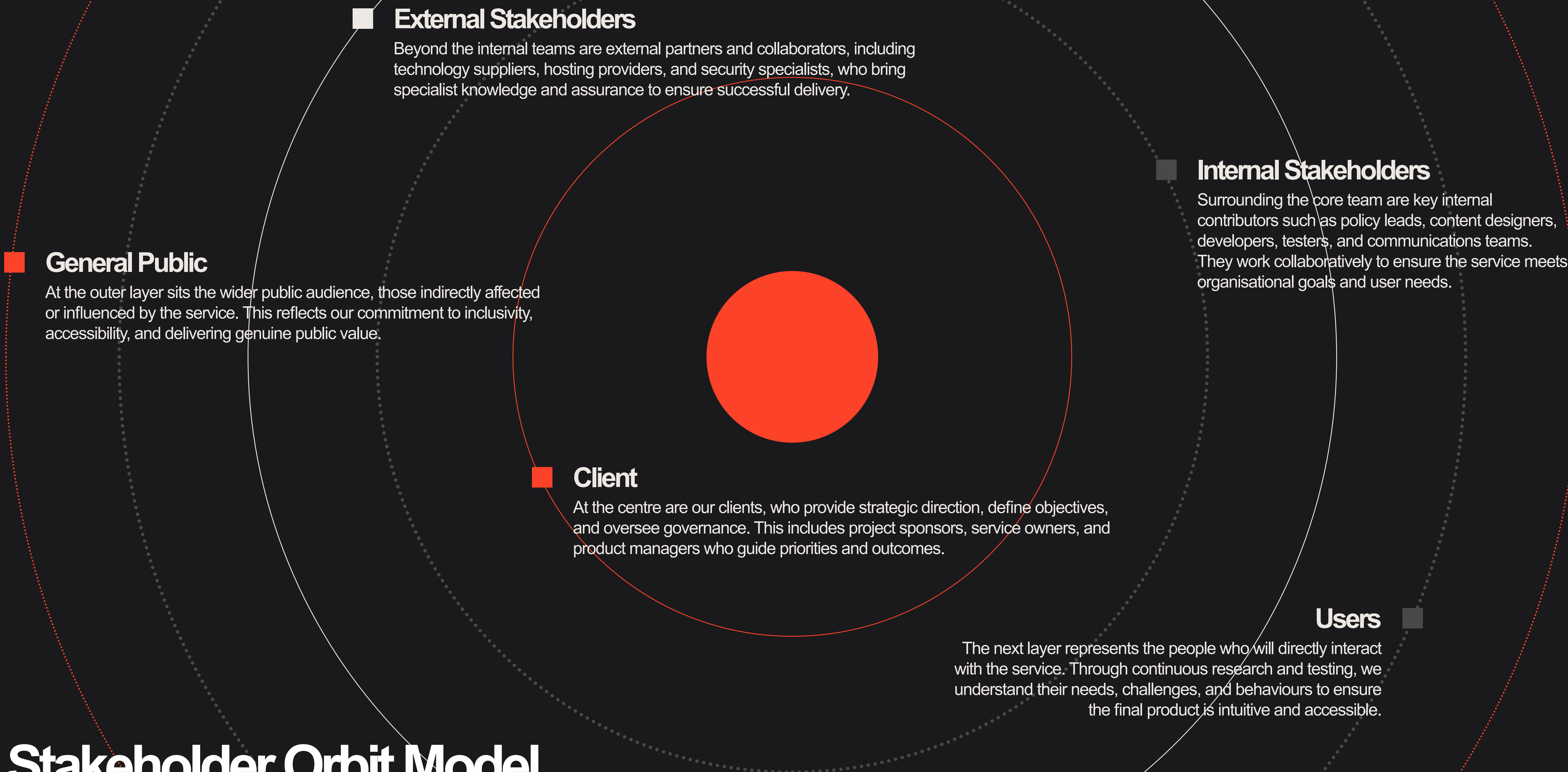
Hosting

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.

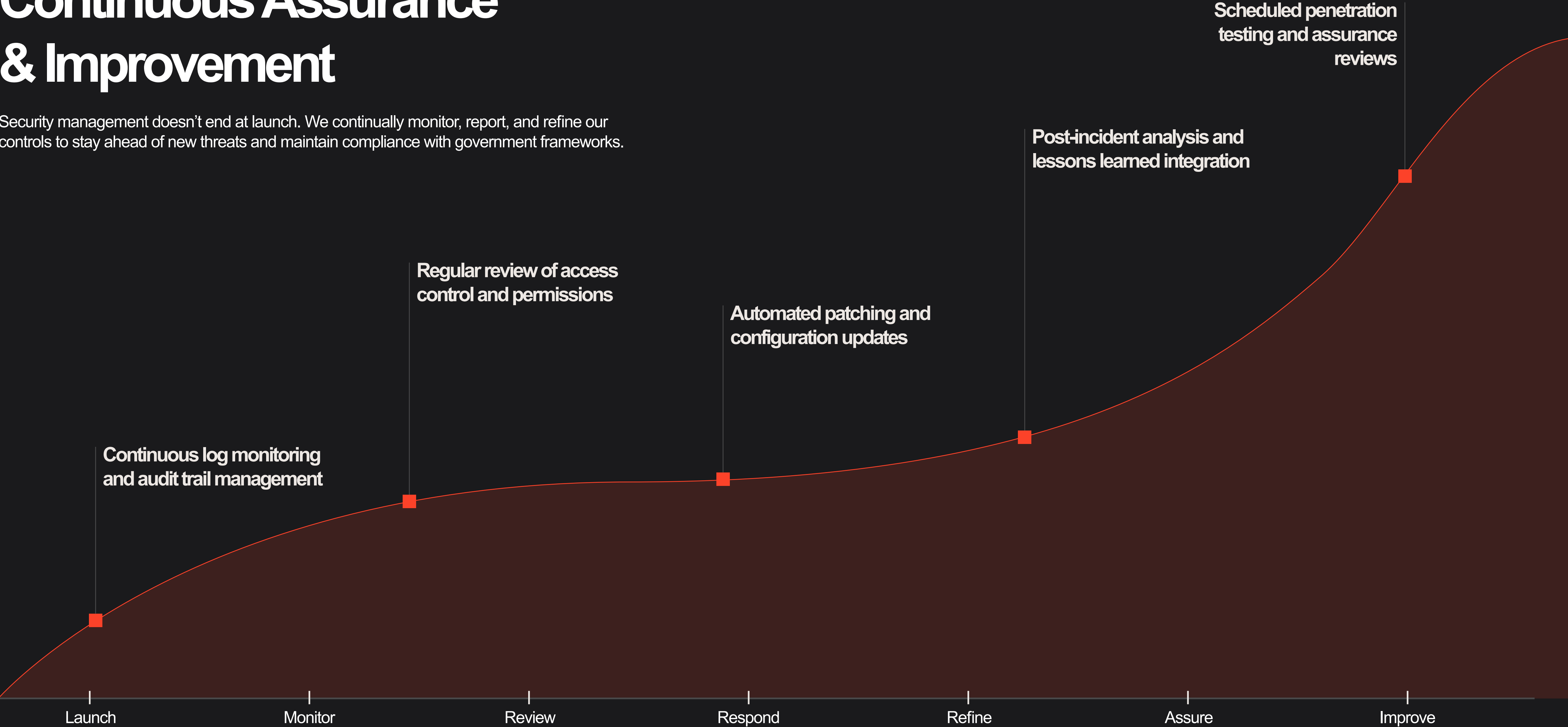


Incident Preparedness & Response Planning

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.

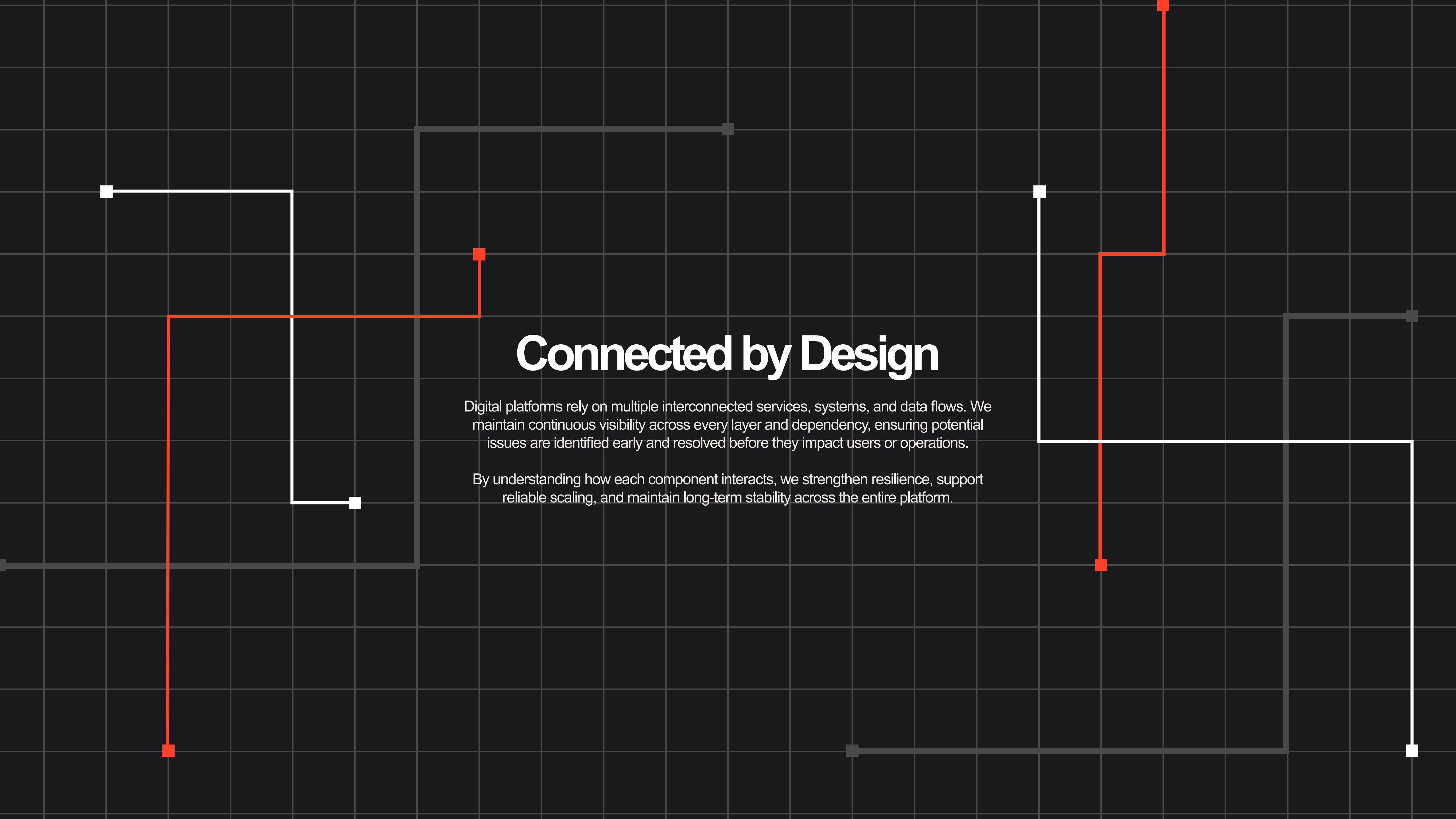


Proactive Monitoring & Incident Response

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.

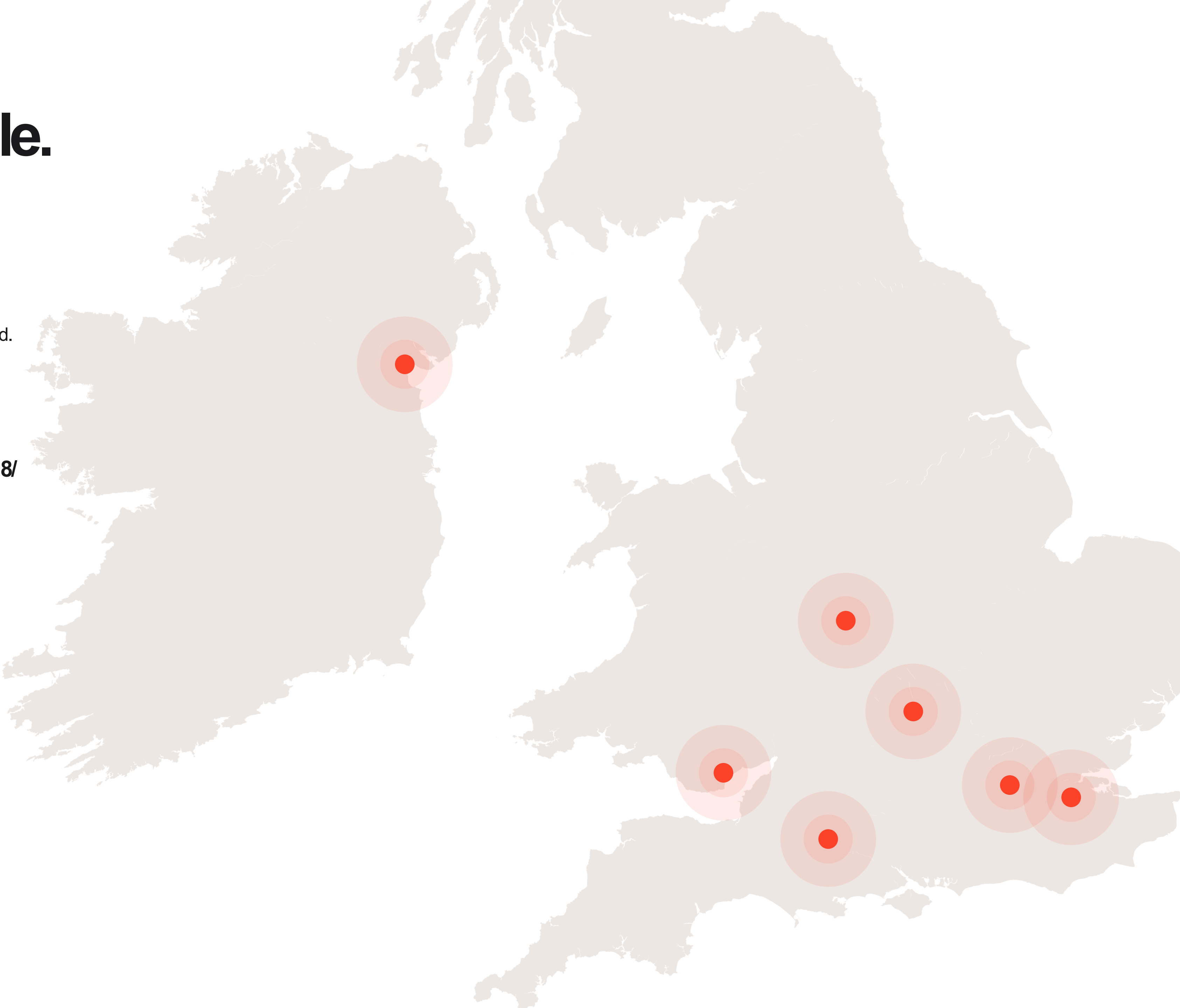
By understanding how each component interacts, we strengthen resilience, support reliable scaling, and maintain long-term stability across the entire platform.

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**



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

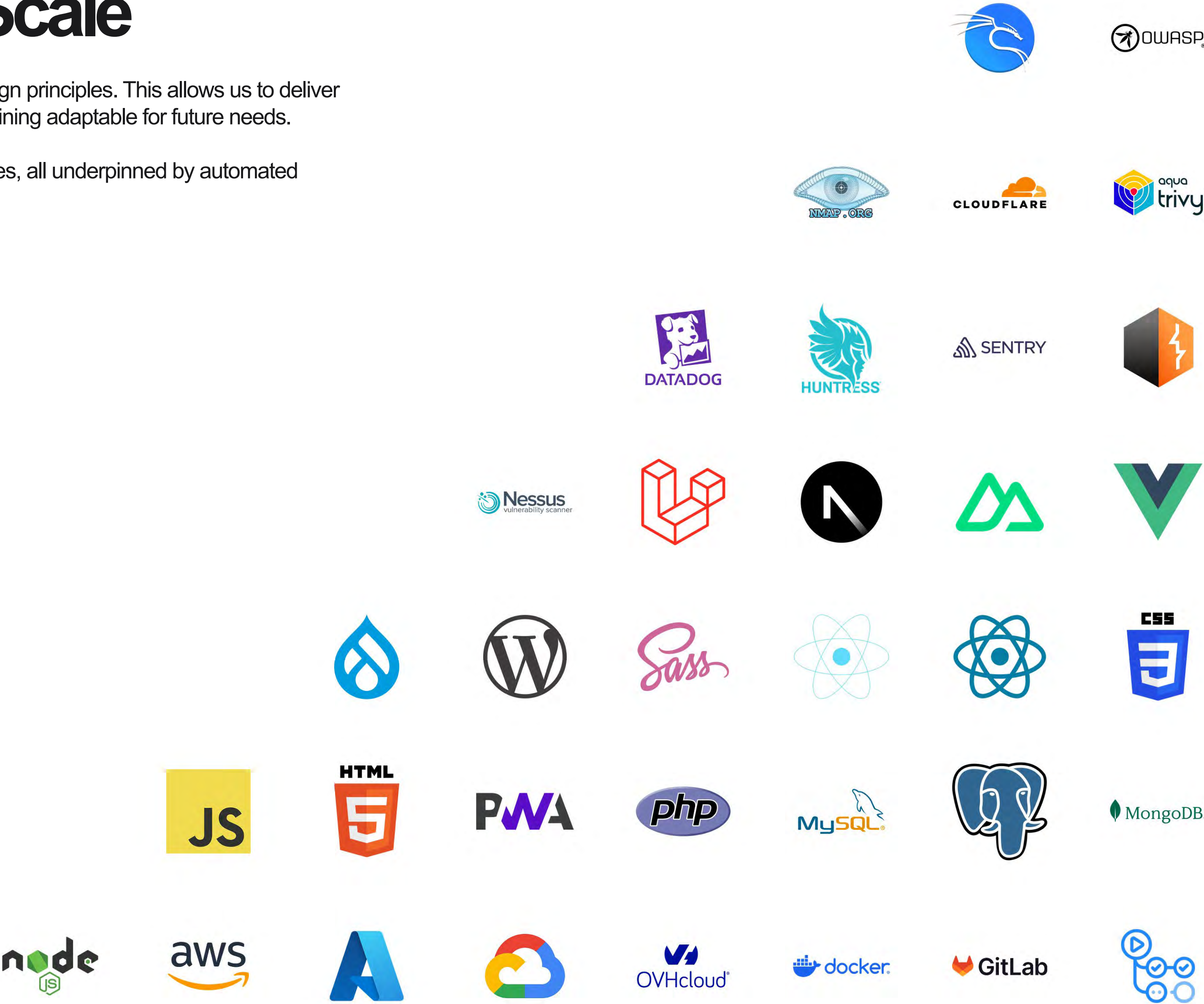
Docker, GitLab, JetBrains, Atlassian, JFrog

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.

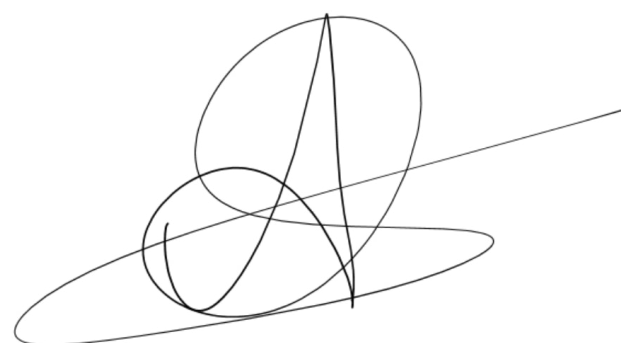
Together, our content and culture form a vibrant community built on openness, curiosity, and shared experiences, one that brings our team, clients, and followers together.



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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