

Service Definition for
eCommerce



Service

Service Definition

eCommerce

Juicy Media® provides end-to-end eCommerce design, development, integration, and support services, delivering secure, scalable, and high-performing online retail solutions.

We work across leading eCommerce platforms including WooCommerce, Magento (Adobe Commerce), and Shopify, enabling organisations to launch, optimise, and grow digital commerce experiences that meet both user needs and business objectives.

Modern eCommerce platforms have evolved far beyond simple online shops. They now act as fully integrated digital ecosystems, connecting products, payments, logistics, customer data, marketing, and analytics. Juicy Media® helps organisations navigate this complexity by selecting, configuring, and extending the right platform for their operational and commercial requirements.

At the core of our approach is usability, performance, and long-term sustainability. We design and build eCommerce solutions that empower teams to manage products, pricing and promotions with confidence, while ensuring customers enjoy fast and intuitive purchasing journeys.

Key Benefits of Juicy Media® eCommerce Services

- Platform-agnostic expertise across WooCommerce, Magento, and Shopify
- Secure, scalable, and compliant solutions aligned with public-sector standards
- User-centred design focused on accessibility and conversion
- Clean, maintainable code and future-ready architectures
- Integration with payment gateways, logistics, CRM, ERP, and analytics platforms
- Ongoing support, optimisation, and performance monitoring

Our eCommerce Capabilities

Juicy Media® specialises in delivering tailored eCommerce solutions for:

- Central and Local Government
- Public Sector Bodies and Arm's-Length Organisations
- Enterprise Private Sector Organisations
- SMEs and High-Growth Businesses
- Start-ups and Digital-First Ventures

While WooCommerce, Magento, and Shopify platforms are licensed or hosted separately, Juicy Media® provides the strategic, technical, and delivery expertise required to implement, customise, and support eCommerce solutions that are secure, compliant, and commercially effective.

The logo for WooCommerce, featuring the word "woo" in a bold, purple, lowercase sans-serif font, followed by two large, solid purple circles.The logo for Shopify, featuring a green shopping bag icon with a white "S" on the left, and the word "shopify" in a bold, black, lowercase sans-serif font on the right.The logo for Magento, featuring an orange hexagonal icon with a white "M" inside on the left, and the word "Magento" in a grey, sans-serif font on the right, with a registered trademark symbol (®) to the upper right.



WooCommerce

WooCommerce offers a flexible, open-source eCommerce solution built on WordPress, ideal for organisations that require content-rich commerce experiences.

Juicy Media® delivers bespoke WooCommerce solutions that integrate seamlessly with existing WordPress websites, enabling:

- **Highly customisable storefronts and checkout flows**
- **Integration with third-party systems (CRM, ERP, payments, fulfilment)**
- **Scalable product catalogues and complex pricing models**
- **Full ownership of data and infrastructure**

WooCommerce is particularly well-suited to organisations seeking flexibility, editorial control, and vendor independence.



Shopify

Shopify provides a fully hosted eCommerce platform offering rapid deployment, reliability, and reduced infrastructure overhead.

We help organisations maximise Shopify’s capabilities through:

- **Custom theme development and UX optimisation**
- **Shopify Plus configuration for high-growth and enterprise needs**
- **App integrations and bespoke functionality**
- **Migration from legacy or self-hosted platforms**

Shopify is ideal for organisations prioritising speed to market, operational simplicity, and predictable costs.



Magento

Magento is a powerful enterprise-grade eCommerce platform designed for complex, high-volume, and multi-channel commerce.

Our Magento services support organisations that require:

- **Advanced product, pricing, and customer segmentation**
- **Multi-store, multi-currency, and international commerce**
- **Robust security and performance at scale**
- **Deep integrations with enterprise systems**

Juicy Media® delivers Magento implementations that are resilient, secure, and optimised for long-term growth.

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



Experience

Case Study - Barclaycard ePDQ

Barclaycard identified a major opportunity to expand into the Magento eCommerce ecosystem but faced a critical barrier: merchants were losing customers due to off-site payment redirects and fragmented checkout experiences. This friction resulted in abandoned baskets and reduced trust at the point of purchase.

We partnered with Barclaycard to develop the ePDQ Magento extension, enabling secure, on-site payment processing fully optimised for eCommerce conversion. The solution was rigorously tested across multiple Magento versions to ensure stability, PCI compliance, and performance under transaction load. The result was a scalable payment solution that reduced checkout friction, increased merchant adoption, and significantly improved conversion rates across online stores.

On-Site Checkout

Eliminated off-site redirects to reduce basket abandonment and improve conversions.

Magento-Native Integration

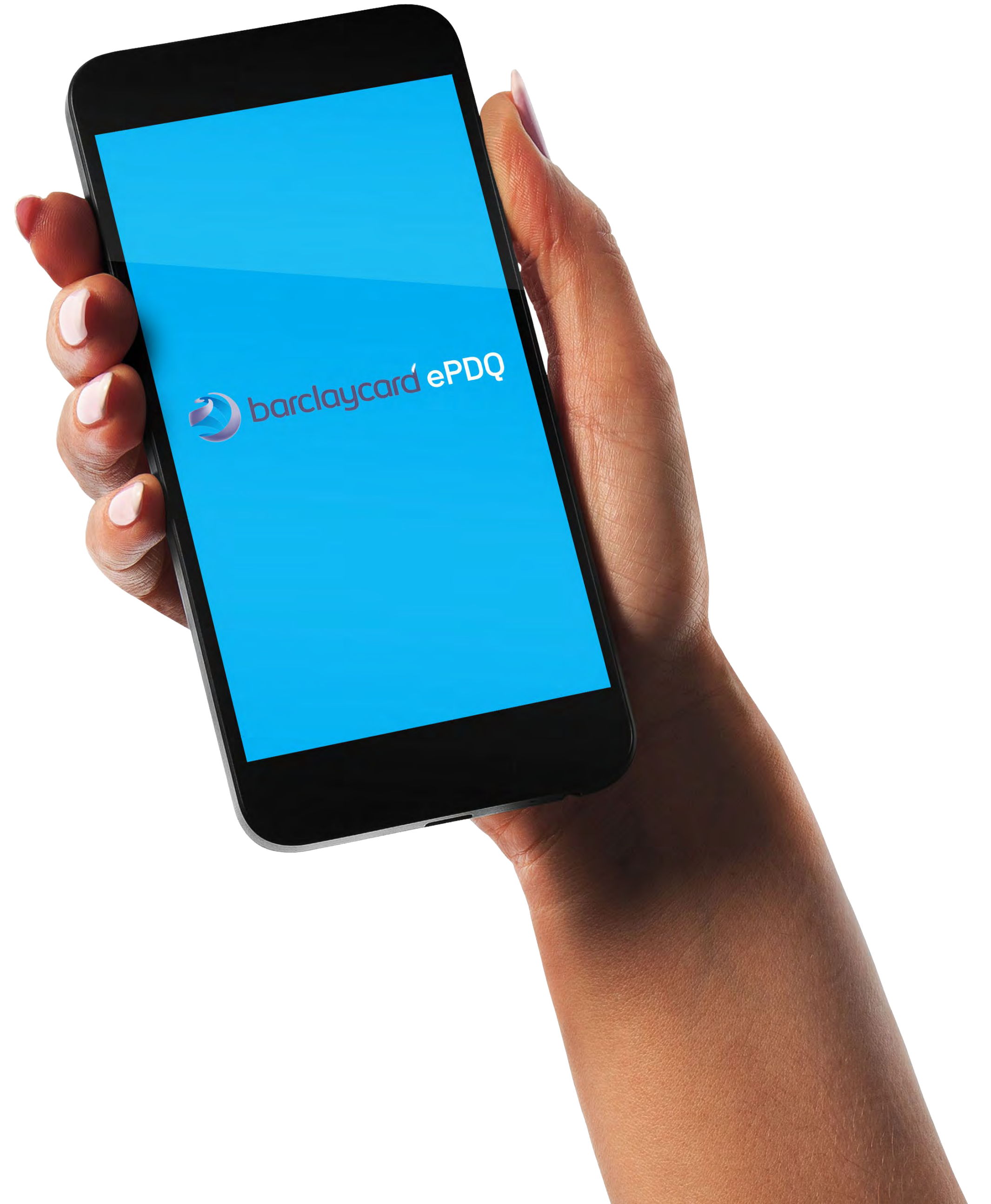
Built specifically for the Magento ecosystem to ensure compatibility and ease of use.

Secure Transactions

PCI-compliant payment processing with integrated fraud prevention tools.

Conversion Impact

Delivered ~25% uplift in completed transactions for merchants.



“Their knowledge and understanding within the Digital landscape is **second to none** and they have a **proven successful track record** across multiple market sectors.”

- Tony
Partner Manager at Barclaycard

Case Study - FotoSENSE

FotoSENSE, a specialist photography equipment retailer, needed to modernise its eCommerce platform to remain competitive in a fast-moving online retail market. Their existing site struggled with performance issues, limited integrations, and an inconsistent shopping experience across devices.

We delivered a replatformed Magento eCommerce solution focused on speed, scalability, and multi-channel retail. Performance optimisation, system integrations, and responsive design were tested to ensure reliable trading during peak traffic. By connecting inventory, dispatch systems, and third-party marketplaces, FotoSENSE gained a high-performing eCommerce engine capable of supporting sustained growth.

High-Performance Storefront

Optimised load speeds to support high traffic and reduce bounce rates.

Multi-Channel Commerce

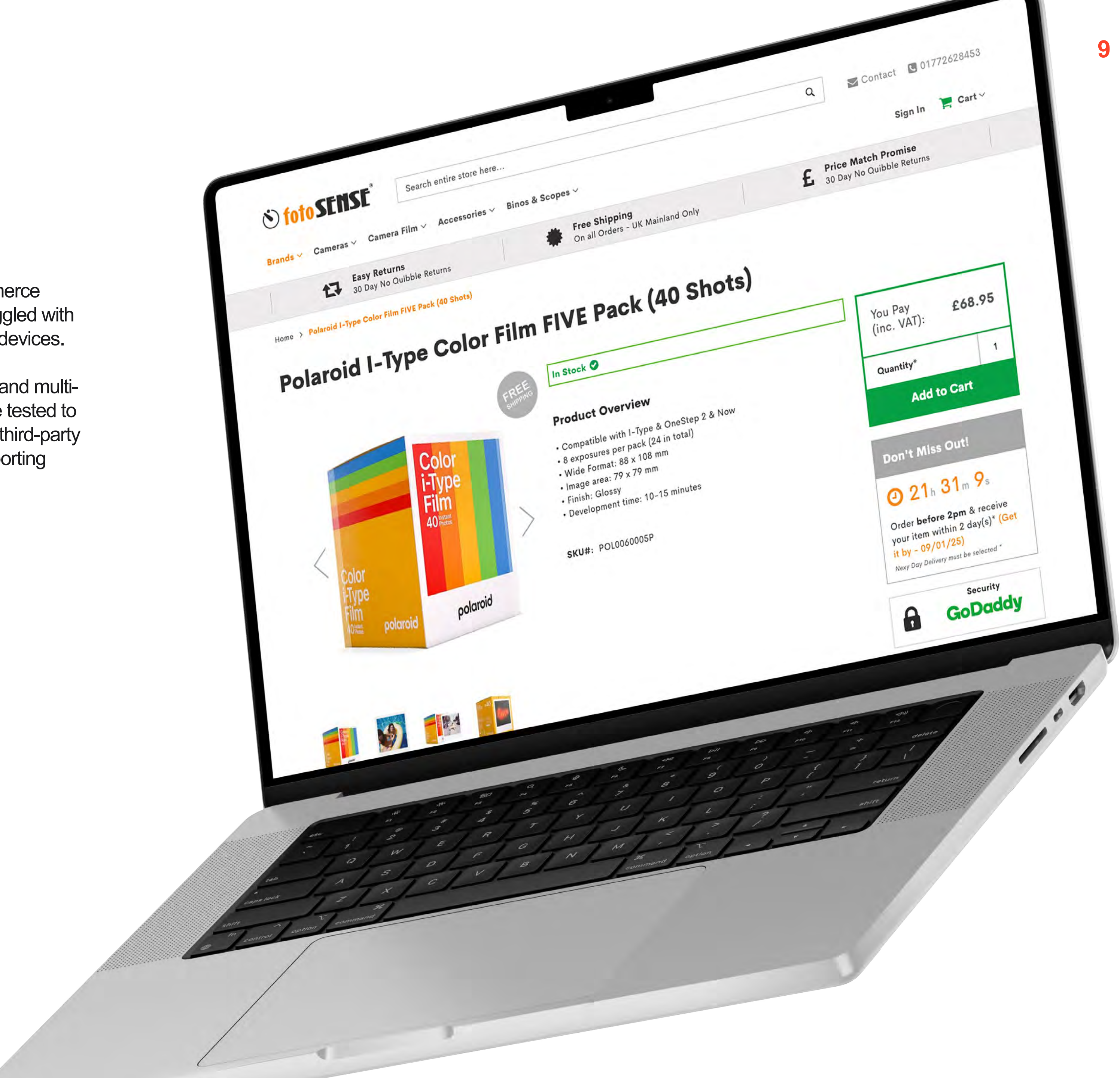
Integrated eBay and Amazon to expand reach beyond the core website.

System Integration

Connected stock and dispatch systems for real-time inventory accuracy.

Revenue Growth

Improved conversions, SEO performance, and operational efficiency.



“Having invested in numerous sites over our 10 year trading history we have never managed to find a decent website solution team ...UNTIL NOW!!... I can honestly say that the team have been **nothing other than completely professional, brilliant!**”

- Taf

Managing Director at fotoSENSE

Case Study - Supplement Solutions

Supplement Solutions required an eCommerce platform that could support a large product catalogue while delivering a smooth, mobile-first shopping experience. Their previous site created friction at checkout and limited customers’ ability to discover relevant products.

We redesigned and optimised the eCommerce journey with a strong focus on usability, mobile performance, and conversion. Through streamlined navigation, single-page checkout, and personalised product recommendations, the platform was tested to ensure fast transactions and consistent performance across devices. The result was a measurable increase in average order value, engagement, and repeat purchases.

Conversion-Focused Checkout

Single-page checkout reduced friction and improved purchase completion.

Mobile-First Commerce

Fully optimised for smartphone and tablet shopping behaviour.

Product Discovery

Personalised recommendations increased basket value and cross-sell.

Scalable Retail Platform

Built to support catalogue growth, promotions, and future expansion.



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

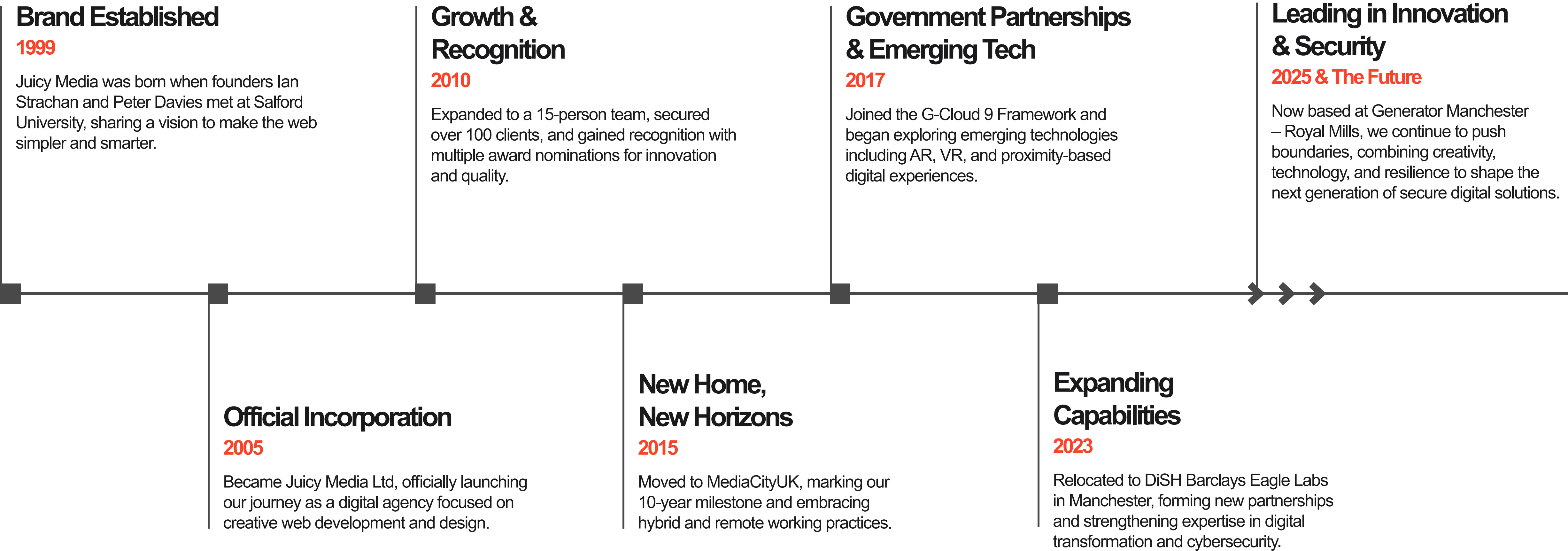
Our vision is to foster prosperity and growth for every client we serve, becoming a trusted and respected leader in technology, security, and development. We strive to be recognised not only for the quality of our work but also for the integrity and forward-thinking approach that defines our culture.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



Certificate Number 25252



Certificate Number 25252





Phase 1

Discover & Define

We begin by understanding the challenge in detail, identifying user needs, organisational goals, and technical requirements. Through collaborative workshops, research, and prototyping, we establish a clear foundation for delivery. This phase ensures decisions are evidence-based and aligned with your strategic objectives.

- User and stakeholder research
- Discovery workshops and scoping
- Information architecture
- Wireframing and prototyping
- UX and UI design
- Technical feasibility assessment



Phase 2

Build & Implement

With a clear vision defined, we move into development using secure, agile methodologies. Our teams work in short, focused sprints to build, test, and refine functionality, ensuring every element meets user needs, accessibility standards, and technical assurance requirements.

- Frontend and backend development
- Content migration and integration
- API and system integration
- Quality assurance and accessibility testing
- User acceptance testing (UAT)
- Beta deployment and feedback



Phase 3

Optimise & Evolve

Once the service is live, we continue to monitor, measure, and improve its performance. Using data insights, analytics, and feedback, we identify opportunities to optimise content, enhance usability, and deliver measurable improvements over time.

- Performance monitoring and reporting
- Continuous improvement and feature enhancements
- Conversion rate optimisation (CRO)
- User analytics and feedback loops
- Ongoing design and technical updates
- Support and maintenance

Phase 1 - Discover & Define

Every successful project starts with understanding. In this phase, we collaborate closely with stakeholders and users to uncover needs, define goals, and lay the groundwork for delivery. Each step builds on the last, turning insight into direction, and direction into clear design outcomes.

Ideas

Using our research insights, we generate and refine concepts that solve real problems. Collaborative ideation sessions help us explore creative and technical opportunities while ensuring solutions align with strategy and policy standards.

Prototype

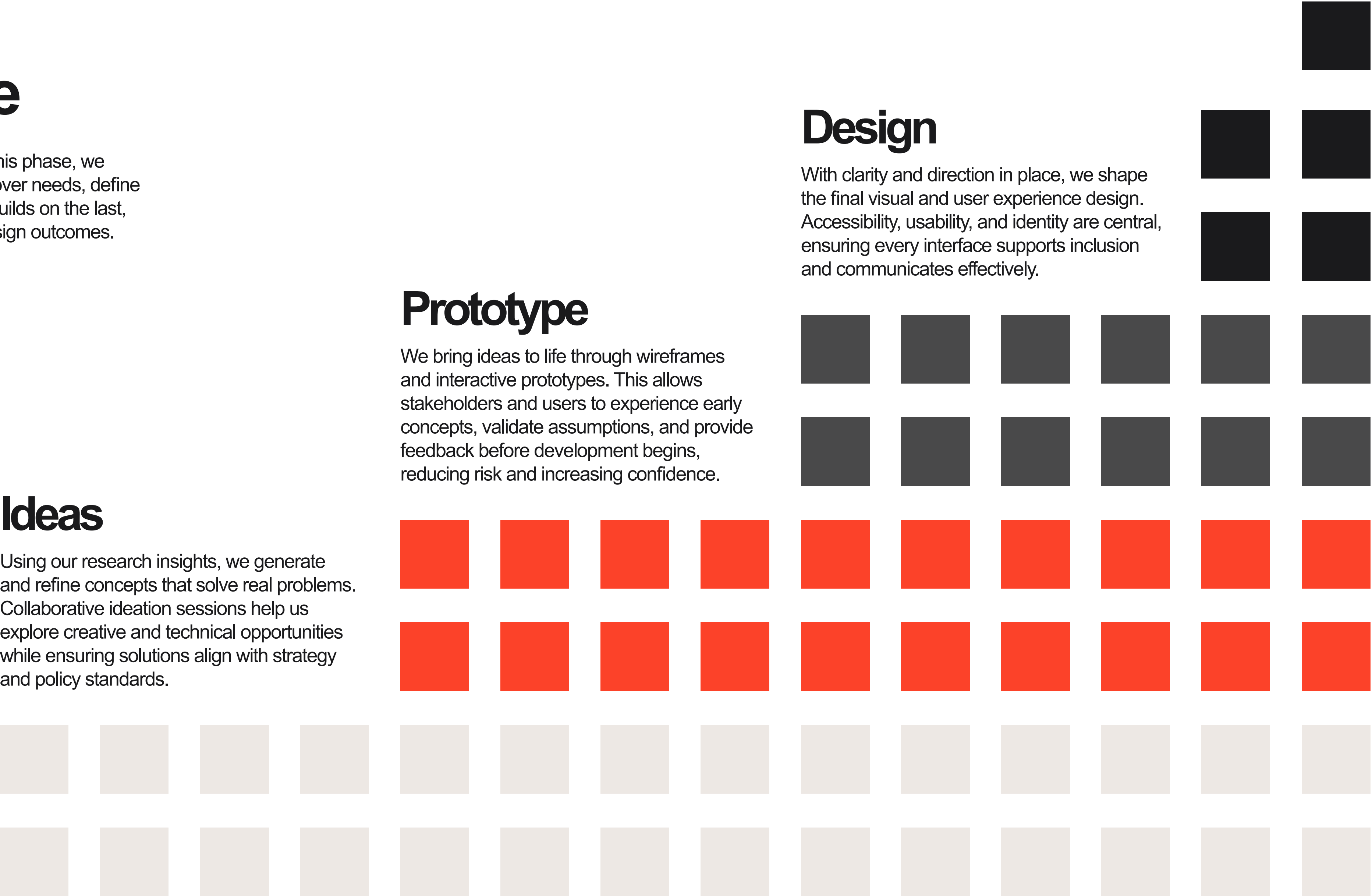
We bring ideas to life through wireframes and interactive prototypes. This allows stakeholders and users to experience early concepts, validate assumptions, and provide feedback before development begins, reducing risk and increasing confidence.

Design

With clarity and direction in place, we shape the final visual and user experience design. Accessibility, usability, and identity are central, ensuring every interface supports inclusion and communicates effectively.

Research

We begin by exploring the challenge from every angle, analysing user needs, business objectives, and technical environments. Through interviews, workshops, and data-led discovery, we gather the evidence needed to make informed decisions.





Phase 2 - Build & Implement

With a clear design and validated plan in place, we move into development using secure, agile methodologies. The build phase focuses on functionality, performance, and compliance, ensuring that every component works seamlessly and securely.

100%

of builds undergo independent security and accessibility checks

95%+

of development milestones delivered on schedule

99.99%

uptime across all hosted production and staging environments

Core Delivery Areas



Frontend & Backend Development

Scalable, modular, and standards-compliant code built with security at its core.



System Integration

APIs and third-party integrations aligned with government and enterprise infrastructure.



Quality Assurance

Automated and manual testing to validate accessibility, usability, and resilience.



Content & Data Migration

Secure, structured migration of existing content and assets with full audit trails.



User Acceptance Testing (UAT)

Involving end users and stakeholders to validate that the final product meets real needs.



Beta Launch & Feedback

Soft release to gather real-world insight before public rollout.

Phase 3 - Optimise & Evolve

Launch isn't the end of the journey, it's the beginning of ongoing improvement. Once your service is live, we move into a continuous optimisation cycle driven by real data and user feedback. Our goal is to measure performance, identify enhancements, and ensure your platform remains secure, compliant, and effective over time. Through structured review and iteration, we help your digital service grow stronger with every release.



1. Measure

After launch, we track performance across accessibility, speed, engagement, and conversion metrics. Real-time analytics provide insight into user behaviour and system health.

2. Enhance

We use this data to refine content, streamline journeys, and enhance functionality. Incremental updates and feature releases ensure the service continues to evolve alongside user expectations.

3. Sustain

Ongoing support, maintenance, and security updates keep the platform reliable and compliant. Regular reviews and optimisation cycles help ensure lasting value and alignment with business and policy goals.

Project Timeline

Our project timelines are carefully structured to balance clarity, flexibility, and efficiency, ensuring every stage delivers measurable value. From initial discovery and planning through design, development, testing, and launch, we follow a phased approach that keeps stakeholders informed, mitigates risk, and maintains quality at every step. With ongoing support and maintenance built in, our timelines not only guide projects to successful delivery but also ensure solutions remain secure, scalable, and future-ready.

Discovery

2 - 4 weeks

Conduct in-depth user research, stakeholder engagement, and technical assessment to define user needs, business objectives, and potential constraints, resulting in a clear problem statement and delivery roadmap.

Design

4 - 6 weeks

Produce high-fidelity designs, interaction patterns, and content structures that align with WCAG 2.2 AA accessibility standards, ensuring all user journeys are validated and signed off before development begins.

Testing & Public Beta

4 - 8 weeks

Release the service to a limited public audience to test at scale, capturing real-world feedback, performance data, and accessibility outcomes to make refinements before full launch.

Optimisation

Ongoing

Maintain and enhance the live service through iterative improvements, user feedback, performance optimisation, and security updates — ensuring it remains effective, compliant, and aligned with evolving user and policy needs.

Alpha

4 - 6 weeks

Develop and test low-fidelity prototypes to explore different design and technical approaches, using user testing and feedback to identify what works best before committing to a full build.

Build

8 - 12 weeks

Begin structured agile development sprints, implementing the approved designs into a working service. Focus on functionality, integration, and security by design, while carrying out ongoing user acceptance testing (UAT) and accessibility checks.

Live

1 - 2 weeks

Formally launch the service following GDS service assessment and quality assurance. Transition from project delivery to live operations, supported by continuous monitoring, analytics, and incident management.



**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.



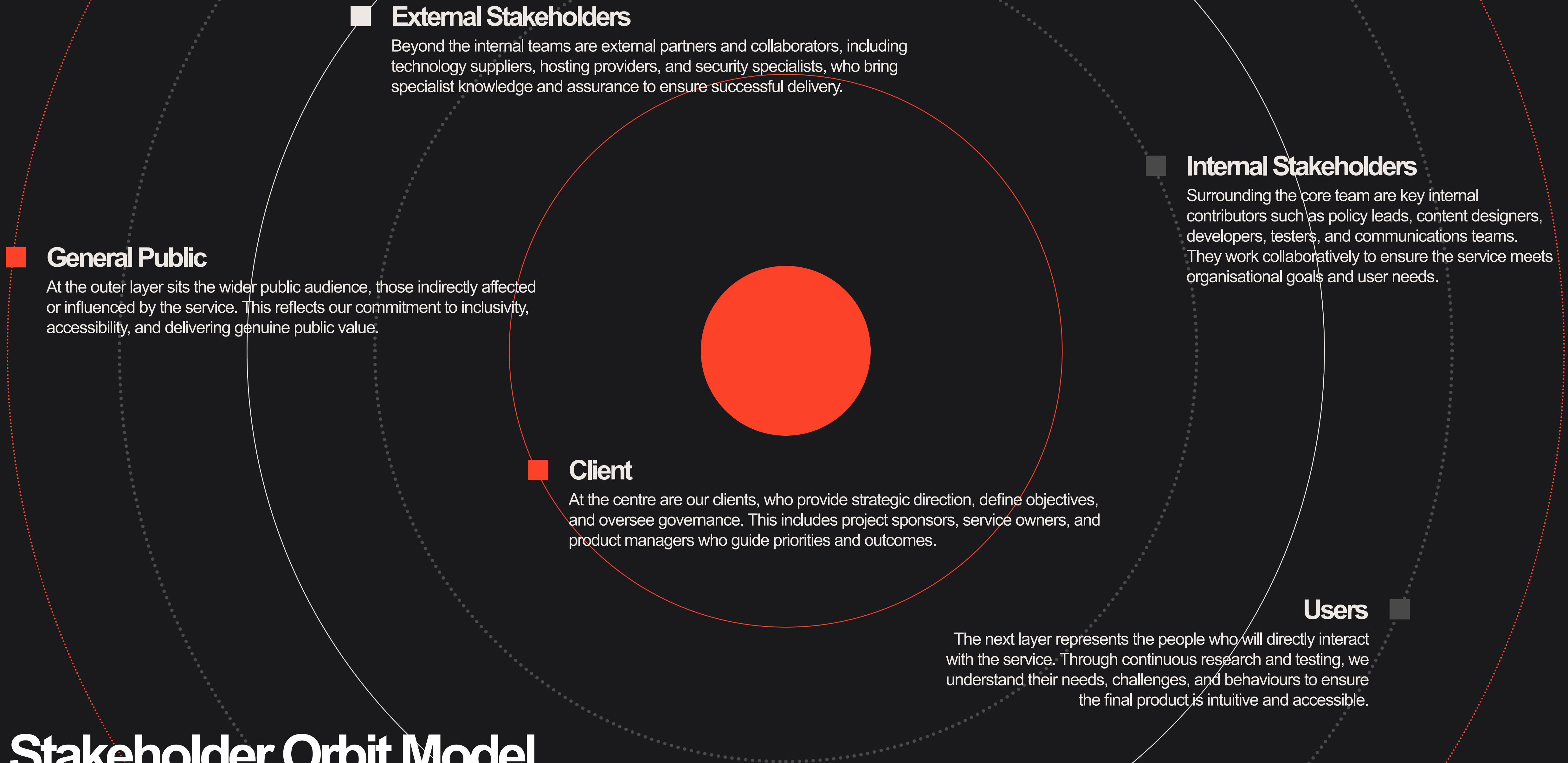
Hosting

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.



Stakeholder Orbit Model

Designing for Everyone, Without Exception

Accessibility isn't an afterthought, it's embedded in every stage of our process. From discovery to delivery, we design, test, and build digital services that work for all users, regardless of ability, device, or context. By aligning with WCAG 2.2 AA standards (and WCAG 3.0 in the future) and applying inclusive design principles, we ensure every service we create is fair, usable, and future-ready.

100%

of Juicy Media projects
are built to meet or exceed
WCAG 2.2 AA standards.

WCAG 2.2 AA Compliance

Every project is designed and tested against the latest accessibility standards.



Inclusive Research & Testing

We involve users with diverse needs to validate real-world accessibility.



Continuous Accessibility Audits

Regular manual and automated reviews ensure ongoing compliance.



Training & Knowledge Sharing

Content teams receive guidance to maintain accessibility 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.

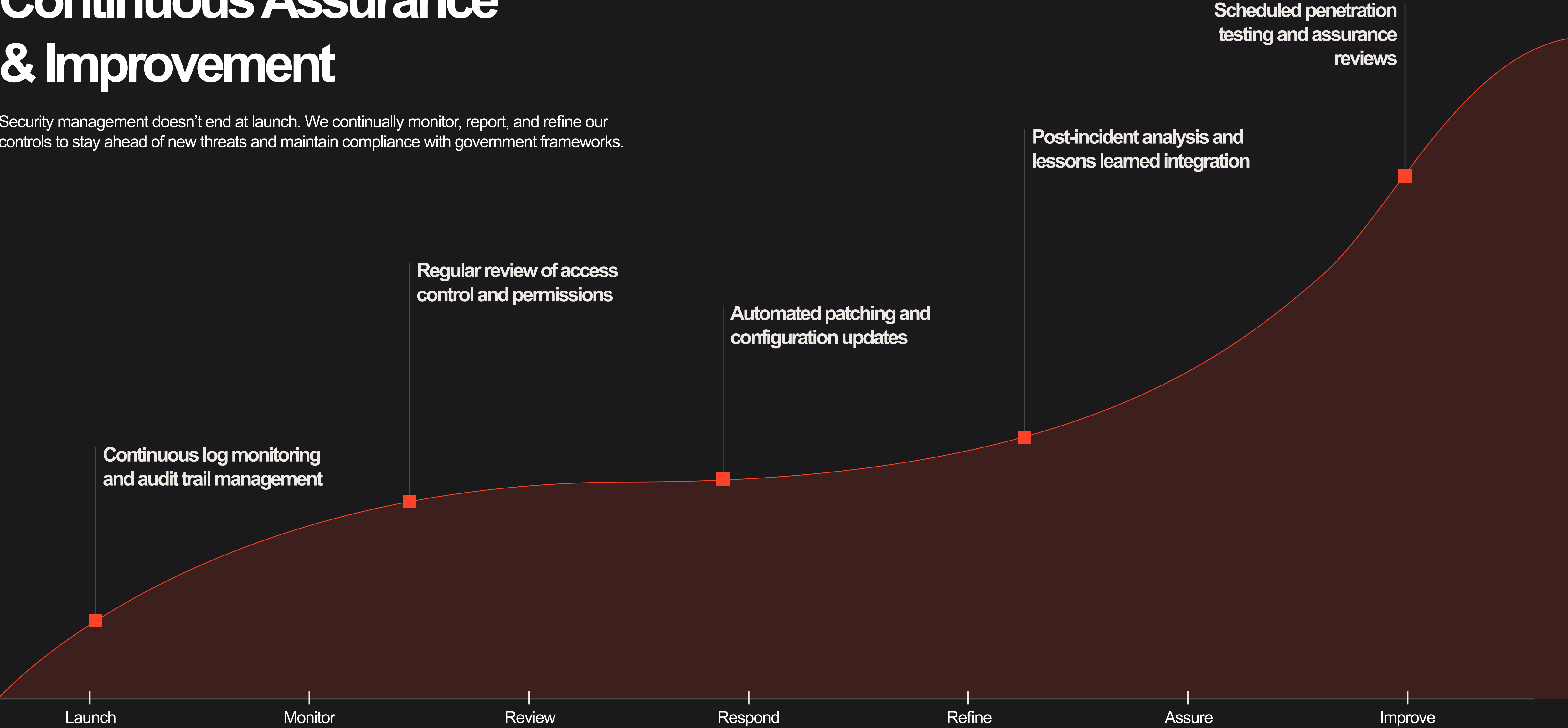


Incident Preparedness & Response Planning

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.

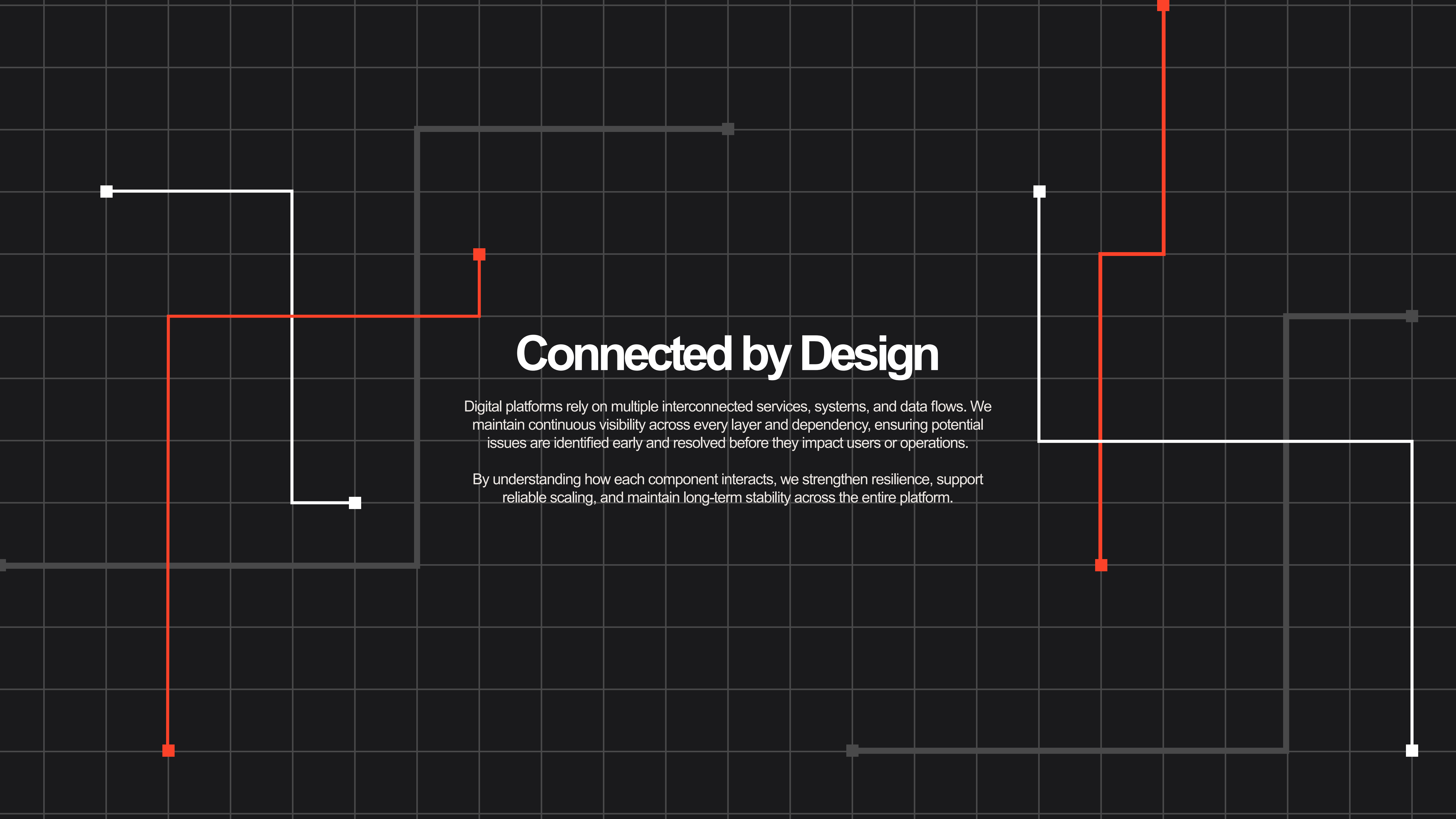


Proactive Monitoring & Incident Response

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.**

The background features a dark grey grid. Three abstract paths are overlaid: a white path starting at the top left, a red path starting at the top right, and a grey path starting at the bottom left. Each path consists of horizontal and vertical segments, with small squares at the corners. The white path has squares at (70, 230), (240, 610), and (970, 910). The red path has squares at (320, 300), (760, 690), and (800, 0). The grey path has squares at (500, 150), (970, 380), and (580, 910).

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.

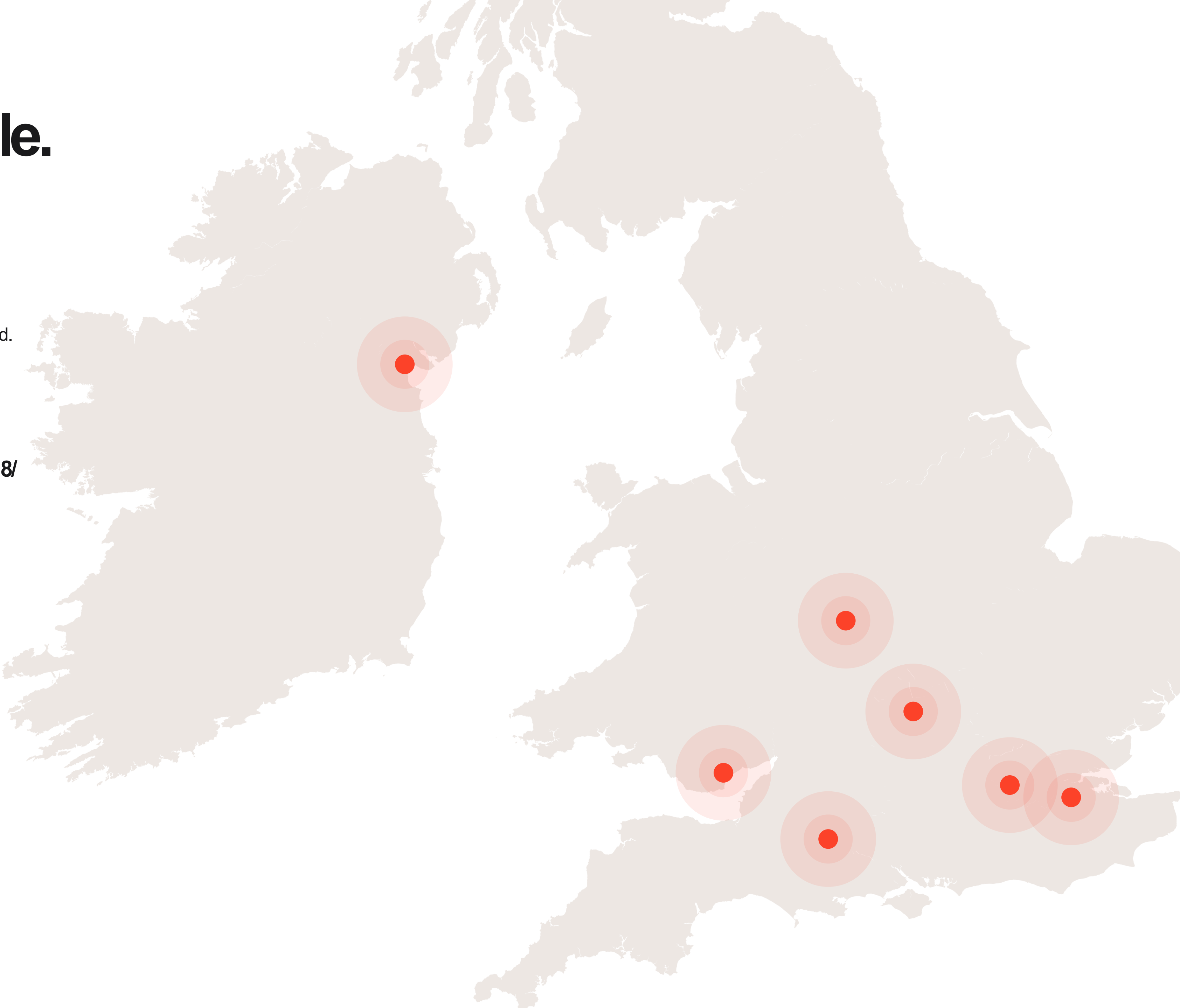
By understanding how each component interacts, we strengthen resilience, support reliable scaling, and maintain long-term stability across the entire platform.

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

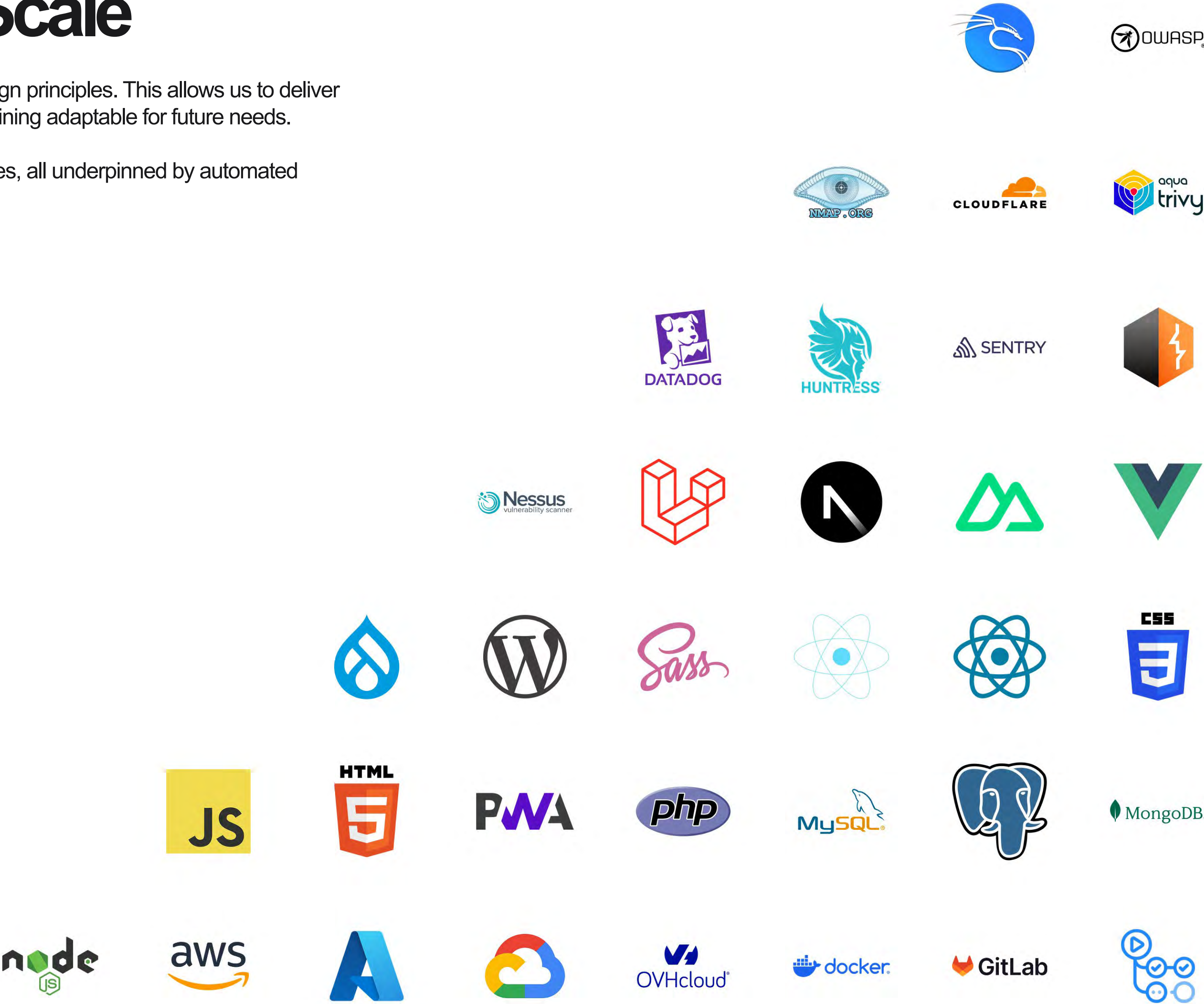
Docker, GitLab, JetBrains, Atlassian, JFrog

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.

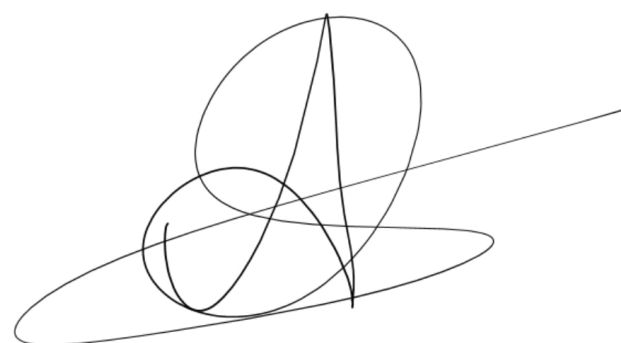
Together, our content and culture form a vibrant community built on openness, curiosity, and shared experiences, one that brings our team, clients, and followers together.



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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**Juicy
MEDIA
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