

Service Definition for Cloud Security Services



Service

Service Definition

Cloud Security Services

Our Cloud Security Services provide end-to-end assurance for public-sector cloud estates, covering strategy, risk, secure design, incident response, audits, and security quality assurance/testing.

Services are designed and delivered under the GCloud 15 Cloud Support lot and align to the security categories captured in your internal catalogue for GCloud 15.

We align with the NCSC Cloud Security Principles and integrate them into policy, architecture, and operational controls so buyers can map our deliverables directly to government guidance and contract schedules.

Scope & Objectives

- Establish a risk-based, standards-aligned cloud security posture.
- Embed “security by design” across delivery and operations.
- Detect, respond, and recover effectively from security incidents.
- Provide continuous assurance through audit, testing, and KPI driven service reviews.

In Scope

- Advisory, delivery and managed support across the security service areas listed below.
- Multi-cloud and hybrid environments (e.g., AWS, Azure), application and data layers, and supporting pipelines (DevSecOps).
- Collaboration with buyer SOC/NOC and suppliers.

Out of Scope (typical)

- Full-time 24×7 SOC provision (available on request/ through partner routes).
- Penetration testing of third-party systems without owner consent.
- Remediation of unsupported legacy technologies unless separately contracted.

(Where your existing Cloud Support content references security and operations, this service complements and expands that model.)



Service Structure

The following subservices map 1:1 to the Security Services categories listed in your GCloud 15 documents

Security Strategy

Define a pragmatic, riskbased, and standards-aligned strategy that sets target posture, guiding principles, control objectives, and the roadmap to achieve them.

Key Activities

- Current-state assessment against NCSC Cloud Security Principles and buyer policy.
- Maturity baseline and gap analysis (governance, identity, data, platform, detection & response).
- Target Operating Model (roles, RACI, service boundaries, assurance model).
- Control framework mapping (e.g., ISO 27001, Cyber Essentials/CE+ where applicable).
- Multi-year security roadmap and value-case (prioritised initiatives, dependencies, KPIs).

Outputs / Artefacts

- Cloud Security Strategy & Roadmap; Control Coverage & Gaps; Target Operating Model pack; KPI dashboard definition.

Benefits

- Clear direction; measurable outcomes; alignment to UK public sector guidance.

Security Risk Management

Systematically identify, assess, treat, and track security risks throughout the cloud service lifecycle.

Key Activities

- Threat modelling per service (STRIDE/LINDDUN as applicable) and shared responsibility analysis.
- Risk register creation with likelihood/impact scoring and treatment plans.
- Supplychain risk approach (thirdparty/SaaS risk, data processors).
- Integration with delivery (risk gates for design, build, release) and change control.

Outputs / Artefacts

- Risk Register & Treatment Plans; Supplier/SaaS risk profiles; Residual risk statements for governance.

Benefits

- Evidence based prioritisation and defensible risk acceptance; supports buyer audits and approvals.

Security Design

Engineer secure architectures, patterns, and controls that meet buyer risk appetite and NCSC principles.

Key Activities

- Reference architectures and guardrailed landing zones (e.g., network segmentation, least-privilege IAM, key management, logging & monitoring patterns).
- Data protection and privacy by design (classification, encryption at rest/in transit, key custody, retention and deletion).
- CI/CD pipeline security (SAST/DAST/SCA, secrets management, provenance/SBOM).
- Pattern library and reusable IaC modules aligned to buyer standards.

Outputs / Artefacts

- High-level and low-level security designs; pattern library; control design records; SBOM and dependency baselines.

Benefits

- Faster, safer delivery with repeatable, approved patterns and auditable controls mapped to NCSC principles.

Security Incident Management

Prepare, detect, respond, and recover from security incidents with minimal impact.

Key Activities

- Incident Response Plan (IRP) integrated with buyer playbooks and authorities (NCSC/ICO engagement pathways).
- Runbooks for common scenarios (compromised credentials, ransomware, data exfiltration, DDOS, supplychain events).
- Triage model (P1–P4), warroom protocols, communications matrix, and evidence preservation.
- Tabletop exercises, purple team simulations, and afteraction reviews.

Outputs / Artefacts

- IRP & playbooks; Exercise reports; Root Cause Analysis (RCA) templates; Lessonslearned backlog.

Benefits

- Faster Mean-Time-to-Detect/Respond; traceable compliance and continual maturity uplift.

Security Audit Services

Provide independent and continuous assurance that controls are designed and operating effectively.

Key Activities

- Policy/process conformance checks; sampling and control testing against NCSC principles and buyer policies.
- Cloud configuration audits (CIS-aligned) across identity, network, data, logging, backup & recovery, and workload hardening.
- Supplier/third-party audits and evidence gathering for call-off schedules.
- Evidence curation for frameworks and certifications (e.g., ISO 27001 SOA, CE/CE+ where applicable).

Outputs / Artefacts

- Audit plan & schedule; Findings & recommendations; Control Effectiveness Report; Evidence packs for buyer governance.

Benefits

- Confident compliance during call-off and calldown; defensible evidence trail for oversight.

Security Quality Assurance (QA) & Testing

Continuously validate that security requirements are implemented correctly and remain effective as systems evolve.

Key Activities

- Security verification in CI/CD (SAST/DAST, dependency checks, container image scanning).
- Infrastructure-as-Code policy testing (e.g., misconfiguration gates) and drift detection.
- Manual exploratory security testing, configuration reviews, and hardening checks.
- Operational readiness testing (backup/restore drills, failover, incident playbook tests).
- Coordination with penetration testing providers and remediation validation.

Outputs / Artefacts

- Security Test Strategy & Plans; Coverage matrices; Defect backlogs with risk ratings; Readiness test reports.

Benefits

- Reduced vulnerabilities reaching production; measurable improvements to posture and resilience.

Governance & Reporting

- Steering & PMO integration: Risks, KPIs (MTTD/MTTR, patch SLA, control coverage).
- Assurance cadence: Monthly service reviews; quarterly posture assessments and roadmap refreshes.
- Evidence management: Audit trails, design decisions, and exceptions recorded for buyers’ due diligence.

(Structure complements your existing Cloud Support governance approach.)

Compliance & Standards Mapping

- NCSC Cloud Security Principles: Strategy, design, and audits mapped to the relevant principles and call-off expectations.
- Cyber Essentials / CE+: We support gap-closure and evidence preparation in line with GCloud 15 communications regarding Cyber Essentials requirements for suppliers on lots 2a, 2b and 3 (evidence within 12 months of award, monitored by CCS).
- ISO/IEC 27001: Optional mapping to controls and Statement of Applicability for buyers pursuing certification (supported by your internal audit planning material).

Onboarding & Offboarding

Onboarding

- Kickoff workshop; environment discovery; policy & standard intake; risk and priority alignment; define SLAs and reporting.

Offboarding

- Handover of runbooks, designs, audit evidence, and risk registers; revocation of access; transfer/closure of tickets and logs.

(Complements your existing Cloud Support onboarding language.)

Roles & Responsibilities

- Supplier (us): Lead security strategy, design, audits, incident planning and testing; maintain artefacts; recommend improvements.
- Buyer: Approve risk and design decisions; operate local processes (HR/Legal/FOI/Comms); manage contracts for third parties; provide access and information.
- Third parties: Fulfil obligations for integrated platforms/services; provide evidence as needed.

SLAs & KPIs

(example targets, configurable per call-off)

- Advisory response: Acknowledge within 1 business hour; action plan within 1 business day.
- Vulnerability management: Critical within 24–72h; High within 5 business days; Medium within 10; Low within 20.
- Incident management: P1 engage within 15 minutes (business hours or 24×7 by agreement); hourly updates until containment; RCA within 10 business days.
- Assurance cadence: Monthly KPI pack; quarterly posture review; annual strategy refresh.

Final SLA levels will be agreed per buyer need and budget; we’ll align wording to relevant call-off schedules and buyer policies.

Pricing & Commercial

- Day-rate consultancy for strategy, risk, design and audit.
- Fixed-scope work packages (e.g., IRP development, landing-zone hardening, security pattern library).
- Retained support for ongoing QA/ testing and incident readiness.
- (Structured to fit GCloud 15 pricing conventions alongside your existing Cloud Support services.)

Dependencies & Assumptions

- Timely access to environments, documentation, and stakeholders.
- Authority to run scans/tests in agreed windows.
- Integration with buyer ticketing/ monitoring tools where applicable.
- Any third-party vendor participation is coordinated by the buyer unless otherwise contracted.

Change Control

Changes to scope, SLAs, or deliverables are raised via the service review forum and managed through standard change control, ensuring auditability and traceability to buyer approvals.

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

Case Study - MHCLG Intranet

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

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

Centralised Information Repository

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

Enhanced Search Capabilities

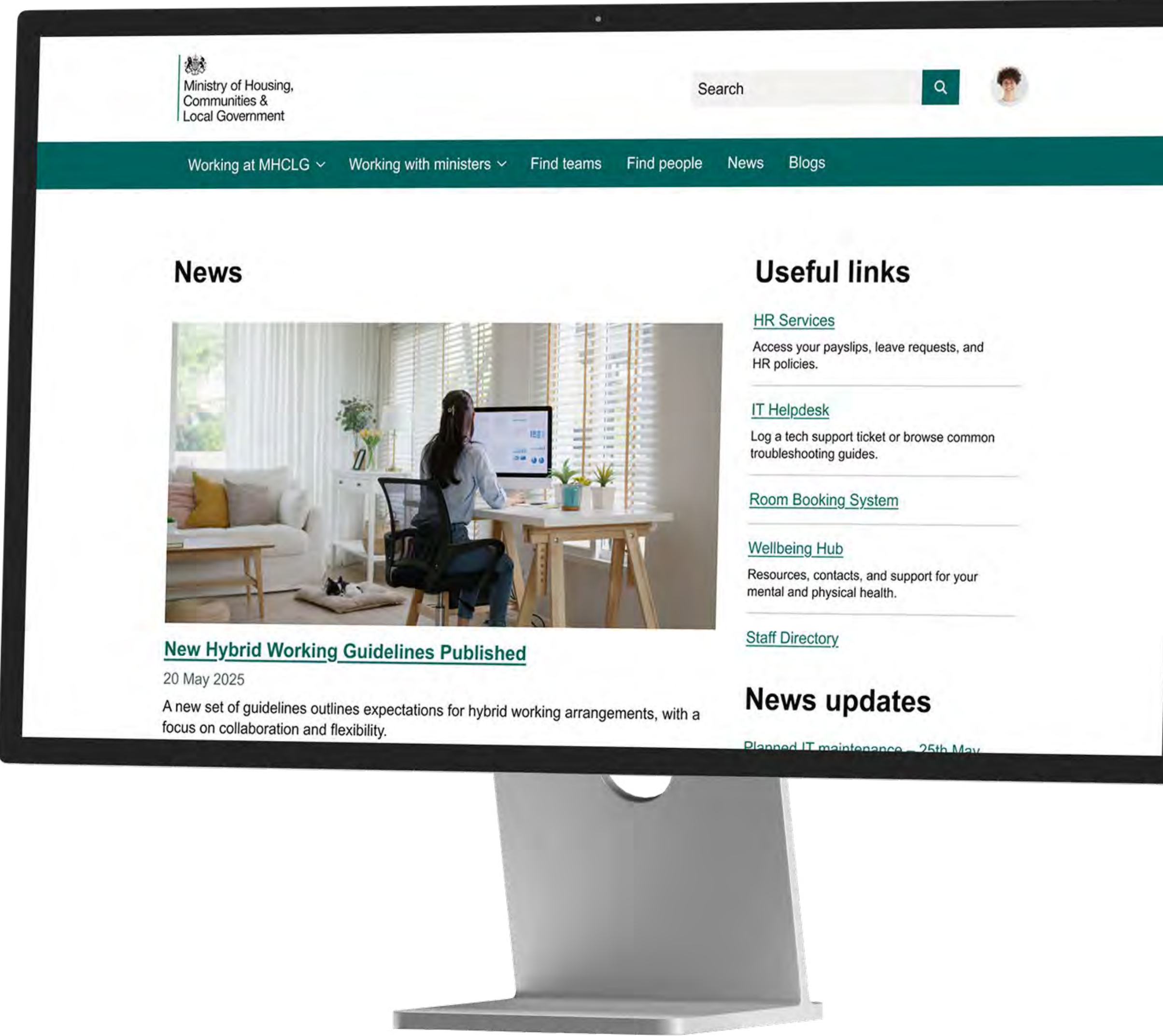
A robust search engine with advanced filtering options for precise and relevant results.

Personalised Dashboards

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

Collaborative Tools

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



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

- MHCLG Service Manager

Case Study - Doug Discovery

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

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

Advanced Molecule Search

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

Innovative Search Tools

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

User-Focused Data Views

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

Scalable eCommerce Platform

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



Who We Are

Bespoke Web and Software Solutions Built to Perform

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

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



Mission

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

Vision

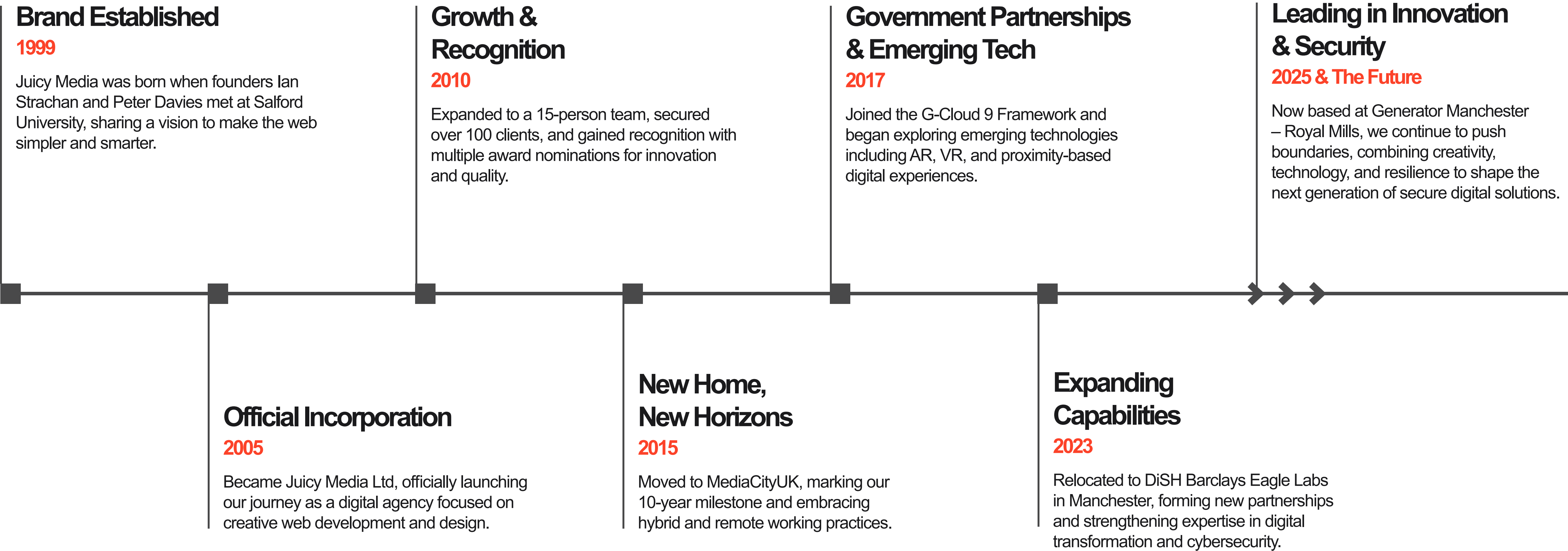
Our vision is to foster prosperity and growth for every client we serve, becoming a trusted and respected leader in technology, security, and development. We strive to be recognised not only for the quality of our work but also for the integrity and forward-thinking approach that defines our culture.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

Values

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

Our History

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



Our Brands & Products

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



Protecting Critical Systems & Infrastructure

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



Digital Transformation, Branding & Integration

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



FlockFire AI®

Intelligent Threat Detection Anywhere

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



CYRILLIAN®

Secure OSINT Without a Trace

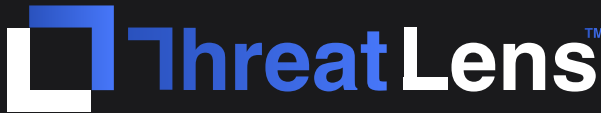
A privacy-focused intelligence platform that enables anonymous, encrypted OSINT research through disposable browser sessions and integrated investigative tools.



OVERT AI®

Signal Intelligence, Reimagined

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



Threat Lens™

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.



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



Phase 1

Strategy, Risk & Foundations

We establish a clear, risk-based security direction aligned to buyer policy, NCSC Cloud Security Principles, and relevant standards. This phase defines the target security posture, governance model, and prioritised roadmap, ensuring risks are understood, owned, and addressed proportionately before design and delivery.

- Current-state assessment against NCSC principles and buyer policy
- Security maturity baseline and gap analysis
- Cloud Security Strategy and multi-year roadmap
- Target Operating Model
- Threat modelling and responsibility mapping
- Security risk register with treatment plans
- Control framework mapping (e.g. ISO 27001, CE/CE+)



Phase 2

Secure Design & Delivery

We translate strategy and risk decisions into secure architectures, repeatable patterns, and embedded controls across platforms and delivery pipelines. Security is designed in by default, enabling consistent, auditable, and scalable implementation.

- Secure reference architectures and landing zones
- Identity, access, and key management design
- Data protection and privacy by design
- CI/CD and Infrastructure-as-Code security controls
- Reusable security patterns and IaC modules
- Control design records and SBOM baselines



Phase 3

Operate, Assure & Respond

We maintain security effectiveness through continuous assurance, incident readiness, and independent validation. This phase ensures controls continue to operate as intended, incidents are handled decisively, and compliance evidence remains current.

- Security incident response plans and runbooks
- Incident exercises and after-action reviews
- Cloud configuration and control audits
- Supplier and third-party security assurance
- Continuous security testing and drift detection
- Evidence packs for governance and audits
- KPI tracking and continual improvement actions

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.

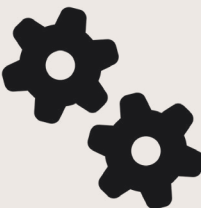
Collaboration & Partnership

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.



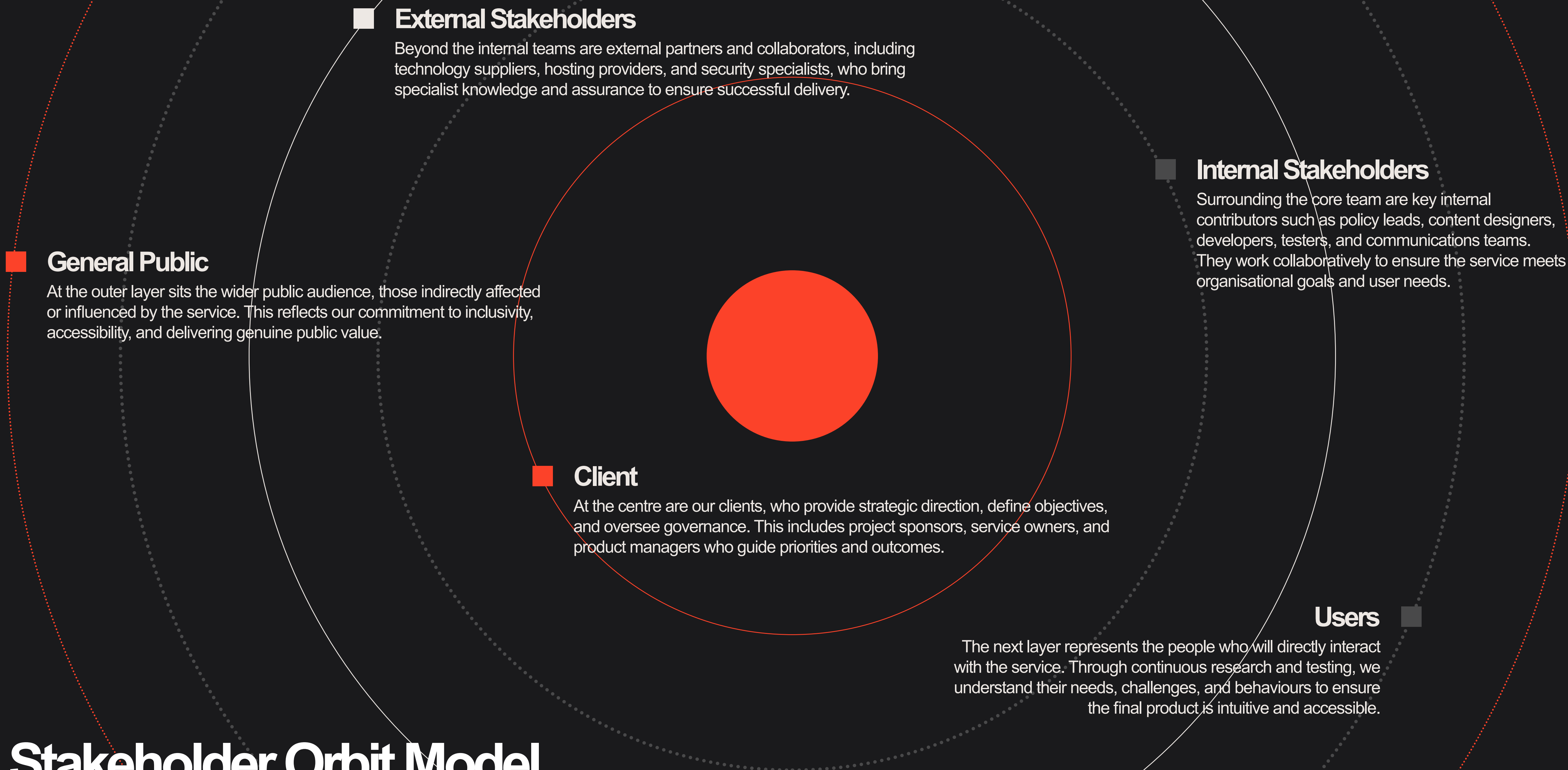
Hosting

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.

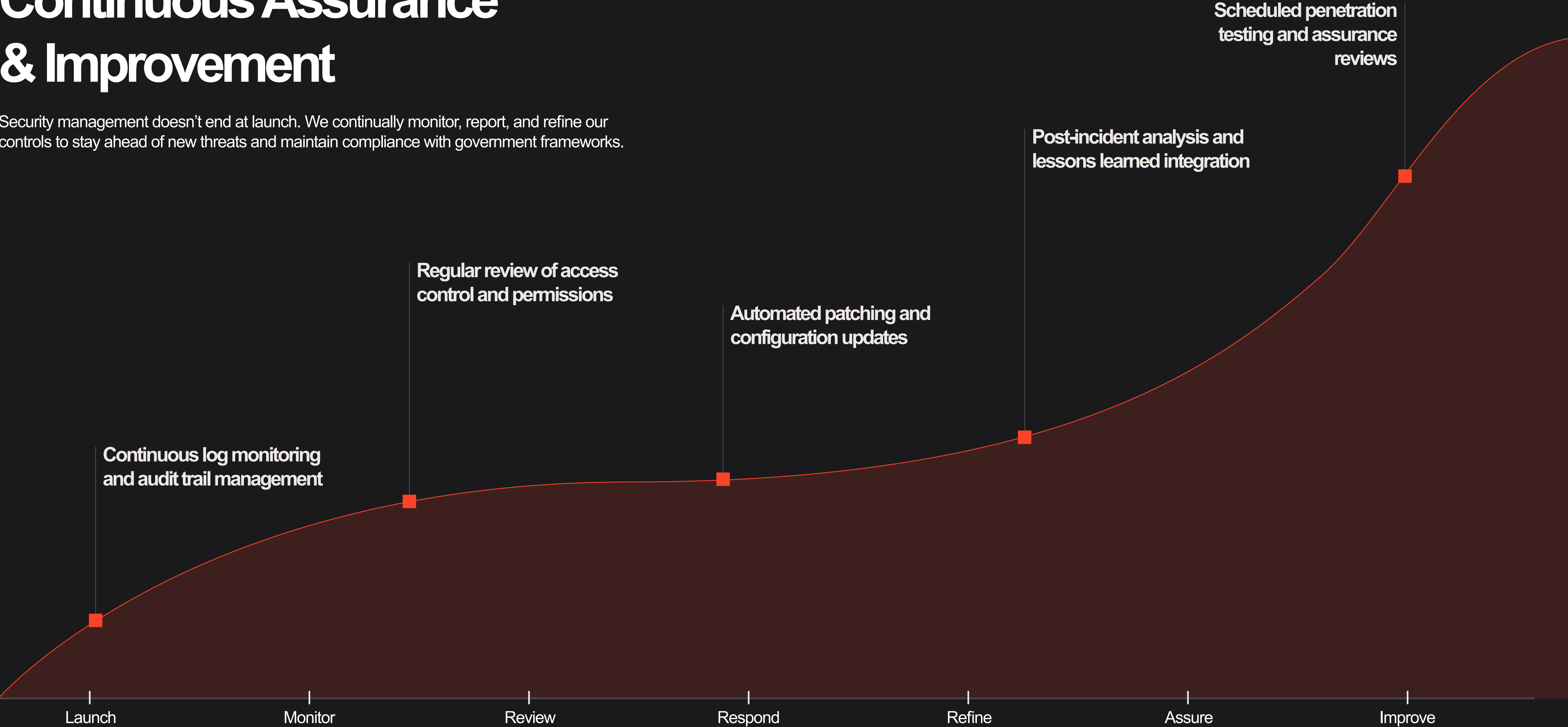


Incident Preparedness & Response Planning

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.

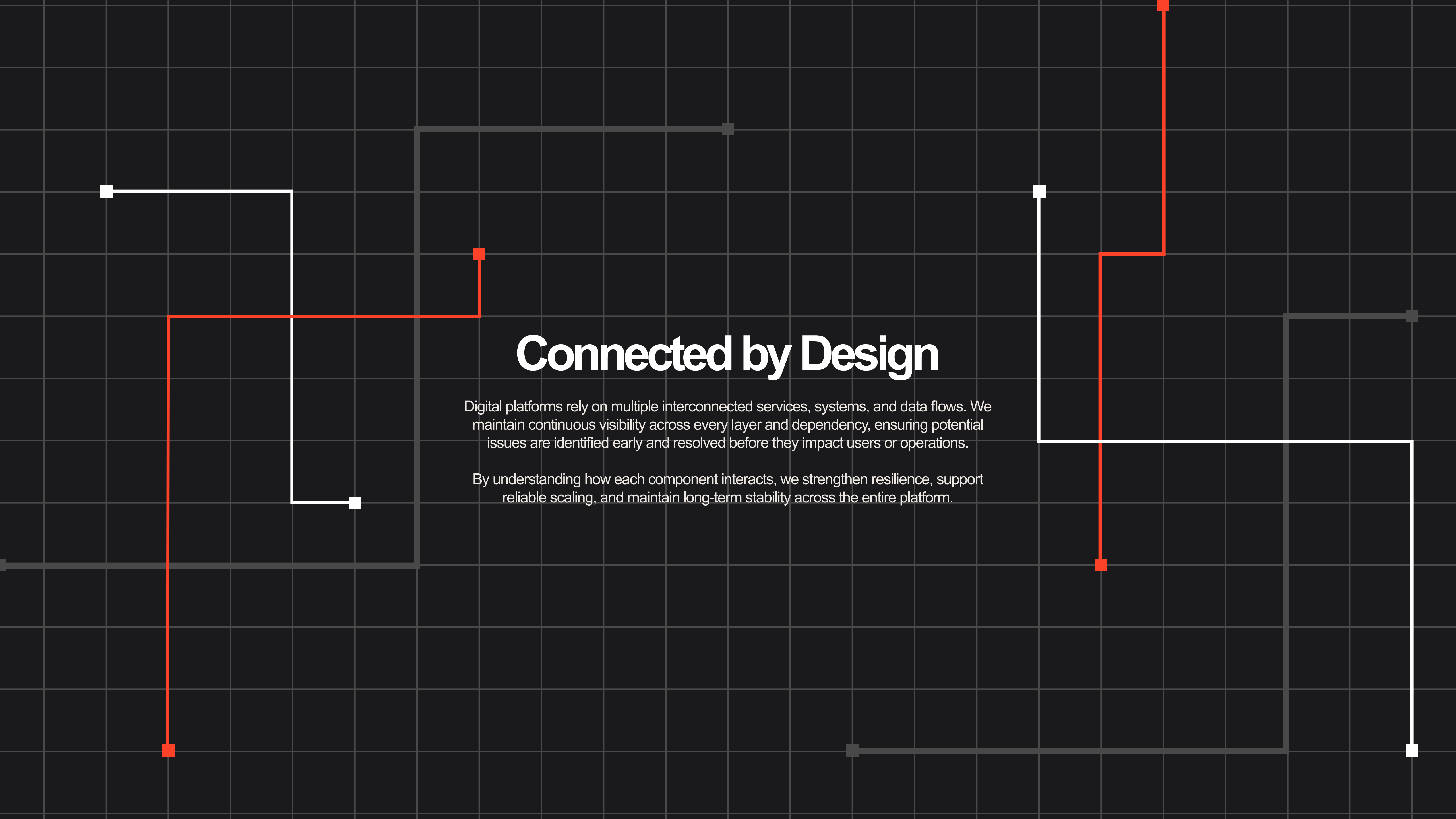


Proactive Monitoring & Incident Response

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.

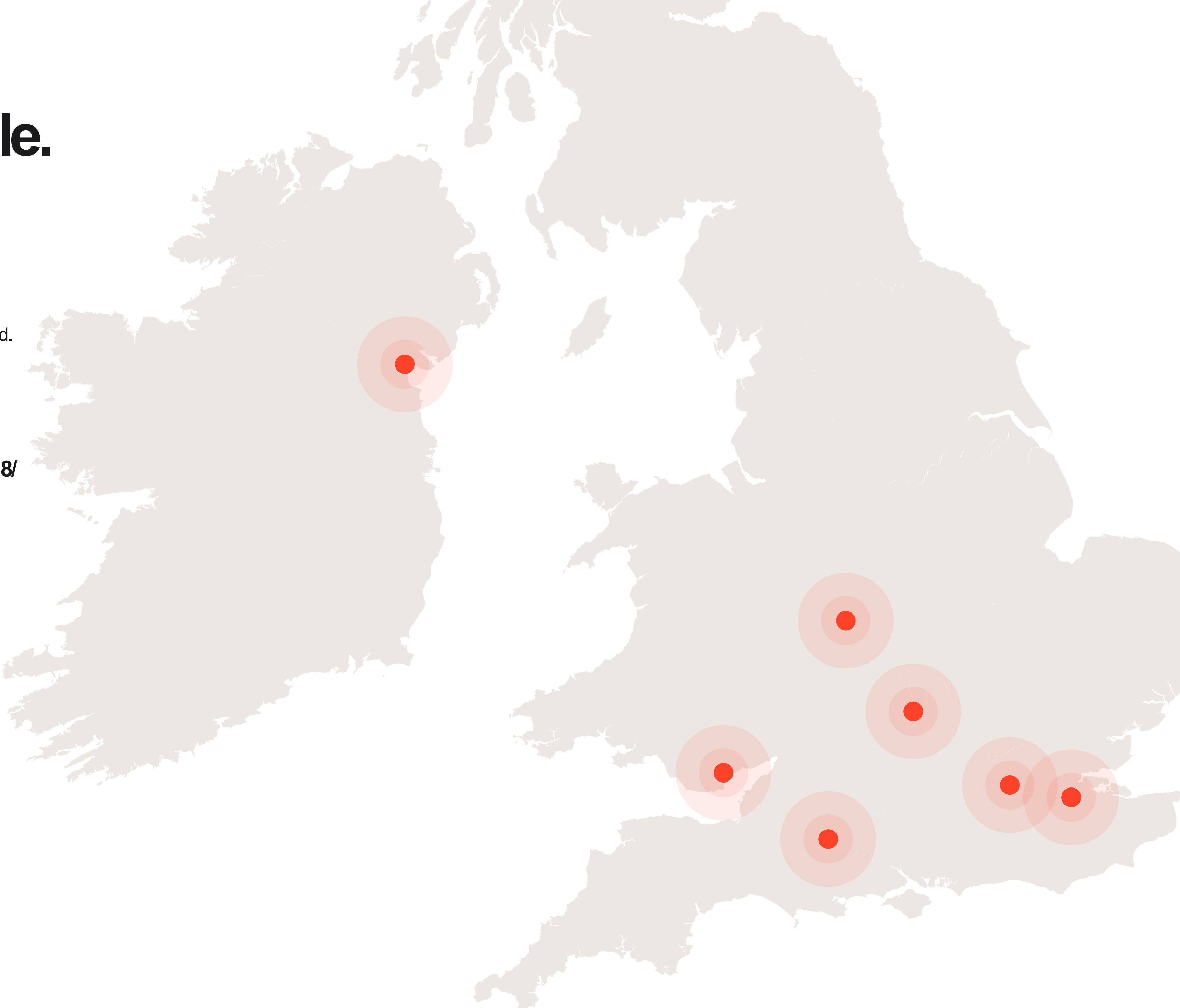
By understanding how each component interacts, we strengthen resilience, support reliable scaling, and maintain long-term stability across the entire platform.

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

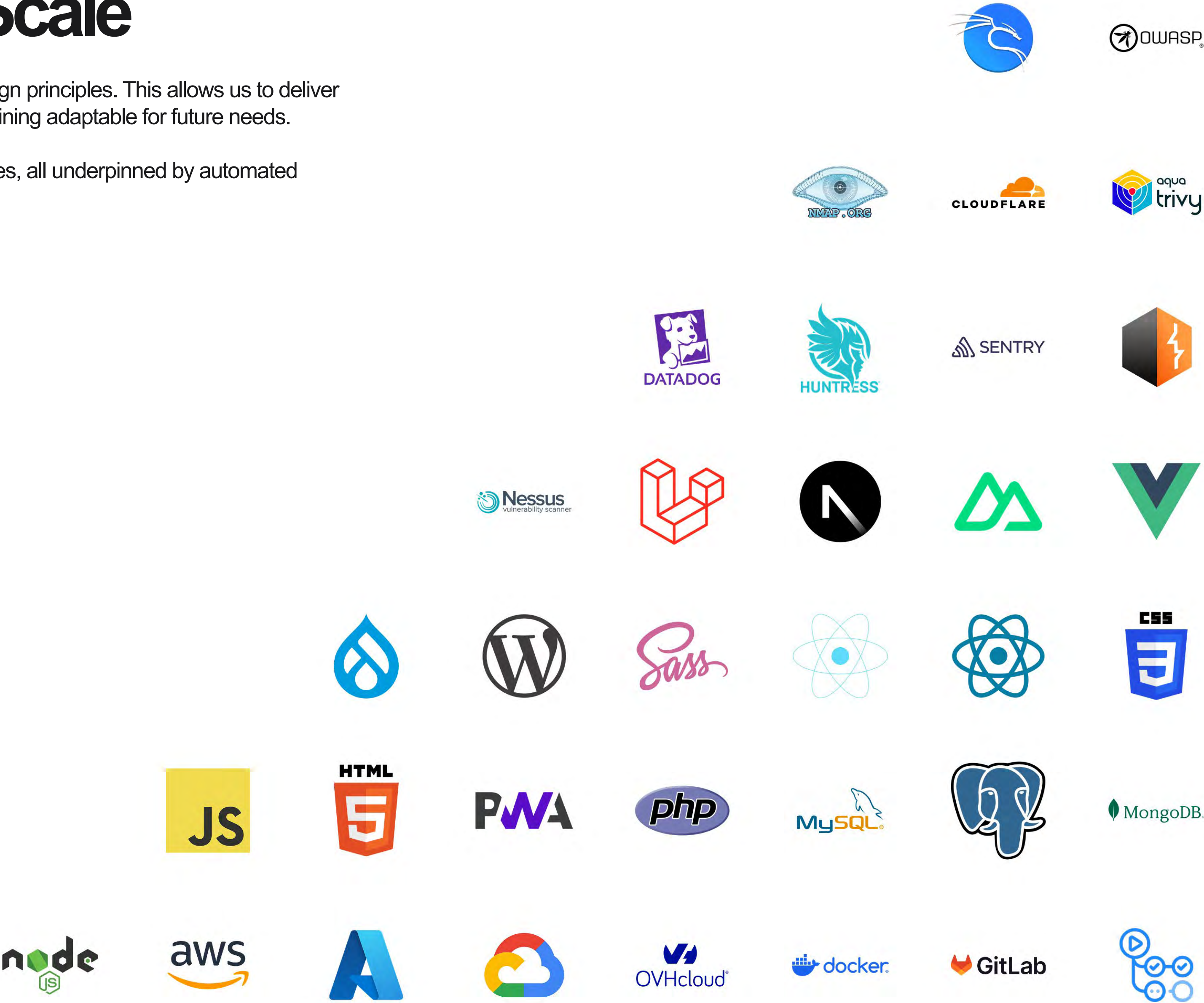
Docker, GitLab, JetBrains, Atlassian, JFrog

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.

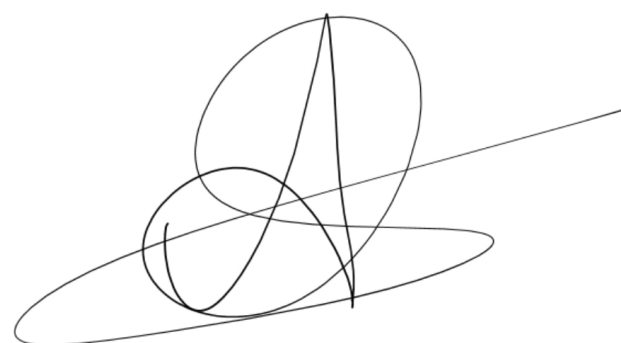
Together, our content and culture form a vibrant community built on openness, curiosity, and shared experiences, one that brings our team, clients, and followers together.



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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