

# Service Definition for Migration Service





Service Definition

# Migration Service

**Our GCloud 15 Cloud Support Migration Service enables public sector organisations to transition securely, efficiently, and strategically to cloud technologies.**

The service covers every stage of the migration lifecycle - from early discovery through to stabilisation, optimisation, and ongoing support.

Our approach aligns with the official GCloud 15 Cloud Support categories and your documented internal service catalogue, ensuring compliance, repeatability, and a clear map between deliverables and framework expectations.

**The service is designed to:**

- Reduce risk and complexity during cloud transition
- Provide clear, evidence-based decision-making
- Ensure governance, compliance, and operational assurance
- Optimise cloud resources for cost, performance, and sustainability
- Ensure seamless adoption and operational readiness across users and teams

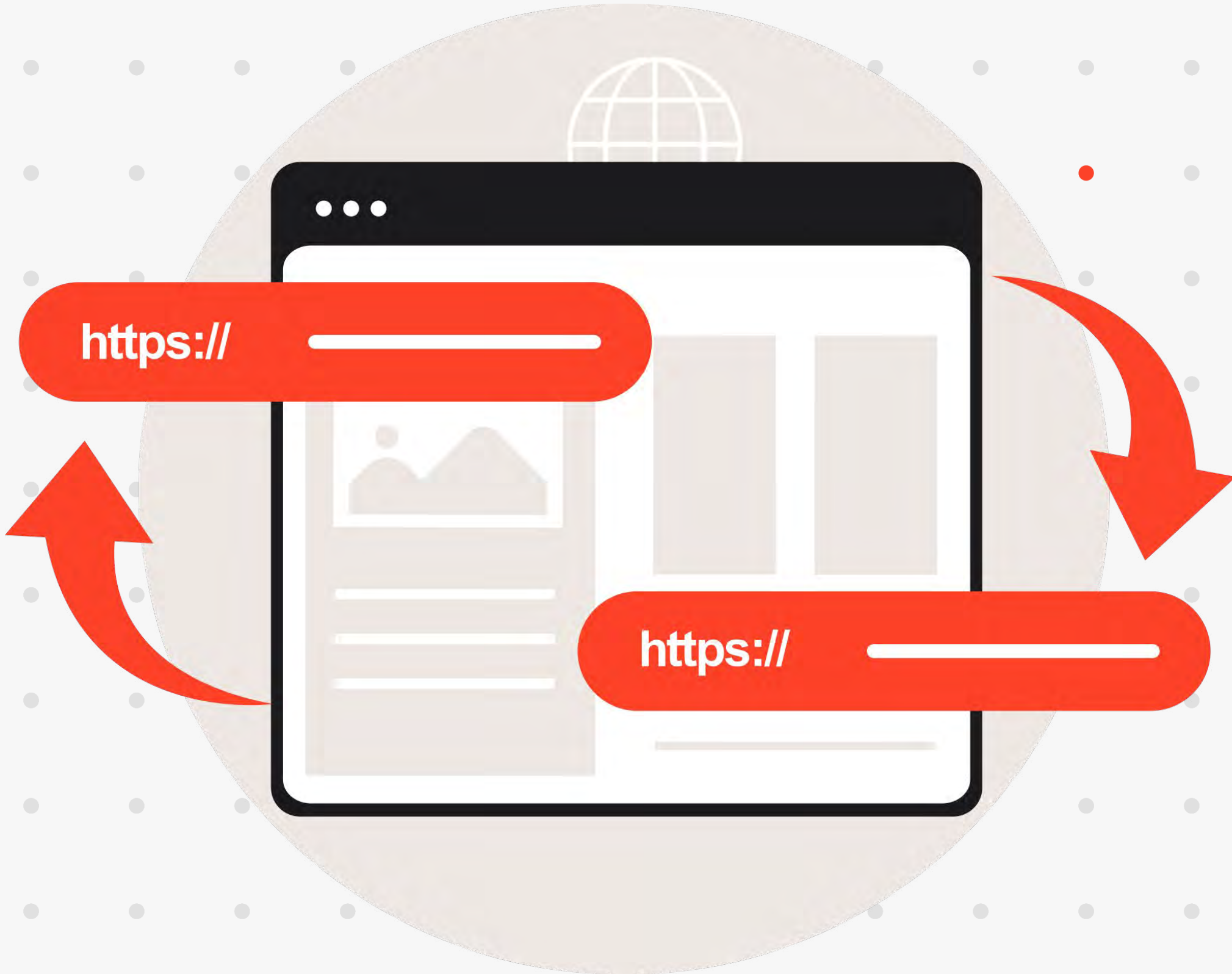
## Migration Service

A structured programme of work that analyses your existing environment, prepares data and services for transition, and executes a controlled, validated cutover into the cloud.

**Key outcomes include:**

- A fully documented understanding of your current estate
- A validated migration plan with sequencing and dependency mapping
- Execution of migration activities using repeatable, well-governed processes
- Ensuring continuity of service and safeguarding data integrity

Our support services continue beyond migration to ensure sustainable, compliant service operation on the chosen cloud platform.



# Set Up and Migration

This phase establishes the foundations for a wellgoverned, technically sound migration.

## Data Auditing and Organising

A deep analysis of all data sources, their structure, compliance requirements, and readiness for migration.

### Discovery & Assessment

- Complete inventory of databases, file stores, CMS repositories, structured/unstructured data
- Identification of legacy systems, orphaned datasets, and fragmented storage locations

### Quality & Compliance Assessment

- Data quality scoring (accuracy, completeness, consistency, validity)
- GDPR/data governance compliance review
- Identification of ROT (Redundant, Obsolete, Trivial) data

## Enterprise Architecture

Define a coherent architectural framework linking business needs, technical requirements, data dependencies, and operational considerations.

### Key Activities

- Definition of business, information, application, and technology architectures
- Mapping of current-state (ASIS) architecture and target-state (TOBE) cloud architecture
- Dependencies, integration pathways, and interoperability considerations
- Application of architectural standards and cloud governance models

### Outputs

- Enterprise Architecture Blueprint
- ASIS / TOBE architecture diagrams
- Cloud governance and operating model alignment

## Cloud Gap Assessment

Identify functional, technical, organisational, security, and compliance gaps between the current estate and the intended cloud-based future state.

### Key Activities

- Gap analysis across applications, infrastructure, data, security, and processes
- Review of compliance requirements (e.g., NCSC Cloud Security Principles, GDPR)
- Identification of obsolete, redundant, or non-cloud-ready components
- Prioritisation of gap remediation activities

### Outputs

- Cloud Gap Assessment Report
- Prioritised remediation recommendations
- Assessment of risks and dependencies

# Architecture Options Analysis

Evaluate alternative cloud migration approaches and architectural patterns to identify the most suitable pathway for the organisation.

## Key Activities

- Comparison of cloud platforms (e.g., AWS, Azure) and hosting models (IaaS, PaaS, SaaS)
- Assessment of patterns such as rehost, replatform, refactor, retire, or replace
- Cost-benefit analysis across licensing, operational costs, maintenance overheads, efficiencies, and scalability
- Performance, resilience, security, and sustainability considerations
- Stakeholder workshops to validate assumptions and preferences

## Outputs

- Options Analysis Report
- Comparative architecture matrix
- Recommended option with justification

# Delivery Road Mapping

Define a sequenced, realistic plan for delivering the cloud migration, supported by delivery controls and governance.

## Key Activities

- Creation of phased migration workstreams, milestones, and dependencies
- Resource modelling (skills, capacity, vendor involvement)
- Risk-based sequencing tailored to business priorities and downtime considerations
- Integration of governance (RAID, KPIs, OCM, security assurance, technical approvals)
- Definition of success metrics, quality gates, and delivery assurance controls

## Outputs

- Migration Roadmap (highlevel and detailed)
- Delivery Plan & Milestone Schedule
- RAID log and migration risk register
- Governance model for programme execution

## Onboarding Process

Includes:

- Kick-off workshops
- Access provisioning
- Data discovery and environment assessment
- Governance and PMO setup

## Offboarding Process

Includes:

- Secure extraction of data
- Access and permissions teardown
- Export of documentation, logs, and configuration
- Knowledge transfer and closure activities

## Security & Compliance

- Delivered in line with government cloud security principles
- Adherence to GDPR/Data Protection Act
- Platform-specific best practice (AWS WellArchitected, Microsoft CAF, etc.)
- Full audit trails of migration actions

## Service Management

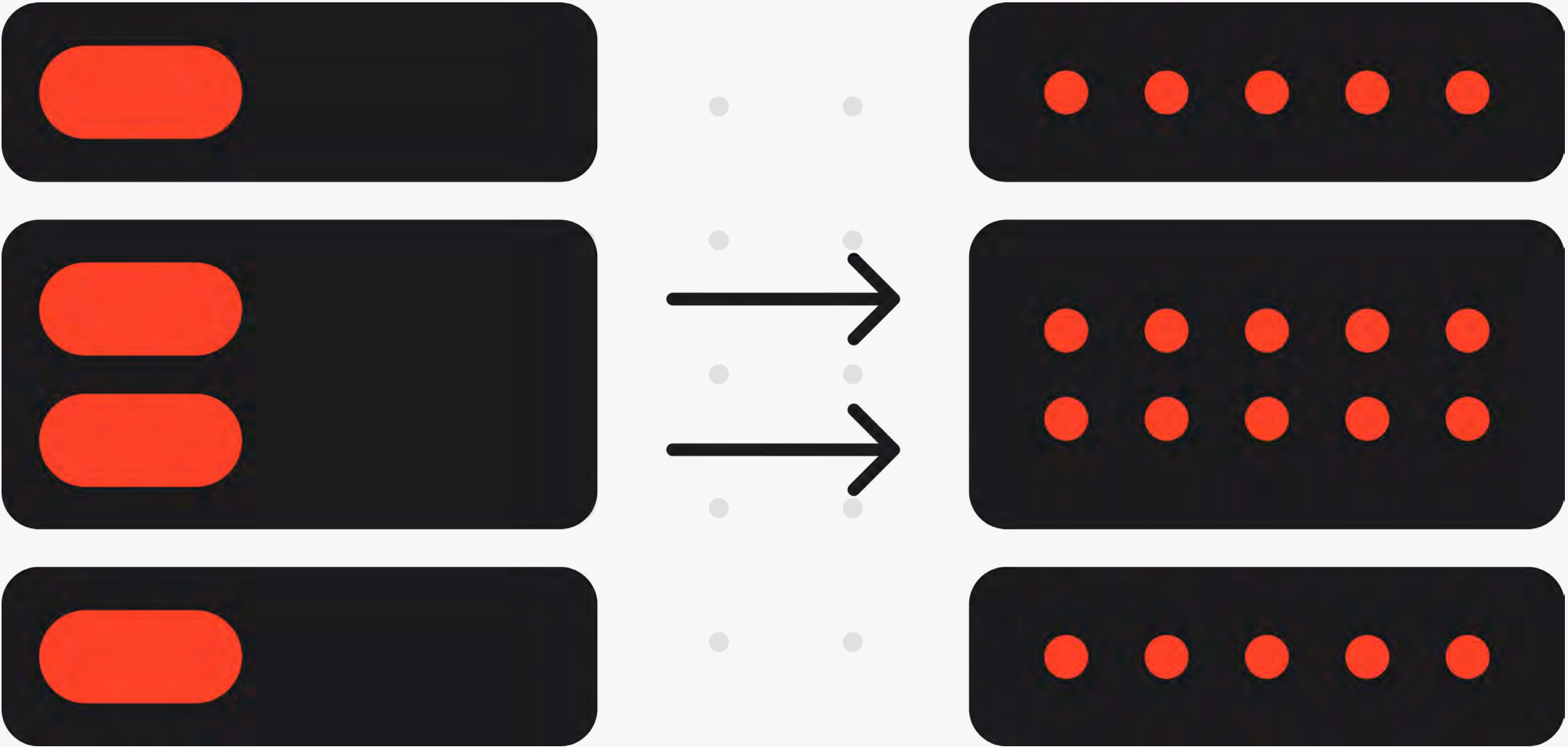
Optional ongoing support includes:

- Incident, change & problem management
- Patch management & performance optimisation
- Monitoring & proactive alerting
- Regular service reviews

## Pricing & Commercials

Available as:

- Day-rate consultancy
- Outcome-based migration packages
- Fixed-scope deliverables
- Optional monthly support contracts



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



Experience

# Case Study - Migration of 10 MHCLG Services to a Secure Bespoke AWS Cloud Platform

Over a four-month transformation programme, Juicy Media successfully migrated ten mission-critical Ministry of Housing, Communities & Local Government (MHCLG) digital services onto a unified, secure, AWS-based cloud platform. This consolidation initiative strengthened cyber resilience, improved service availability, reduced operational fragmentation, and ensured alignment with UK Government security and architectural standards.

The project delivered a bespoke multi-account AWS architecture—managed via Terraform—that now hosts ten previously siloed services on a common, robust foundation optimised for security, performance, and maintainability.

## Objectives

MHCLG required an infrastructure modernisation programme to:

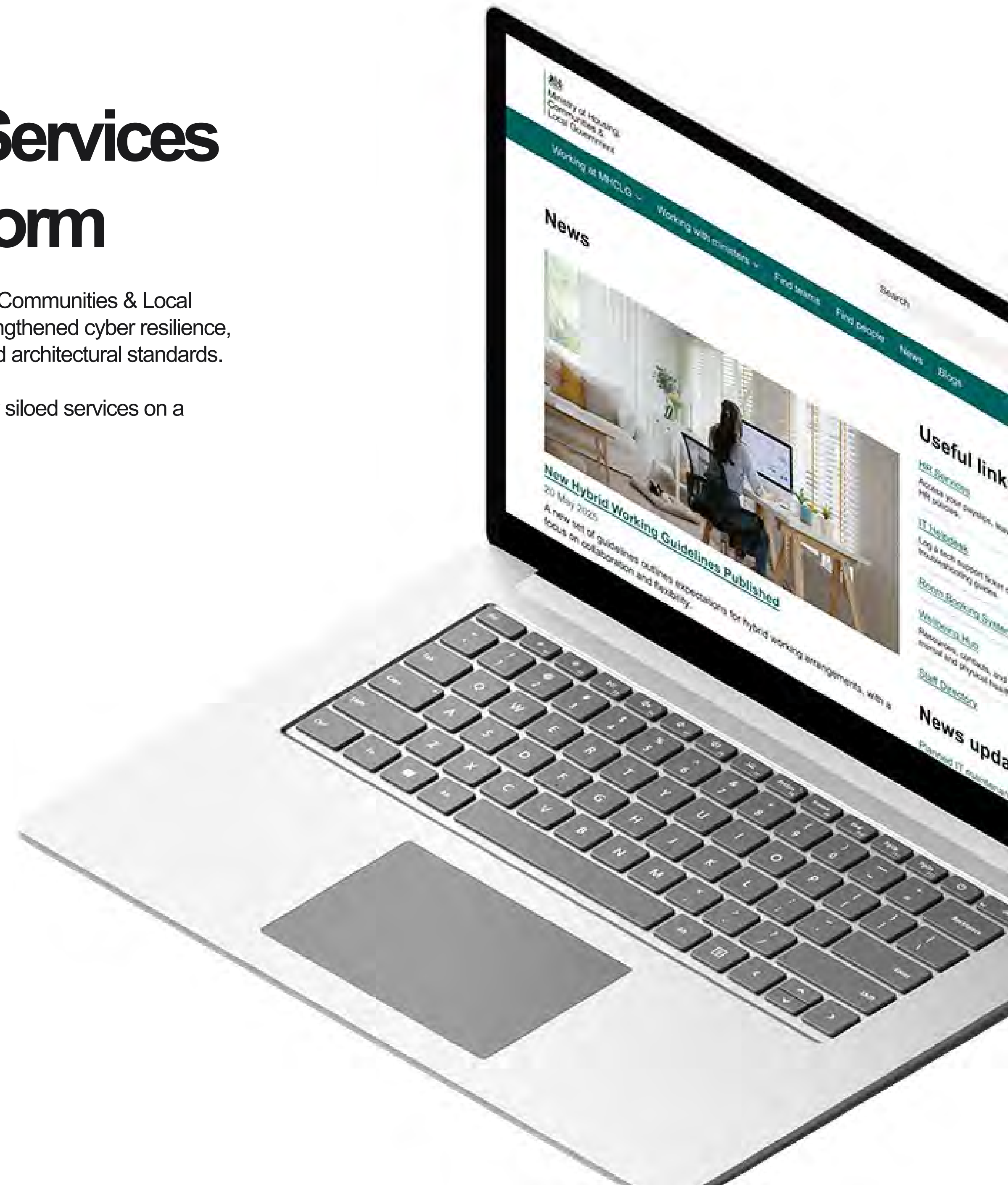
- Consolidate ten independently hosted services into a single secure AWS multi-account environment.
- Improve security, resilience, and service integrity following departmental cyber audits.
- Standardise deployments using Infrastructure as Code for repeatability and auditability.
- Ensure compliance with NCSC Secure by Design, TCoP, GDS, and WCAG 2.2 standards.
- Reduce operational overheads and enable proactive monitoring, patching, and governance.
- Improve deployment velocity and enhance supportability across all environments

## Scope of Migration

The ten services (mix of intranet portals, public-facing sites, and specialist applications) were migrated from legacy hosting arrangements into:

- Separate **AWS accounts** under a structured multi-account organisation.
- Standardised VPC configuration with private subnets, security groups, guardrails, and automated compliance controls.
- A repeatable architecture using:
  - **ECS Fargate** for containerised apps
  - **Aurora MySQL (Multi-AZ)** for database workloads
  - **S3 + CloudFront** for asset delivery
  - **AWS WAF & Shield Advanced** for security hardening
  - **CloudWatch, Datadog & Security Hub** for monitoring and threat detection

Each service received tailored hardening, IAM policy refinement, and a dedicated pipeline for deployments.



## Discovery & Assessment (Weeks 1–3)

- Full architectural audit of all ten services.
- Mapping of dependencies, access patterns, and integration touchpoints.
- Security posture review aligned to departmental requirements.
- Definition of the future-state architecture and consolidation strategy.
- Workshops with MHCLG’s Digital Governance, Cyber Security, and Operations teams.

## Detailed Migration Planning (Weeks 3–6)

- Creation of a master migration plan covering sequencing and service groupings.
- Definition of new AWS environments using Terraform modules.
- Development of migration runbooks, roll-back strategies, and downtime allowances.
- Establishment of CI/CD pipelines for containerised services and WordPress-based workloads.
- Governance setup including RAID logs, approvals, acceptance criteria, and comms plans.

## Platform Build & Hardening (Weeks 6–10)

- Provisioning of new AWS accounts under MHCLG’s cloud organisation.
- Implementation of core infrastructure:
  - VPCs, subnets, NAT gateways, route tables.
  - Entra ID integration for administrative access.
  - SCP guardrails and IAM least-privilege roles.
- Deployment of centralised logging, WAF rulesets, and encryption policies (KMS, TLS).
- Container registry setup and secure CI/CD bootstrapping.

## Service Migration Execution (Weeks 10–14)

Migration was phased across the ten services to minimise operational impact:

- Content freeze windows (where applicable) and data extraction.
- Containerisation of existing applications where migrations included re-platforming.
- Database migration using snapshot replication or export/import with validation.
- DNS and CloudFront cut-over scheduling in collaboration with MHCLG Operations.
- End-to-end testing covering performance, security, and accessibility.
- UAT sign-off for each service before go-live.

All migrations achieved either zero-downtime or minimal disruption (sub-10-minute impact windows).

## Consolidation, Testing & Go-Live (Weeks 14–16)

- Final integration checks across all applications.
- Penetration testing and cyber assurance sign-off.
- Consolidated service register produced for MHCLG (architecture → service → hosting → access → audit trails).
- Handover to MHCLG IT and the Juicy Media managed service team.

# Outcomes & Benefits

The four-month programme successfully transitioned ten key MHCLG services into a single, secure, and resilient AWS platform. The migration not only stabilised the department’s digital estate but also established a modern, repeatable architecture that simplifies ongoing operations and accelerates future development.

This consolidation represents a major step forward in strengthening MHCLG’s digital infrastructure, reducing risk exposure, and supporting long-term service sustainability

## Enhanced Security Posture

- Standardised security across all services using NCSC-aligned patterns.
- Automatic vulnerability scanning and patch management through CI/CD pipelines.
- Least-privilege IAM and Entra-integrated administrative access.
- Shield Advanced and WAF rulesets defending against DDoS and injection attacks.

## Improved Resilience & Performance

- All services deployed across Multi-AZ architectures with active failover.
- CloudFront edge distribution improved performance for intranet and public sites.
- ECS Fargate autoscaling ensures consistent performance under load.

## Governance & Operational Efficiency

- Centralised monitoring dashboards for performance and cost visibility.
- All services included within a unified operational playbook and runbook library.
- Reduced duplication of infrastructure, tooling, and access management processes.

## Future-Proof Foundations

- Any new MHCLG digital service now deploys via standard Terraform modules.
- Architecture is designed for scalability and predictable cost optimisation.
- Fully aligned with department-wide security, accessibility, and compliance frameworks.

**“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

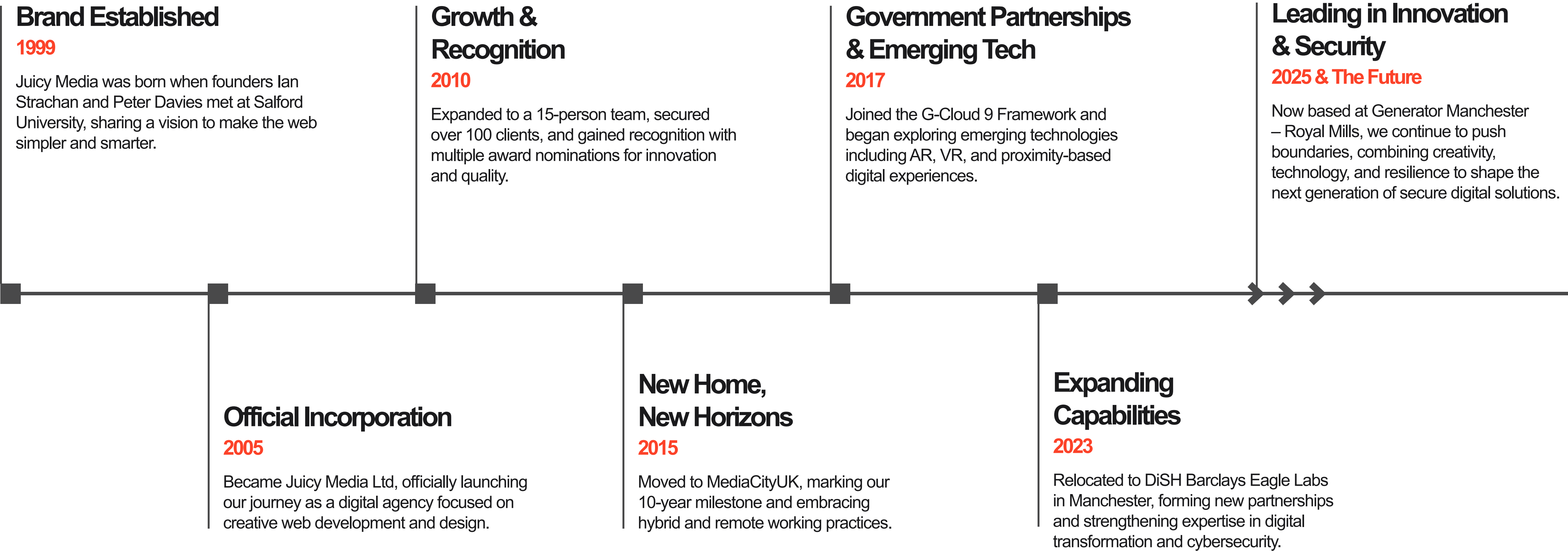
Our vision is to foster prosperity and growth for every client we serve, becoming a trusted and respected leader in technology, security, and development. We strive to be recognised not only for the quality of our work but also for the integrity and forward-thinking approach that defines our culture.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

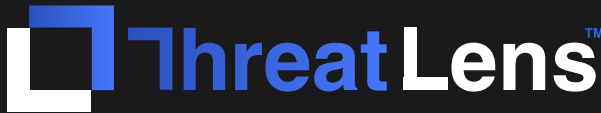
A privacy-focused intelligence platform that enables anonymous, encrypted OSINT research through disposable browser sessions and integrated investigative tools.



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.

# 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 & Assess

Every successful migration begins with a clear understanding of the existing environment and future requirements. This phase focuses on gathering insight, reducing uncertainty, and defining the scope and constraints of the migration.

We assess current platforms, infrastructure, data, integrations, and dependencies to identify risks, opportunities, and technical considerations.

- Audit of existing systems, applications, and data
- Review of security, compliance, and governance requirements
- Identification of dependencies, integrations, and legacy constraints
- Definition of migration objectives and success criteria
- High-level risk assessment and mitigation planning



Phase 2

# Plan & Prepare

With a clear understanding in place, we develop a detailed migration plan that defines how the transition will be delivered safely and efficiently.

This phase focuses on technical preparation, sequencing, and validation. Migration approaches are tailored to the platform, data sensitivity, and operational requirements.

- Selection of migration strategy and tooling
- Definition of environments and architecture
- Data mapping, cleansing, and validation planning
- Security controls, access management, and backup strategy
- Migration timelines, dependencies, and rollback procedures
- Stakeholder communication and readiness planning



Phase 3

# Migrate & Transition

The migration is executed in a controlled, auditable manner, following the agreed plan and governance framework. Activities are monitored closely to ensure performance, data integrity, and availability are maintained throughout.

Post-migration validation confirms systems are operating as expected before full handover. Knowledge transfer and documentation ensure teams are confident managing the new environment.

- Controlled execution of data and system migration
- Validation of functionality, performance, and security
- Issue resolution and stabilisation period
- Final sign-off and transition to live operations
- Documentation and operational handover

# 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.



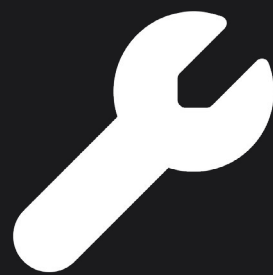
# Security

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.



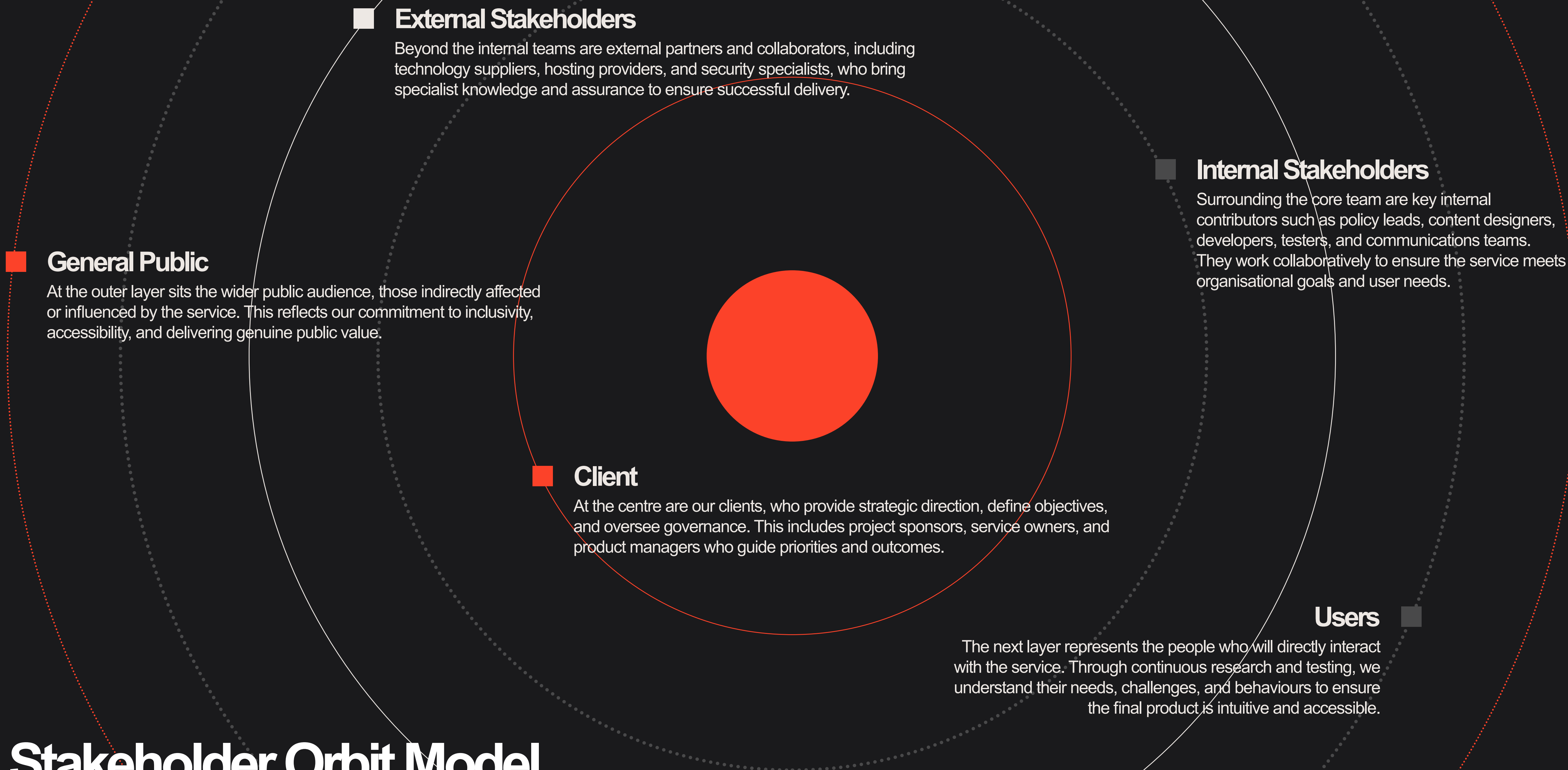
# Hosting

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.



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

# 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.



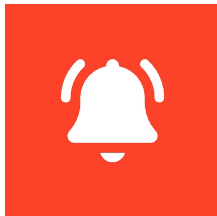
## Data Encryption & Secure Storage

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.

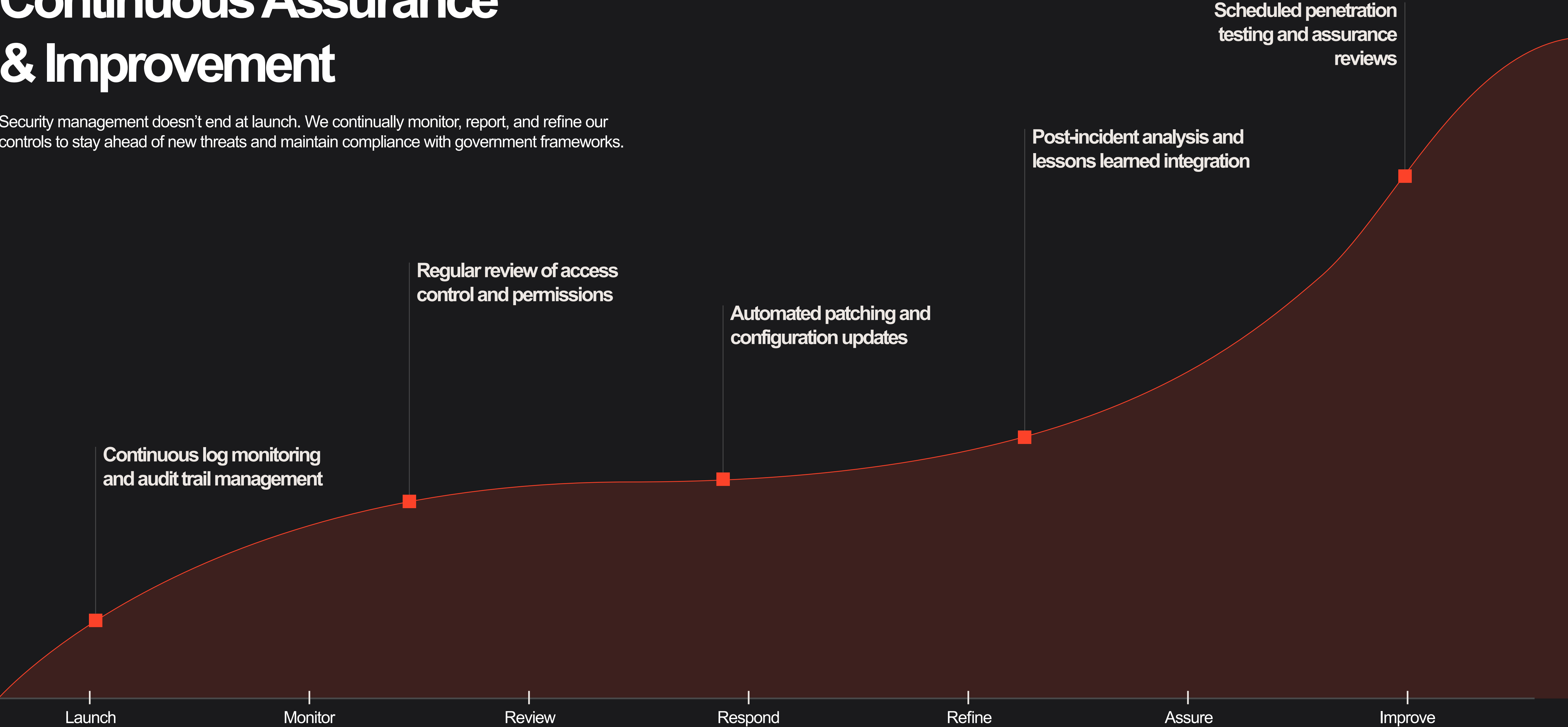


## Incident Preparedness & Response Planning

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.

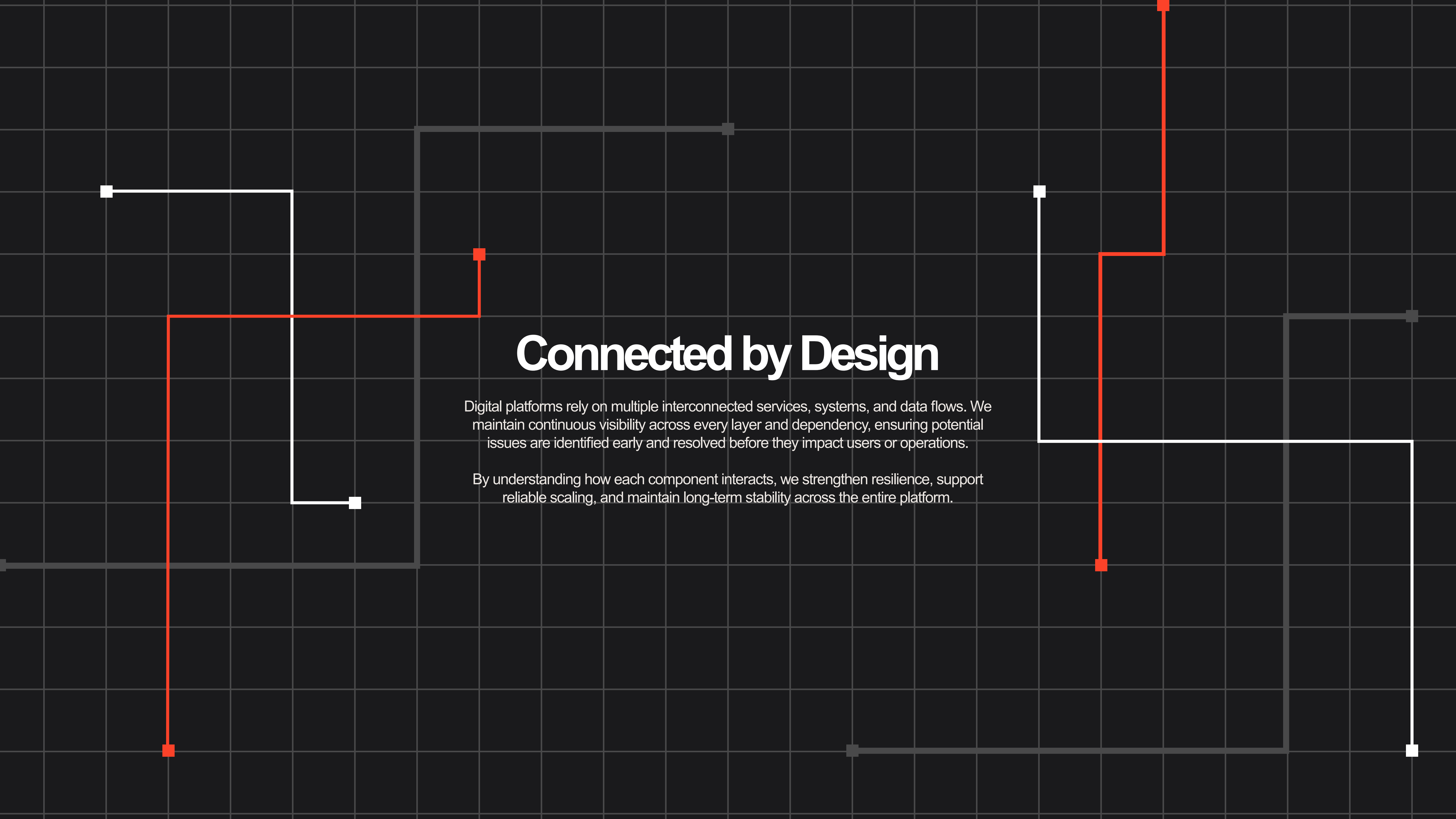


# Proactive Monitoring & Incident Response

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.**



# 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.

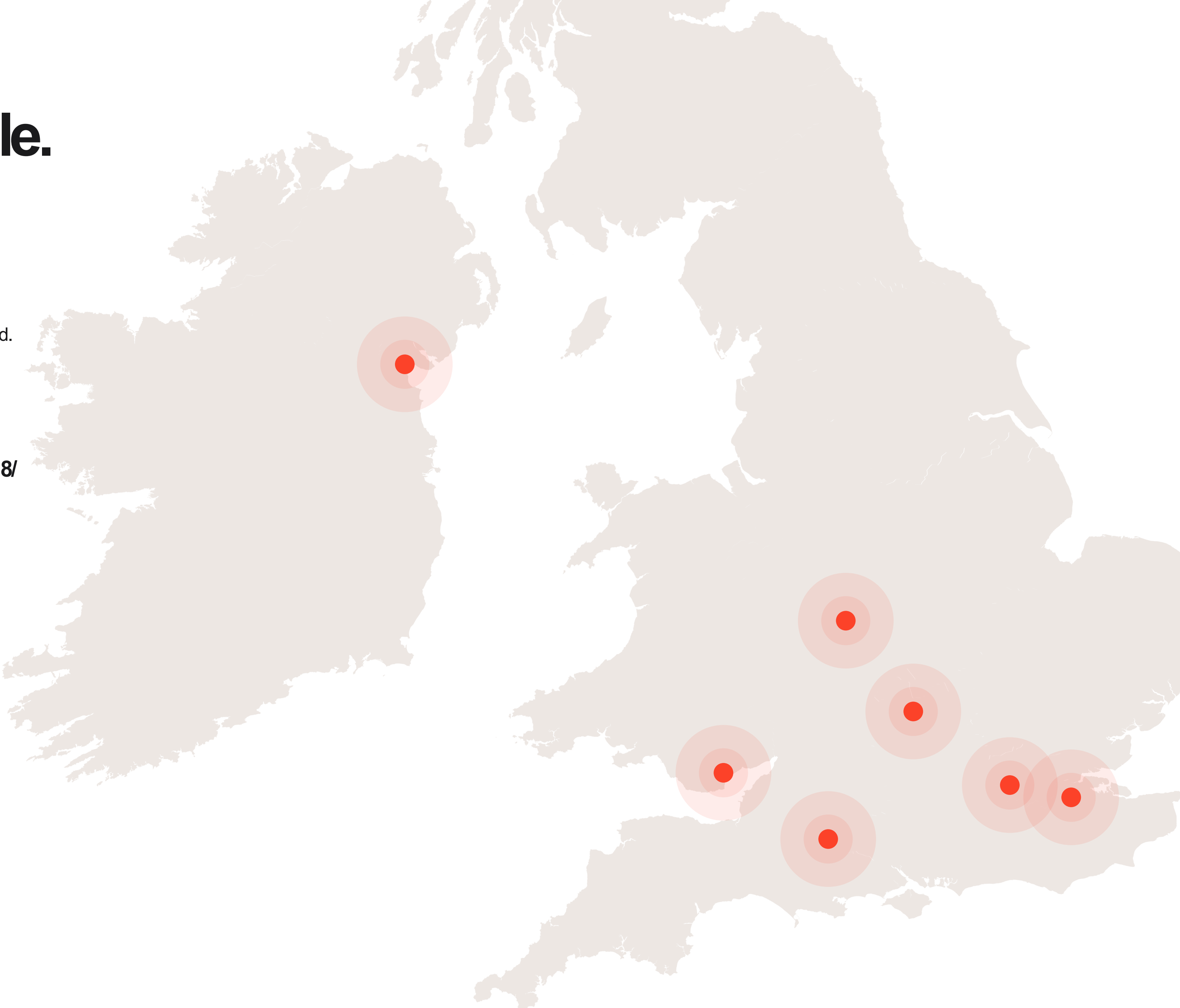
By understanding how each component interacts, we strengthen resilience, support reliable scaling, and maintain long-term stability across the entire platform.

# 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

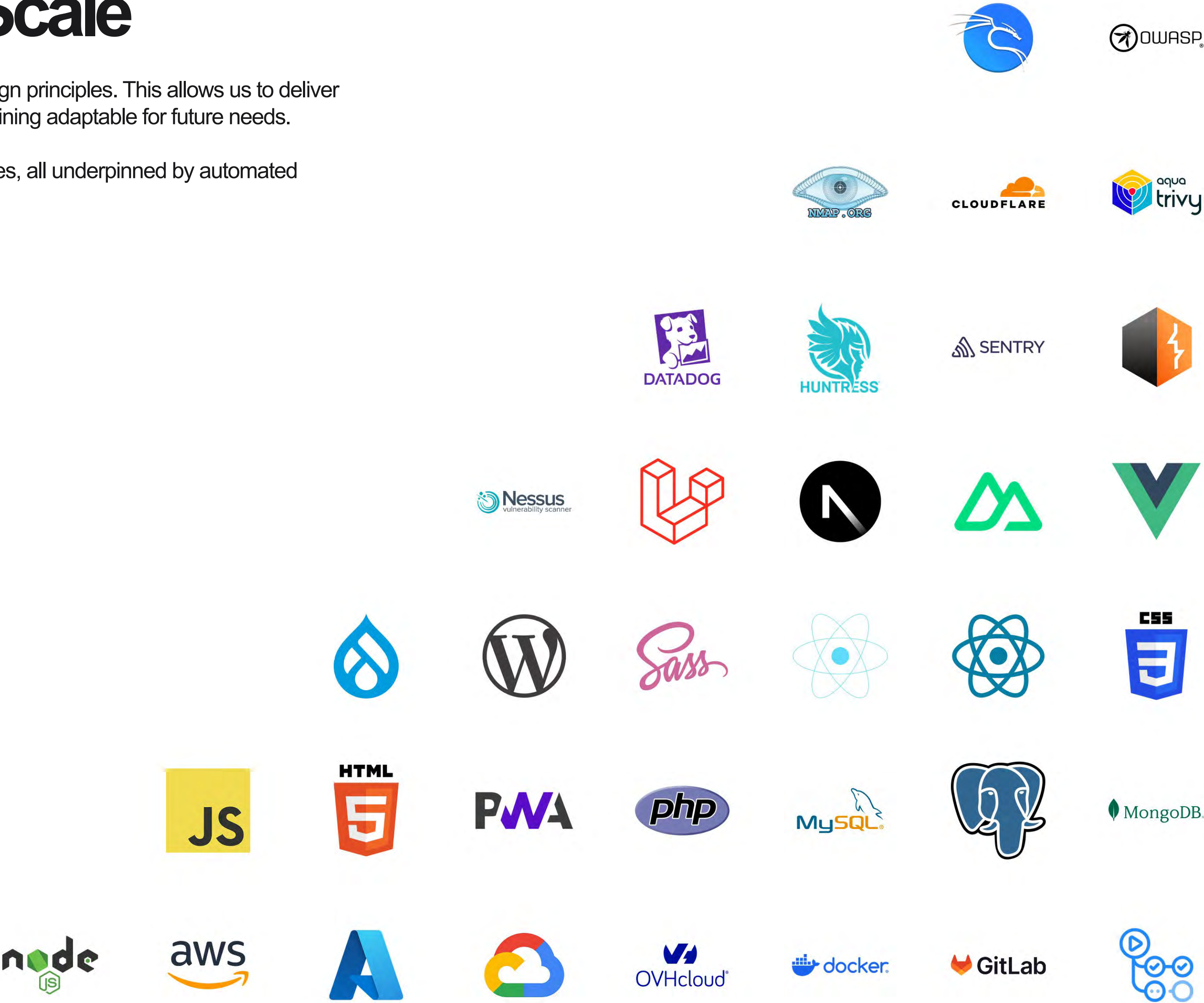
Docker, GitLab, JetBrains, Atlassian, JFrog

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

# SFIA Rate Card

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



# Our Team

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

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

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



# Content, Culture & Community

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

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

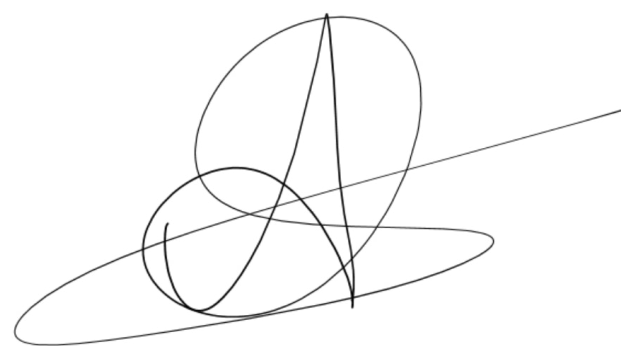
Together, our content and culture form a vibrant community built on openness, curiosity, and shared experiences, one that brings our team, clients, and followers together.



# Thank You

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

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



**Adam Smethurst**

Commercial Director

Email

**[adam.smethurst@juicymedia.co.uk](mailto:adam.smethurst@juicymedia.co.uk)**

General Email

**[sales@juicymedia.co.uk](mailto:sales@juicymedia.co.uk)**

Phone

**+44 (0) 161 464 9252**



**[www.juicymedia.co.uk](http://www.juicymedia.co.uk)**



**Juicy  
MEDIA  
Group**