

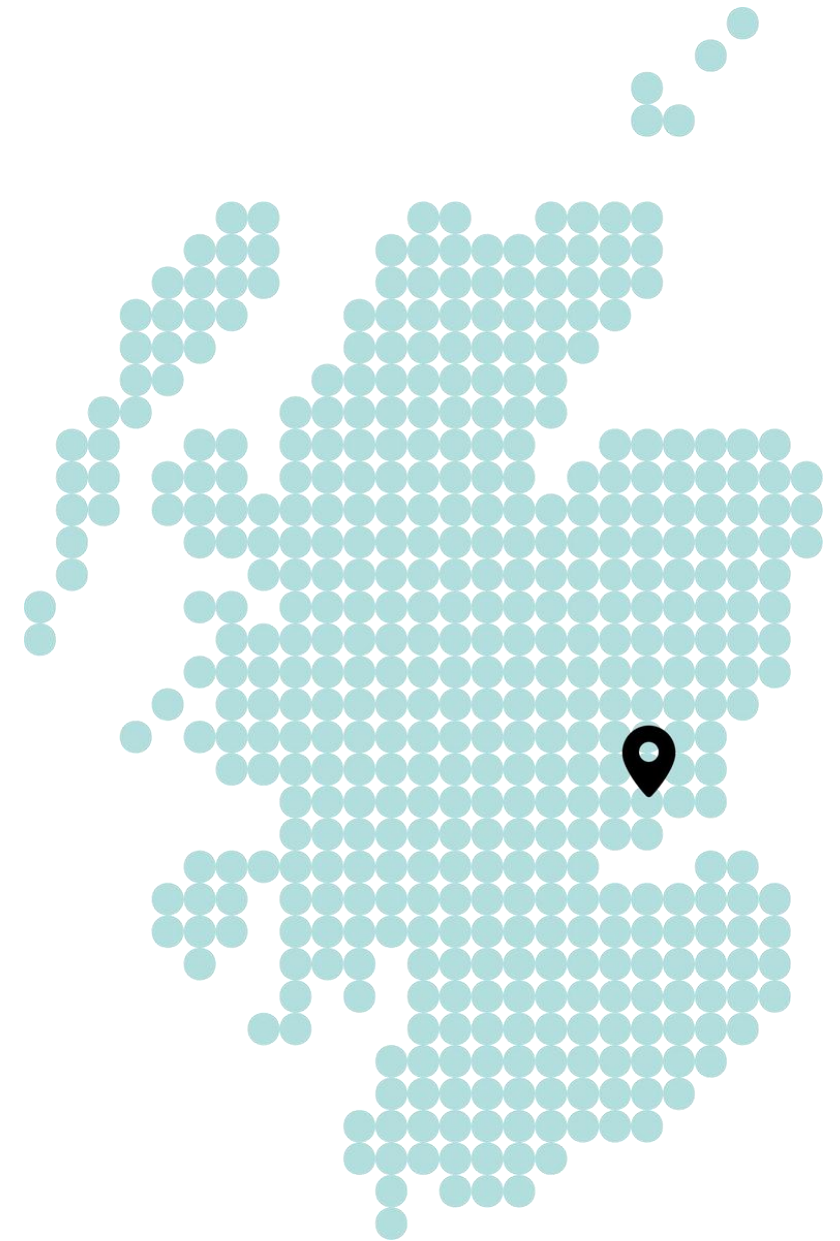
GCloud 15 Lot 3 Services



Experts in Cloud Engineering Service Design & Data and AI

We are an ISO27001, ISO9001, ISO14001 and Cyber Essentials Plus certified Scottish-based company that delivers user-centric software solutions, driving digital transformation for public and private sector clients. Our expertise includes citizen-centric service design, digital transformation projects, data management, cloud architectures, artificial intelligence and software development.

Our experience and deep understanding of the public sector with a particular expertise in digital service standards makes us a trusted partner for government agencies and organisations seeking to enhance their digital services.



Ember are always trying to push the boundaries of technology and of what's feasible and what's possible. That's an attitude I love. I love pushing the boundaries of what's possible and never settling for 'good enough'





API and Integration Support

Find out more on Ember by visiting: [**www.ember.ltd**](http://www.ember.ltd)

API and Integration Support

How we can help

Modern digital services rely heavily on integrations between systems.

When APIs and integrations are poorly monitored or supported, failures can cascade across services, disrupting operations and users.

Many organisations lack the capability to manage integration reliability, security and change effectively, increasing the likelihood of incidents and service degradation.

We provide operational support for APIs and system integrations to ensure reliability, security and continuity.

Our service focuses on monitoring, incident response and controlled change, protecting dependent services and maintaining smooth data exchange across systems.

Our API and Integration Support

- Support live APIs and integrations
- Monitor availability and error rates
- Respond to integration incidents
- Manage API changes and versioning
- Maintain security and access controls
- Tune performance and throughput
- Support schema and contract changes
- Document integrations and dependencies
- Review readiness for new integrations
- Transfer knowledge to service teams

API and Integration Support

We support the operation and maintenance of APIs and system integrations, ensuring they remain secure, performant and reliable. The service covers monitoring, issue resolution, versioning support and optimisation for live, business-critical integrations.

Features

- Operational support for API gateways, integration middleware and eventing platforms
- Monitoring and alerting for availability, latency, error rates and throughput
- Incident response for integration failures, timeouts, and upstream/downstream changes
- Versioning and backward-compatibility advice
- Security support: authentication/authorisation, key rotation and secrets handling
- Performance tuning for endpoints, caching strategies and rate limiting
- Schema and contract management support (OpenAPI/AsyncAPI) with documentation updates
- Support for data transformation/mapping rules and integration workflows
- Operational readiness reviews for new integrations
- Knowledge transfer and runbooks for service owners

Benefits

- Maintains reliable data feeds for analytics, operations and decision making
- Reduces manual data correction through stable cleansing and validation rules
- Prevents reporting errors by detecting quality regressions
- Improves resilience to upstream change through rapid remediation and controls
- Supports audit needs with reconciliation evidence and exception reporting
- Improves performance so data is available when users and services need it
- Protects sensitive data through secure handling of credentials and access
- Enables safer enhancements with controlled change
- Reduces operational risk by making dependencies and ownership clear
- Builds internal capability via playbooks and structured handover



For all questions and queries related to our pricing,
please contact frameworks@ember.ltd

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