

A full-page background image showing a sunset over a calm ocean. The sun is a bright yellow-orange orb on the horizon, with its light reflecting across the water's surface. The sky is filled with soft, wispy clouds in shades of orange, pink, and blue. In the foreground, the dark, silhouetted shapes of rocks and trees are visible on the left and bottom edges, framing the view of the sea.

JUST AFTER MIDNIGHT

24/7 Full Stack Support
Service Definition Document

Version 1
Published January 2026

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1. Service Overview

Just After Midnight provides 24/7 Full Stack Cloud Support and Optimisation for organisations that rely on mission-critical applications and cloud environments.

The service delivers a single accountable support team with end-to-end responsibility across the digital stack, including applications, cloud platforms, integrations, APIs, DevOps pipelines, security controls, performance, and supporting services.

The service combines proactive monitoring with continuous 24/7 operational coverage delivered through a follow-the-sun model. This ensures rapid incident detection and response, effective incident management, and continuous in-life optimisation under a managed service model. Our approach supports high availability, operational resilience, and minimal downtime, enabling organisations to focus on business objectives rather than operational challenges.

2. Scope of Service

24/7 Full Stack Cloud Support and Operational Optimisation covers the following core areas:

1. Application & Cloud Infrastructure Support

- Monitoring, management, and support of web, mobile, and backend applications
- Support for standard platforms and frameworks (.NET, Java, PHP, Drupal, Sitecore, WordPress, AEM)
- Cloud infrastructure support across AWS, Microsoft Azure, GCP, hybrid environments
- Servers, virtual machine, network, storage, and database support
- Configuration management across applications and cloud layers

2. Monitoring, Observability & Performance

- 24/7 proactive monitoring across applications and cloud platforms
- Alerts, telemetry, and dashboards for availability, performance, and errors
- System health checks, performance analysis, and optimisation
- Latency, capacity, and trend monitoring

3. Incident & Response Management

- Continuous detection, logging, triage, and resolution
- Coordinated response across technical areas
- Defined severity levels and service levels (P1–P4)
- Emergency remediation and workaround implementation
- Root Cause Analysis (RCA) and recommendations
- Security incident response and escalation as required

4. Resilience & Recovery Support

- Service restoration, application rollbacks, and configuration recovery
- Backup validation and disaster recovery checks
- Ongoing resilience and risk review

5. Access & Security Administration

- Cloud access management and controls
- User provisioning, modification, and password recovery
- Security hardening and vulnerability support

6. Maintenance & Preventative Activities

- Scheduled updates, patching, and housekeeping
- Preventative tuning and operational risk remediation
- Resource optimisation recommendations

7. Service Management & Operations

- Service Level reporting and trend analysis
- Change control and release support
- Service requests, downtime reporting, and outage communications
- Vendor and third-party escalation management

8. Quality Assurance & Continuous Improvement

- Service validation and testing
- Operational runbooks and documentation
- Knowledge base maintenance and updates
- Dedicated named support engineers
- Continuous improvement recommendations

3. In-Scope Deliverables

The service provides the following tangible outputs:

- Incident reports and documented Root Cause Analysis (RCA)
- Operational runbooks and support documentation
- Knowledge base updates and handover to internal teams
- Disaster recovery validation and guidance
- Security incident investigation support and remediation recommendations
- Optimisation and continuous improvement recommendations

4. Engagement Approach

24/7 Full Stack Cloud Support and Optimisation is delivered as a tailored managed service:

- Dedicated support contacts via phone and email
- All alerts and requests logged, triaged, and tracked to resolution
- Named engineers assigned for continuity and accountability
- Defined escalation paths for technical and service issues
- Regular service review meetings covering performance, incidents, and optimisation
- Collaborative working with internal IT or DevOps teams

5. Summary

Just After Midnight's 24/7 Full Stack Cloud Support and Optimisation service provides continuous operational assurance across applications and cloud infrastructure.

By combining proactive monitoring, rapid incident response, and ongoing in-life optimisation, the service helps organisations keep mission-critical systems secure, resilient, and highly available, enabling teams to focus on delivering business outcomes rather than managing operational risk.

6. Get in Touch

For further information about this service, including scope, pricing, and delivery options, customers can contact Just After Midnight through the G-Cloud Digital Marketplace.

All engagements are delivered in line with agreed statements of work and service terms, in accordance with G-Cloud framework requirements.

For further queries, please contact us:

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