Support & Maintenance – Cloud, AI & Data Platforms

Service overview

We support and maintain public sector web applications, data platforms, AI and cloud services. We fix issues, apply updates and security patches, keep data engineering pipelines and data quality on track, and add new features and AI capabilities in Node.js, TypeScript, Python and Ruby. We support property, estates and CAFM systems and Wagtail and WordPress sites, with clear SLAs and site reliability engineering.

What is included

- Support and maintenance for web applications
- Bug fixes, updates and security patching
- New features in Node.js, TypeScript, Python and Ruby
- Adding AI capabilities to existing services
- Data engineering pipeline and data quality support
- Property, estates and CAFM system support
- Wagtail and WordPress CMS support
- Site reliability engineering and 24/7 incident response
- Monitoring, alerting and performance tuning
- Agreed SLAs with regular service reporting

How we work

Stage	What happens
Take on	We learn your service, review code, documentation and risks, and agree SLAs.
Support	We handle issues through the agreed route, against agreed response times.
Maintain	We apply updates, patches and upgrades on a regular cycle.
Improve	We deliver an agreed backlog of enhancements, including AI features, in small, safe releases.

What you get

- Support desk with agreed hours and SLAs

- Regular patching and update reports
- Monthly service report
- Release notes for every change
- Maintained documentation and runbooks
- Improvement backlog and roadmap

What is not included

- Large new projects, which we quote separately
- Support for third-party software outside the agreed scope
- Hosting costs, unless agreed in the order

Examples of our work

Cabinet Office Digital – GRID. We have supported GRID since 2020, from new features to critical service recovery. Cabinet Office Digital's Head of Digital Analysis Capability described our support as “exemplary” and noted that we consistently met deadlines and stayed within budget.

Intelligence and Security Committee of Parliament. We supported and improved the committee's WordPress service and moved it to a simpler, lower-cost AWS Lightsail set-up (2024 to 2025), without disruption. Given the committee's remit, reliability and security were critical. We met 100% of SLAs, with no service issues.

House of Lords Appointments Commission. We provided nearly two years of application and infrastructure support for the commission's WordPress service, meeting SLAs throughout and delivering continuous improvements. Support continues under an ongoing contract.

About Four Seals Digital

Four Seals Digital Limited is a UK digital agency that works with the public sector. Our team of around 25 people includes solution architects, engineers, data analysts, AI engineers, business analysts, and product and delivery managers.

We have long experience of working with UK central government. We build and support web applications, data platforms and AI services on AWS and Azure.

We are certified to ISO 27001. All our staff and operations are in the UK, and we have staff with Security Check (SC) clearance.

Standards we follow

- GDS Service Standard and Technology Code of Practice
- NCSC Cloud Security Principles and Cyber Assessment Framework
- ISO 27001 information security management
- UK GDPR and the Data Protection Act 2018
- WCAG 2.2 AA for anything users see

Security and your data

We work inside your own cloud accounts wherever possible, and ask for the least access we need (read-only where that is enough). Your data stays in the UK and is handled only by UK-based staff. We do not share your data with anyone else, and we return or securely delete it when the work ends.

Starting the service

- Kick-off meeting to confirm goals, scope, contacts and ways of working
- Agree access, security clearance needs and any data sharing terms
- Agree service levels, reporting and how we raise and escalate issues
- Short discovery to confirm the plan before main delivery starts

Ending the service

- Hand over all code, documents, dashboards and configuration
- Knowledge transfer sessions with your team or new supplier
- Return or securely delete your data, and confirm this in writing
- Remove our access to your systems and accounts

Support and service levels

We offer working-hours support (9am to 5pm), extended support on working days, or 24 hours a day, 7 days a week. We agree the right level with you. Typical response times are below; resolution targets are agreed in the order.

Severity	What it means	We respond
Service down	A core service is unavailable	Immediately
Critical	Business outage or major impact on users	Within 1 hour
Urgent	Service works but is badly affected, or a time-sensitive issue	Within 2 hours
Important	Issue with little current impact on users	Within 4 hours
Monitor	No action needed beyond monitoring	Within 1 working day
Information	Request for information only	Within 1 working day

Who does what

You will:

- Give us access to the systems, data and people we need

- Name the people who can raise and approve requests
- Raise issues through the agreed route and set their priority

We will:

- Deliver the agreed work to the agreed standards
- Track every issue through to resolution and keep you updated
- Escalate problems early, through the agreed route

Contact us

Four Seals Digital Limited, Office 2, Tweed House, Park Lane, Swanley, BR8 8DT. Contact us through the Digital Marketplace to discuss your needs.