

Managed Services – Cloud, AI & Data Platforms

Service overview

We run and look after public sector web applications, data platforms and AI services on AWS and Azure, so your teams can focus on delivery. We monitor, patch and scale services using Terraform and CloudFormation, apply site reliability engineering practices, and use AI-assisted tools to spot and fix problems faster. We host property, estates and CAFM systems, Wagtail and WordPress sites, and data engineering pipelines.

What is included

- 24/7 monitoring, alerting and incident response
- Site reliability engineering (SRE) for web applications
- Managed AWS and Azure hosting
- Infrastructure as code with Terraform and CloudFormation
- Patching, upgrades and vulnerability management
- Managed data platforms and data engineering pipelines
- Hosting and support for AI services
- Wagtail and WordPress CMS hosting and maintenance
- Property, estates and CAFM system hosting
- Backup, disaster recovery and capacity planning

How we work

Stage	What happens
Take on	We review your current set-up, documentation, access and risks, and agree service levels.
Stabilise	We fix urgent issues, set up monitoring and alerting, and write runbooks for common tasks.
Run	We operate the service day to day: patching, scaling, backups and incident response against agreed SLAs.
Improve	We review reliability, security and cost with you each month and agree improvements.

What you get

- Monitoring, alerting and dashboards for your services
- Runbooks and up-to-date service documentation

- Monthly service report covering availability, incidents, changes and costs
- Patching and vulnerability reports
- Tested backup and disaster recovery plan
- Rolling improvement plan

What is not included

- Cloud hosting charges, which are billed to you directly unless agreed
- New development work, which we quote separately
- Support for third-party software outside the agreed scope

Examples of our work

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.

Cabinet Office Digital – GRID. We have run GRID since 2020. It handles millions of records a day and powers more than 100 live dashboards used by departments including the Ministry of Defence, Home Office and the Office of Government Property.

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.