



Support and Maintain Services.

Annual Report | 2025 in Review



A Year in Numbers.

99.5%

SLA performance

99.95%

Platform uptime

4.9/5

Customer satisfaction

215 / 216

Incidents resolved within SLA

39

Maintenance releases delivered

55

Platform scale-ups completed

What We Deliver.

Our services are built for organisations where digital platforms are mission-critical.

We work with teams managing complex integrations and governance requirements, and preparing for their next phase of digital change.

We organise our work across two service areas: Support and Maintain.

A Note from Jade Beck, Service Delivery Manager.

Support is only noticed when something goes wrong. Our goal is the opposite: to make it reliable, transparent, and well-understood so that our clients can focus on what matters.

Enterprise digital platforms are complex by default. They carry real operational and reputational risk. They integrate with critical systems and serve demanding users. Good support creates stability, maintains trust, and gives teams the confidence to move forward.

In 2026 we introduced Maintain as a dedicated service alongside Support. This report covers both services.

Over the past year, our Support and Maintain team worked alongside digital, IT, and business leaders to keep platforms running, resolve incidents fast, and keep digital estates in good condition.



Core Support.

Our Core Support service provides the foundation for stable, well-governed digital operations.

Onboarding.

Structured onboarding to ensure new clients and platforms are set up for success from day one.

Incident Management.

Fast, structured response to incidents to minimise disruption and downtime.

Release Management.

Governed deployment of changes to protect platform stability and reduce operational risk.

Managing Agent.

Acting as the managing agent between our clients and third-party vendors, so our clients have one accountable point of contact.

Service Design.

Tailoring the support model to fit the specific needs, risks, and priorities of each organisation.

Problem Management.

Analysis of the root cause and structured resolution to prevent recurrence.

Service Availability Monitoring.

Continuous uptime and performance monitoring with real-time alerts and proactive escalation.

Reporting.

Regular service reports giving clear visibility of performance, trends, and open items.

Service Desk Management.

A single point of contact for authorised users, handling requests, queries, and day-to-day communication.

Service Request Management.

Prompt handling of requests for information.

Service Reviews.

Monthly reviews to maintain alignment, surface risk early, and plan ahead.

Knowledge Retention.

Structured documentation and institutional knowledge maintained across the team so that platform context is never lost.

Enhanced Support.

24/7 Support.

Around-the-clock availability for critical incidents, ensuring cover outside business hours when it matters most.

Hypercare.

Intensive support during high-risk times like natural disasters, cyber-attacks or peak trading.

Support Performance.

Reporting period:
01 February 2025 to 19 January 2026.

Incident Management.

220 incidents were created across supported platforms during the reporting period. 215 were resolved within SLA.

99.5%

SLA performance

220*

Total incidents

215/216

Resolved within SLA

One medium-priority ticket breached SLA by 4 hours 45 minutes. The root cause was identified and addressed through our service review process.

*4 incidents still open at the end of this reporting period.

Incident breakdown by priority

Priority	Total incidents	Open at reporting	Closed	% of total	SLA met
Critical	12	0	12	6%	12 / 12
High	50	0	50	22%	50 / 50
Medium	101	0	101	46%	100 / 101
Low	57	4	53	26%	53 / 53
Total	220	4	216	100%	215 / 216 (99.5%)

Platform Uptime.

Supported platforms maintained an average uptime of 99.95% across the reporting period. This reflects consistent availability across complex enterprise environments, underpinned by continuous monitoring, proactive capacity management, structured release governance, and fast incident recovery.

99.95%

Average platform uptime

Capacity Management.

Capacity was proactively managed during peak demand, keeping platforms stable and responsive during high-traffic and business-critical periods.

55

Platform scale-ups completed

Release Management.

All releases followed structured governance designed to minimise operational impact. Two emergency releases were deployed to resolve business-critical incidents.

39

Maintenance releases delivered

12

Solutions covered

2

Emergency releases deployed

Client Satisfaction.



What Our Clients Say

“Super helpful as always.
Identified a solution to a
long-term problem.”

Bradley Smith, SSE Distribution

4.9/5

Average CSAT rating

119

Responses received

51

Written comments
received

Rating	Responses	% of total
5 stars	112	94%
4 stars	6	5%
3 stars	1	1%
Total	119	Average: 4.9 / 5

Written comments accounted for 43% of responses. Recurring themes included fast response times, clear communication, and the proactive identification of issues before they became problems.

Support in Practice.

Keeping customers connected when it matters most

When temperatures dropped sharply, United Utilities' Report a Problem service developed a fault. The platform was unable to correctly distinguish between customers likely to have a frozen pipe and those experiencing a wider supply issue - a critical differentiation when demand for the service spikes and every contact counts.

The issue was identified and escalated to Mando Group's support team. Within 36 hours, the fault was diagnosed, fixed, and deployed to production using a zero downtime deployment process, keeping the service live and fully available throughout.

"The team quickly found the issue, and we've got it fixed super quickly, which is going to be really important for us ahead of the temperature dipping again this weekend. I think it's also our first proper test of zero downtime deployment during a busy in-hour period and everything has gone well."

Matt Tasker, Head of Digital Channels and Service Improvement, United Utilities

For United Utilities' customers, the fix was invisible. That is the point.



A Note from Kayleigh Goffett, Release and Change Manager

Digital platforms do not stand still, and neither do the threats facing them.

In January 2026, the National Cyber Security Centre warned that state-aligned hacktivist groups are actively targeting UK organisations. Jonathon Ellison, NCSC Director of National Resilience, stated:

“By overwhelming important websites and online systems, these attacks can prevent people from accessing the essential services they depend on every day.”

Our specialists and partners have seen a clear increase in activity targeting smaller, more vulnerable businesses, both directly and as supply chain entry points into larger organisations. Politically motivated attacks on businesses that would not traditionally consider themselves at risk are becoming harder to ignore.

Mando Group works with organisations to identify vulnerabilities and address them before they become an incident.



Core Maintain.

A proactive maintenance service that helps keep your platforms secure, compliant, resilient, and performing optimally.

Risk and Resilience Audit.

A regular assessment to provide a clear, ongoing view of your platform's security, performance, and access controls. No hidden vulnerabilities, fewer surprises, and greater confidence knowing your website is secure, resilient, and performing optimally.

Analytics Audit.

A structured review of analytics configuration to ensure your data collection systems are functional, accurate, compliant, and optimised.

Maintenance Task Management.

Ongoing management to help you stay ahead of security risks and technical debt by handling maintenance tasks in a clear, proactive way.

Enhanced Maintain.

Load Testing.

Structured performance testing under simulated peak load conditions, so platforms are validated before high-traffic events rather than after.

Penetration Testing.

Expert-led security testing to identify and address vulnerabilities before they can be exploited.

Maintain in Practice.

Responding to a nation-state threat

In January 2026, we were notified that a state-aligned hacktivist group had been identified as actively targeting UK utility organisations.

The threat was credible, time-sensitive, and had the potential to affect multiple clients across our supported estate.

Our team moved immediately. We notified every client who could be in scope, scaled up their platforms ahead of any anticipated attack, and worked directly with Optimizely, and Cloudflare to obtain and block the relevant IP addresses before any traffic could reach the affected platforms.

Throughout the threat window, every supported platform remained fully operational. There was no downtime. No client experienced an incident.



Why Mando Group.

We have been delivering business-critical digital platforms for over 25 years. Our clients include JCB, United Utilities, SSE, British Red Cross, SP Electricity North West and People's Partnership.

We are a certified B Corporation. That shapes how we work, how we report, and how we hold ourselves to account with our clients.

We are an Optimizely Platinum Partner. Every member of our development team holds Optimizely certification. Our Support and Maintain services are delivered by people with deep Optimizely expertise, applied every day across complex enterprise environments.

We are intentionally sized. At 40 people, we carry genuine enterprise expertise across every service area and give each client a team that knows their platform well.

Certified



Optimizely





Next Steps.

Whether you are an existing client looking to expand your service, or an organisation evaluating enterprise support for a business-critical Optimizely platform, we would welcome the conversation.



**Speak to Andy Deakin,
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