Vulnerability Management-as-a-Service

G-Cloud 15 Service Definition

Table of Contents

Introduction....2

Service Overview....3

Features....3

Benefits....3

Service Outline....4

Service Option – Standard....4

Project Implementation....5

Why Ekco....6

Introduction

Ekco Cloud & Security is an ideal partner for public sector organisations seeking a **secure, compliant, and scalable provider** via G Cloud 15.

We make it easier for IT teams to innovate, scale, manage, troubleshoot and secure. Across cloud, business continuity, security and workspace solutions, we enable the growth our customers want with the team they already have.

Through our security-first approach, large specialist workforce, AI-enhanced operations, and proven delivery capability, we help organisations:

- Modernise securely
- Strengthen cyber resilience
- Reduce operational risk
- Improve service continuity
- Deliver safer, more reliable digital services for our customers and their stakeholders.

Ekco's end-to-end cloud and cyber services are well matched to **G Cloud purchasing needs and public sector transformation goals**.

Service Overview

Ekco's Vulnerability Management-as-a-Service (VMaaS) offering deploys an industry-leading cloud-based vulnerability and exposure management technology to aid organisations to be able to identify, investigate, prioritise, mitigate, and respond to vulnerabilities within your environment and attack surface. Understanding your risks as the number of vulnerabilities increases is critical in the current threat landscape.

Features

The key features of Ekco's VMaaS offering are:

- Sophisticated vulnerability management tooling providing identification, prioritisation and response for organisations
- Continuous threat visibility and reporting across your environment
- Rapid response and proactive alerting to critical vulnerabilities
- Automated scanning and discovery of assets across cloud services
- Protects across local, network, and cloud environments
- Customisable reporting and dashboard capability
- Comprehensive managed service onboarding and deployment
- Highly certified Qualys partner & SOC team

Benefits

The key benefits of Ekco's VMaaS offering are:

- Gain holistic threat visibility and reporting across your environment.
- Continuous threat & vulnerability protection to improve security and control.
- Provides access to highly certified SOC team and Microsoft expertise.
- Improved adherence to compliance, governance and data protection requirements.
- Improved visibility and reporting capability for managing threats and vulnerabilities.
- Significantly enhance organisations existing patch management and remediation program.

Service Outline

Service Option – Standard

The '**Standard**' Ekco VMaaS offering is intended for any organisation seeking to management their exposure to risk posed by unremediated vulnerabilities

- Ondemand expertise providing your organisation access to highly certified Exposure Management analysts and wider Ekco team.
- Tier 1 vendor support via Ekco's Qualys Partner status.
- Deployment, configuration, and administration of Qualys tooling across the your organisation's defined assets.
- Automated, continuous scanning and discovery of organisations assets across -n-premise, cloud, network, SaaS and Application environments.
- Identification and prioritisation of patch and remediation actions.
- Integration with relevant ITSM tooling, either through Ekco IT services or directly with client systems.
- Rapid response including proactive alerting in response to critical severity vulnerabilities.
- Quarterly or monthly reporting options
- Additional in-platform reporting
- Interactive reporting portal vie Ekco Sphere
- Additional capabilities (asset management, external attack surface monitoring, CNAPP) can be supported

Project Implementation

Onboarding a client into their new contracted services requires a structured process to ensure a smooth transition and clear expectations. The following process provides a high-level overview of our bespoke implementation plan.

1. Pre-Implementation Preparation

Initiate internal communications with internal stakeholders, confirming contracted deliverables, and bespoke scope of works. Confirm dedicated resource across the business depending on function.

2. Client Engagement

Initiate communication with the customer's key stakeholders to discuss the onboarding process, timescales (including support go live date), expectations, and roles.

3. Business Intelligence Discovery

Conduct a thorough assessment of the client's internal processes, gather key information regarding end users, business requirements, 3rd party data, user account management and operational workflows.

4. Technical Deliverables

Complete a detailed assessment of the customer's existing IT infrastructure, cloud, network, applications, and systems. Identify different user roles and access requirements. Deploy and document toolsets. Develop a comprehensive knowledge base containing FAQs, troubleshooting guides, and best practices based on their current environment.

5. NOC and SOC Deliverables

Configure and deploy and contracted NOC and SOC toolsets, complete basic security checks such as MFA and password policies.

6. Points of Attention

Based on technical audits and client concerns, create a Points of Attention document with the assigned account manager to review with the client

7. Acceptance into Service

Schedule and complete the acceptance into service with the required internal departments.

8. "Go Live"

Handover to our required internal stakeholders and departments to take on the clients contracted deliverables. Implementation team to provide 2 weeks of enhanced support to our internal teams and the client, ensuring support, access and processes are running smoothly.

Why Ekco

Why UK Public Sector Organisations benefit when they Partner with Ekco Cloud & Security

Security-First Cloud Services Aligned to Government Standards
Ekco Cloud & Security is a leading UK and European **security-first managed cloud provider**, delivering deep expertise across cyber security, identity, and cloud. Our services align with **NCSC guidance, the Cyber Assessment Framework (CAF), NHS DSPT**, and wider public sector assurance requirements.

Our proven **Assess → Protect → Detect → Respond** model supports secure-by-design digital transformation across hybrid and distributed environments—directly addressing public sector risk and resilience priorities.

End-to-End Capabilities Mapped to G Cloud 15
Public sector buyers need suppliers that can deliver migration, protection, management, and optimisation through a single, accountable partner. We provide a **fully integrated cloud and security portfolio**, including:

- Cloud migration and managed cloud operations
- Security and infrastructure management
- Identity security and privileged access management
- Secure modern architecture design
- Real-time threat detection and incident response

These services align directly with **G Cloud 15 lots and purchasing criteria**, enabling organisations to modernise securely while managing complex legacy estates.

Scalable Expertise and Sovereign Delivery
With **1,000+ cloud and security specialists across the UK and Europe**, we offer the scale, depth, and resilience required to support mission-critical public services. A dedicated **identity security practice** provides mature capability for access control and Zero Trust adoption—an increasingly critical requirement across government organisations.

Tailored Solutions for Resource-Constrained Organisations
Recognising the challenges faced by councils, NHS trusts, education, and blue-light services, we offer **cost-effective, scalable cloud and cyber security solutions** designed for organisations with limited internal capacity.

These services protect against phishing, ransomware, and social engineering while meeting G Cloud's expectations for solutions that are secure by default, rapidly deployable, and low overhead.
AI-Enhanced Security Operations
We embed **AI into daily security operations**, improving analyst productivity and response effectiveness. AI-assisted services accelerate:

- Incident triage and prioritisation
- Threat analysis and vulnerability summarisation
- Reporting accuracy and audit readiness

This enables faster outcomes and stronger protection for public bodies operating with limited staffing.

Public Sector-Focused Engagement Model

Our partnership-led approach aligns with government procurement expectations, offering:

- Dedicated, accountable delivery teams
- Transparent SLAs and service reporting
- 24/7 support with local expertise
- Predictable commercial and contract models

This ensures we act as a **strategic long-term partner**, not a transactional supplier.

Global Recognition and Strategic partnerships

These global accreditations partnerships show our commitment to customer satisfaction, data safety, security and overall quality. We're independently audited every year to give our customers confidence in our approach.

From agile managed cloud platforms to next-gen security services that supercharge defences, our local team of specialists provide proactive, round-the-clock management. With one Ekco Cloud & Security team delivering a combination of services, our customers quickly gain control and visibility over their technology.