

ZERO TRUST PROFESSIONAL SERVICES

Our zero trust professional services deliver robust, tailored solutions to secure your organisation's digital assets and simplify access management.

Utilising the shared signals framework, our zero trust solutions are the highest standards in IT security.

November 2025



Crown
Commercial
Service
Supplier



KEY IMPACT

IDENTITY PROFESSIONAL SERVICES

Stronger Security

Zero trust architecture for identity access, networks and endpoint protection

Regulatory Compliance

Meet industry standards and regulatory compliance with confidence.

Operational Efficiency

Reduces complexity and streamlines security processes.

Improved User Experiences

Device control, data protection and seamless user experiences

Service Description

Our zero trust services safeguard your data, streamline user management, and ensure compliance. We design, implement, and optimise digital trust solutions tailored to your organisation—helping you stay secure, efficient, and future-ready.

Strategic Consulting

- We conduct in-depth assessments of your current security environment, identify gaps and risks, and develop strategic roadmaps aligned with your business objectives.

Solution Design and Implementation

- Our team designs customised solutions tailored to your organisation's specific needs, leveraging industry best practices and cutting-edge technologies.

User Experience Optimization

- We focus on enhancing user experience by providing seamless access to resources while maintaining security and compliance standards.

Shared Signals Framework (SSF)

- Utilising tools that work together to automate threat protection at all levels – Identity, device and network protection.

Compliance Assurance

- We assist in ensuring compliance with industry regulations such as GDPR, HIPAA, PCI DSS, and others, by implementing IAM controls and auditing mechanisms, such as NIS2, NCSC CAF and NIST frameworks.



Integrated Zero Trust Solution

Shared Signals Communication

Intelligent Threat Protection

NETWORK

URL filtering, SSL inspection, threat protection, data loss controls



IDENTITY

Require step-up authentication,
Block access, Terminate sessions



DEVICE

Device health, Active threats
Suspicious activity, Overall trust level



> FEATURES – WHAT WE DO



Strategic Consulting

Conduct in-depth assessments of your current security. Identify gaps and risks, and develop strategic roadmaps aligned with business objectives.



Solution Design and Implementation

Intelligent threat protection between applications on the shared signals framework. Designed and implemented efficiently and with no user impact.



Access Management

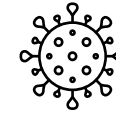
Implement identity lifecycle management, access governance, SSO, MFA, and PAM solutions. Ensure secure and efficient access control to sensitive data and resources.



Compliance Assurance

Assist in ensuring compliance with industry regulations such as GDPR, HIPAA, PCI DSS. Implement controls and auditing mechanisms to meet regulatory requirements and standards.

IAM Professional Services



Enhanced Security

Our IAM solutions help mitigate security risks by ensuring that only authorized users have access to sensitive data and resources.



Improved Compliance

We assist in meeting regulatory requirements and industry standards, reducing the risk of penalties.



Operational Efficiency

Streamlined access management processes improve productivity and reduce administrative overhead.



Scalability

Our solutions are scalable and adaptable to accommodate organizational growth and evolving security needs.



Cost-effectiveness

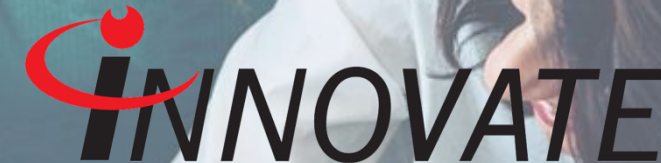
By optimizing access management processes and reducing the risk of security incidents, our services offer a significant return on investment.

OUR APPROACH

- Partnership
- Accountable Delivery
- Engagement at all levels
- A passionate delivery team



WHAT WILL IT FEEL LIKE?



Through fast-paced and interactive sessions, minimal viable products (MVP), workshops and our proven delivery methodology.

We use a process of divergent and convergent thinking to gather a broad range of perspectives and then focus in on what matters the most.

Through structured, succinct and precise formal governance

We work with the broader organization to prepare for and deliver formal project governance forums.

Typically, we would have:

- Weekly project status meetings and RAID reviews;
- Fortnightly Design Authority sessions;
- Monthly project steering committees.



Project Team

- **Confident:** That you're in good hands and you know what to expect.
- **Excited and engaged:** Through involvement in a rapid, robust MVP, design process and exposure to industry best practice thinking on identity processes and services
- **Trust:** That when issues are raised or challenges encountered, you have a partner that will respond to them proactively and without hesitation.



Key Stakeholders and Executives

- **Included:** Through direct engagement.
- **Clarity:** Of decision points and developmental progress.
- **Understanding:** How the new processes will derive greater value for your community.
- **Certainty:** That we are clear on where value is added into processes and that these areas have been prioritised.
- **Reassured:** That outcomes are informed and aligned to your strategy and desired future state.



Your Community

- **Valued & Included:** The broader community will have the opportunity to have a say in the development and MVP of the identity solution.
- **Informed:** Regular program communication will keep everyone on track with what's happening.
- **Ready:** To use the new process and systems.

Customers and Innovate – Our Partnership

We are uniquely positioned to partner with you on this exciting opportunity. We value collaboration and we love to work on the big issues and are thrilled to have the opportunity to partner with you.



What will it look like?

We believe that one of our greatest assets as a partner is the experience of how it will feel to work with Innovate. We value collaboration above all else, and love to work with our clients to solve the toughest problems.



Dedicated Engagement Owner

Our Digital Trust Practice Manager will be the engagement owner. He will attend all key senior project and stakeholder governance forums and provide insight and advice from his years of experience, having worked on some of the biggest global digital Identity projects.



Program Delivery Quality Assurance (QA)

Our in-flight Quality Assurance (QA) lead will ensure our delivery is meeting your requirements and maximising value from your investment. This is not just built into our mindset, but also our delivery models and internal structure. We believe in quality delivery and on-going reviews and continuous improvement of the program.



Innovate Engagement Reviews

During the regular review process the QA lead will meet with you and any key stakeholders to review findings including details on any risk areas and any identified key recommendations.



A passionate delivery team

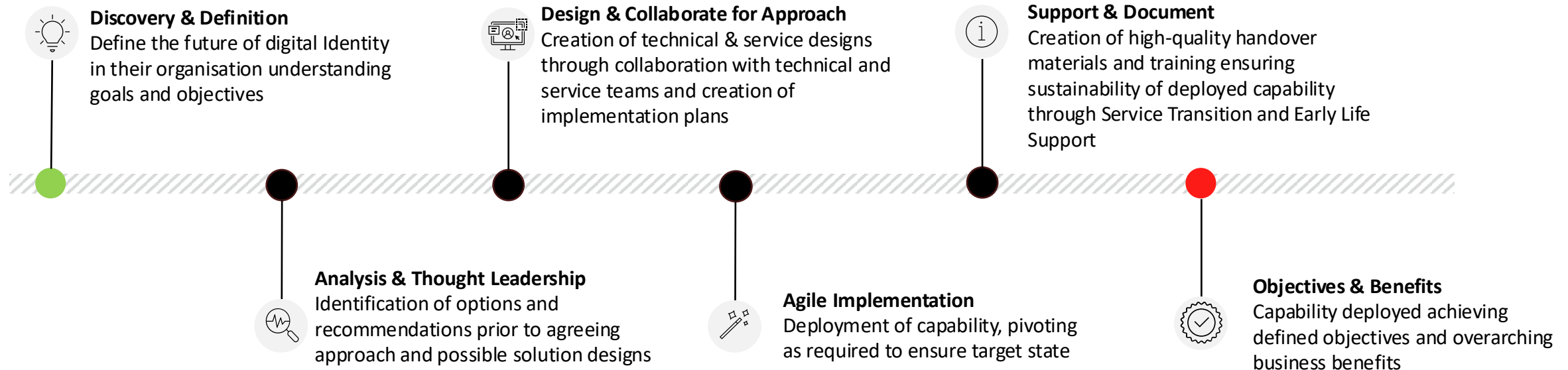
We will have a core delivery team of identity experts that will stay consistent for the duration, and partner with your teams on a daily basis to problem-solve, present information, negotiate any challenging scenarios to arrive at great outcomes and impacts for ISG whilst having fun along the way.

The Journey ahead

Innovates Digital Trust Practice is made up of technologists, engineers and operational support staff sourced worldwide with a diverse set of backgrounds, skills and expertise. We enjoy bringing creative energy and a sense of pride to all our clients and thrive on delivering exceptional quality on all our engagements.

An effective identity implementation balances People, Process and Technology

A client's journey with Innovate





Social Values



Social Value

Fighting Climate Change

We offset over 100% of our carbon via a Verified Carbon Standard (VSC) Scheme AND we donate trees to schools to:

- Improve surroundings for children and communities
- Provide shelter and food sources for animals
- Fix carbon

Tackling Economic Equality

- By choosing us you are helping small organisations grow
- Scalable future-proofed solutions
- Cybersecurity at the heart of what we do

Equal Opportunity

- Support us in developing apprentices into architects

Wellbeing

- Teamwork and project team morale
- All staff have access to our EAP, which supports mental and physical health



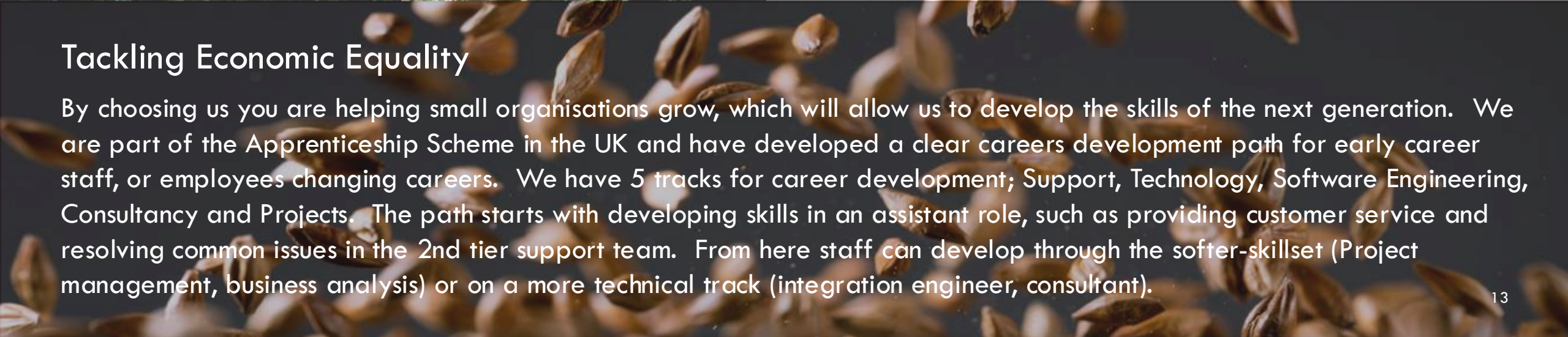
Social Responsibility - Fighting Climate Change

We offset over 100% of our carbon via a Verified Carbon Standard (VSC) Scheme. The scheme not only funds carbon capture projects, but our funds also donate trees to schools to improve surroundings for children and communities, provide shelter and food sources for animals and fix carbon.



Equal Opportunity

As a specialist Identity and Access Management business, we have a very small pool of candidates to choose from. We acknowledge we are the victim of historic stereotyping against girls in STEM subjects. In order to try to improve this situation, we have run Code Clubs (Raspberry Pi Foundation) in local Primary schools.



Tackling Economic Equality

By choosing us you are helping small organisations grow, which will allow us to develop the skills of the next generation. We are part of the Apprenticeship Scheme in the UK and have developed a clear careers development path for early career staff, or employees changing careers. We have 5 tracks for career development; Support, Technology, Software Engineering, Consultancy and Projects. The path starts with developing skills in an assistant role, such as providing customer service and resolving common issues in the 2nd tier support team. From here staff can develop through the softer-skillset (Project management, business analysis) or on a more technical track (integration engineer, consultant).

Wellbeing

Innovate is a family-run business, where teamwork and team morale are highly valued. All staff have access to our employee assistance program, where they get access to support for legal, mental and physical health. We also offer comprehensive healthcare to all employees and their dependent family, including free health checks for the employee and GP services. We do this, as we value every employee and understand how poor health can affect them and their family.



INNOVATE



Social Responsibility

We have run Code Clubs (Raspberry Pi Foundation) at primary schools to encourage all children into STEM.

We sponsor a grass roots football team to ensure children have access to healthy lifestyle choices regardless of background.





Why Innovate?

You're in good company

We work with all industry verticals and sectors



Public Sector



Third Sector



Private Sector



Redacted
info on request

Innovate's Value Proposition

Our practice is built around a team of experts who specialise in IAM project delivery. We are an experienced service integrator having used the proposed model to great success across many of our enterprise clients who have market leading UK national brands.

Our team is underpinned by decades of experience in the industry, tackling some of the most challenging and complex transformations. We have a range of identity, transformation and information technology skills in house at your disposal.

We have direct experience partnering with some of the biggest brands and organisation in the UK to affect change.

Here are some of the reasons why:

1. Collaborative Partnership
2. Local Industry Experience
3. Innovation
4. Trust and Reputation
5. Cost-effectiveness
6. Identity Product Expertise and Partnerships



Industry Experience

With years of local experience serving clients across various industries, our team has developed a deep understanding of the unique challenges and opportunities that businesses face, enabling us to provide industry-specific solutions that drive success.

Innovation

We stay up-to-date with the latest trends and developments in the identity space, allowing us to bring innovative solutions to our clients that help them stay ahead of the curve.

Collaborative Partnership

We view our clients as partners and take a collaborative approach to problem-solving, working together to develop customised solutions that address their unique challenges and leverage their strengths, while building lasting relationships based on mutual trust and respect.

Identity Product Expertise and Partnerships

Our in-depth understanding of identity products, combined with our strong relationships with industry leaders, allows us to provide best in breed solutions for our clients helping them keep pace with changing technology landscapes.

Cost-effectiveness

By leveraging our industry experience and identity product expertise, we are able to offer cost-effective solutions that help our clients maximise their return on investment.

Trust and Reputation

We have a strong track record of delivering high-quality solutions and building long-lasting partnerships with our clients, working with them to understand their unique needs to deliver tailored solutions that help them achieve their goals and drive long-term success.





Innovate IT Ltd
5th Floor BLOK, One Castle Park, Bristol. BS2 0JA
Company Number: 04935426
DUNS: 736760997
E-mail: hello@innovate.cloud
Telephone: +44(0)1233 800102

Dear Customer,

We know you're looking for a partner with strong technical expertise to deliver your vision. As a cybersecurity practice focused solely on identity security, Innovate excels in guiding clients through complex transformations—from strategy to implementation and support.

Innovate is a trusted partner with a proven track record of delivering successful digital identity transformations for major Government Departments.

Our reputation is founded on the following principles:

- **Deliver true partnership:** Our goal is to keep conversations open and focused on what really matters to you. We've helped organisations succeed in creating a positive impact for the people they serve.
- **Position you for the future:** Our solutions stand beyond our engagement with clear roadmaps and robust business markers.
- **Maximise your investment:** People, technology & processes, we will deliver a balanced solution to address your organisation's needs.
- **Deployment Experience:** Our team is highly experienced, having delivered some of the largest digital identity transformations in both the UK Public and Private sectors nationally.
- **Deliver Quality:** We recognise delivering a strong robust central secure Identity platform will achieve the quality outcomes needed. Our latest NPS score is 100+ meaning our customers are highly likely to recommend Innovate.

As one of the UK's top identity practices, we are excited to show you how we can help you and look forward to discussing our potential partnership.

Yours sincerely,

Paul Rawlinson

CONTACT US

Tel: +44 (0) 1233 800102

Email: hello@innovate.cloud

Web: <https://www.innovate.cloud>

LinkedIn: [innovate-it-ltd](#)

