



G-Cloud 15: Service Definition

Security Services

January 2026

About Pixel Group

Pixel Group is a specialist supplier of cloud projects and services across all sectors, with particular expertise within Government. Pixel has extensive experience supporting government departments through mission-critical cloud transformation programmes and services including legacy, inherited and heritage platform application replacements, remediations and modernisation and all related technology/digital supplier migration and transition initiatives.

We have successfully supported our customers in developing and delivering Cloud Adoption strategies aligned to their objectives across Hybrid Hosting and multi-cloud environments, leveraging a combination of the following:

- Multi Cloud Hyperscale Hosting models based on general-purpose, specialist or commodity cloud platforms
- Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and/or Software as a Service (SaaS) as appropriate
- With on-premise and private Cloud where compliance, financial or operational needs require it

We are highly experienced in helping our customers select the most appropriate path for Cloud adoption based on an optimised approach, i.e. Rehost (Lift and Shift), Replatform, Refactor / Rearchitect, Repurchase, Retire or Retain.

Our track record has helped our customers achieve significant benefits ranging from:

- Increased flexibility, improved innovation, greater operational agility, reduced time-to-market
- Improved security posture and compliance
- Increased service availability, performance and enhanced system resilience
- Price–performance with lower and more flexible costs (i.e. capital expenditure cost – CDEL avoidance and operational – OPEX cost reduction in excess of £100m)
- Technical debt reduction
- Increase Workforce productivity
- Carbon and sustainability benefits

We provide highly experienced and capable practitioners to lead Cloud adoption planning, business analysis, service mobilisation, programme management, change management, technical set-up, delivery and migration activities, as well as commercial and procurement activities such as tender planning and execution, supplier negotiation and selection, and supplier relationship management structuring and delivery.

Our team has a proven track record of operating inclusively as part of multi-disciplinary teams to support complex Cloud transformation programmes and transactions, including service set-up, transition and migration. We balance commercial and risk objectives to ensure the solution implemented is enduring and value-adding throughout the solution lifecycle.

We are passionate about continuously evolving the Cloud adoption capability (technical, delivery, management and commercial) of the customer teams we support through knowledge transfer and coaching. We believe this is key to ensuring enduring, constructive and continuously improving supplier relationships.

Pixel Group has three areas of focus:

1. Mission-Critical Platform Replacement

We work alongside legacy platform replacement Programme and delivery teams to ensure platform setup, transition and migration activities and associated supply chain and procurement complexities are managed efficiently and effectively

2. Execution of Key Sourcing Programmes

We lead complex sourcing and procurement initiatives for you, working with your key stakeholders and suppliers to mobilise, transition and onboard services, achieving the outcome you need in the timescales you've committed

3. Capability Enablement

We provide on-demand change, programme and procurement professionals to fill interim gaps in your team, support service set up and transition, build your capability or support you when you need additional specialist expertise for a key initiative or strategic priority

Why Pixel is Different

Pixel differentiates itself through its ability to operate seamlessly at the intersection of technology, delivery, commercial and procurement disciplines and transformation management within complex public sector environments.

We do not provide generic Cloud advisory or delivery services; instead, we embed experienced practitioners who have led mission-critical cloud transformation programmes and services including legacy, inherited and heritage platform application replacements, remediations and modernisation and all related technology/digital supplier migration and transition initiatives.

Our teams combine deep hands-on experience of Multi Cloud Hyperscale Hosting models based on general-purpose, specialist or commodity cloud platforms, with strong commercial, financial and supplier-management expertise, enabling us to balance delivery pace, risk, compliance and value for money. This integrated approach allows us to help customers make informed, optimised Cloud adoption decisions, deliver sustainable outcomes, reduce technical and commercial risk, and build enduring in-house capability rather than long-term dependency on suppliers.

For Security Services, Pixel applies a pragmatic, risk-led approach that integrates security into cloud delivery and live service operation rather than treating it as a separate assurance activity. We embed experienced security practitioners who have secured complex, mission-critical platforms across hybrid and hyperscale cloud environments, addressing architectural, operational and supplier-related risks in parallel. Our approach aligns security controls with delivery pace, service criticality and commercial arrangements, ensuring proportionate protection, regulatory compliance and operational resilience while building lasting security capability within customer teams.

For Security Services, Pixel focuses on securing live services through continuous monitoring, incident response, vulnerability management and operational assurance across hybrid and hyperscale cloud environments. We embed security practitioners into day-to-day cloud operations, working alongside engineering, platform and service teams to ensure security controls are applied, monitored and evolved in line with real operational risk. Our SecOps approach aligns to recognised government and international standards, including guidance from the National Cyber Security Centre (NCSC) and ISO/IEC 27001-aligned control frameworks, ensuring security remains effective, auditable and proportionate as services change.

Rather than treating compliance as a static checkpoint, Pixel helps operationalise security standards within BAU processes, tooling and supplier arrangements. This enables customers to maintain continuous assurance, respond rapidly to emerging threats, and sustain compliant, resilient cloud services without slowing delivery or increasing operational friction.

Our Overall Services

Pixel Group supports customer organisations with Cloud adoption through migration planning, set-up and migration delivery, and ongoing cloud support. Our service spectrum covers:

- Ongoing Support
- Cloud Migration Planning
- Set Up and Migration
- Cloud Financial Management Services
- Quality Assurance and Performance Testing
- Security Services
- Project, Programme and Portfolio Management
- Change Management
- Business Analysis
- Technical architecture, design, build and testing
- Independent verification testing (including business verification)
- Procurement and Commercial Services
- Contract Management Services
- Service Integration and Management

Security Services

Service Description

- Provides specialist Security Services to protect cloud and digital services throughout their lifecycle. We embed security by design across strategy, delivery and operations, aligned to SecOps, NCSC guidance, ISO/IEC security standards and government assurance frameworks, supporting risk management, compliance and incident readiness within complex, regulated public sector and multi-supplier environments.

Features

- Cloud security strategy aligned to NCSC guidance and government policy
- ISO/IEC 27001-aligned security operating models and governance frameworks
- Security embedded within commercial and multi-supplier delivery models
- Security assurance integrated into procurement, contracts and supplier management
- Threat modelling and risk treatment aligned to industry principles
- Security planning for current-state and target-state cloud architectures
- Secure configuration of public, private and hybrid cloud environments
- Security validation through proof-of-concept and controlled environments
- Security assurance across applications/hosting/networks/desktop/service-management/ERP
- Security requirements definition for cloud procurements and service onboarding

Benefits

- Improved security posture protecting confidentiality, integrity and availability
- Reduced vulnerabilities through proactive SecOps and continuous assurance
- Alignment with enhanced security posture guidance and government security standards
- Increased confidence in supplier and third-party security controls
- Clear security governance, accountability and operational oversight
- Improved resilience and recovery of cloud and digital services
- Faster detection and response to security incidents and threats
- Informed security assurance, including Artificial Intelligence (AI) and risk-based decision-making
- Stronger internal SecOps capability embedded within delivery teams
- Reduced security risk across multi-supplier cloud environments

Service Categories

- ✓ Security strategy
- ✓ Security risk management
- ✓ Security design
- ✓ Security incident management
- ✓ Security audit services
- ✓ Security quality assurance (QA) and testing
- ✓ Cloud security architecture and assurance
- ✓ DevSecOps and secure delivery enablement
- ✓ Compliance, accreditation and regulatory support
- ✓ Security operations readiness and resilience

Delivering The Service

Our service delivery can be flexibly aligned to individual client requirements, including:

- Time and Material – Day Rate per resource against the SFIA matrix
- Fixed Price Work Package – based on outcome-based deliverables
- Hybrid approach based on individual requirements

The day rates for our services are based upon the SFIA framework and can be found in Pixel Group's G-cloud 15 Pricing Document.

Standards for Consultancy Day Rate cards

Normal Working Week	Monday to Friday excluding national holidays
Consultant's Working Day	8 hours exclusive of travel and lunch
Normal Office Hours	Monday to Friday from 09:00 – 17:00
Outside of Normal Working Week	Consultants can be provided to cover non-Working Week support based on the Standard Rate Card x 1.5
Outside of Normal Office Hours	Consultants can be provided to cover out of Out of Hours support based on the Standard Rate Card
Travel and Subsistence	Included in day rate within M25 and 30-mile radius from Manchester, Leeds and Birmingham. Payable at Buyer's standard T&S rates outside these locations.
Professional Indemnity Insurance	Included within day rate.

Service Levels and Support Model

A. During Normal Working hours / Working days

- Non-urgent response: Within 1 business day
- High-priority / time-critical queries: Within the business day and typically within 1 working hour

Both of above will aligns with delivery governance, decision cycles, and senior stakeholder availability.

B. Outside of Normal Working hours and Normal Working Days

- Non-urgent response: Next business day
- Urgent / critical issues: By prior agreement only (e.g. for delivery milestone, go-live, or cutover activity)

Out-of-hours support can be provided for agreed milestones, critical events, or live service transitions, subject to prior agreement.

C. Support Levels Provided

- Normal working service hours (Monday to Friday 9am-5pm, excluding public holidays), support is aligned to the service delivery: with non-urgent ad-hoc Buyer queries responded to within 1 business day, and high-priority / time-critical queries are responded to within 1 working hour
- Outside of working hour weekends, or non-working days, queries are responded to on the next business day and out-of-hours support can be provided by prior agreement for critical activities such as key milestones, go-live events, or transition periods.

D. Cost of Support Levels

- Standard support during working hours is included within the agreed project or service delivery fees.
- Enhanced or out-of-hours support is provided on a planned or exception basis and subject to prior agreement.
- Any additional costs are agreed in advance and documented through the relevant statement of work or change control.

E. Support Roles Provided

- A Technical Account Manager is provided as part of the project or service delivery for coordination, stakeholder management and commercial oversight, these cost of this role is included in the project or service costs as agreed between the parties based on the rate card as set out in Pixel G15 Pricing Document.
- A Cloud Support Engineer is provided where hands-on technical support is required to support specific phases of delivery. The provision of this role is determined by the customer need and service scope, and is confirmed as part of the agreed engagement in accordance with the Pixel G-Cloud 15 rate card.

Pixel Delivery Enablement and Embedding Capability Approach

Planning

Pixel works collaboratively with Buyer stakeholders to plan security activities proportionate to service risk, complexity and criticality across cloud and digital programmes. Planning activities include:

- Assessment of current security maturity, risks and gaps across services, platforms and suppliers.
- Definition of security objectives aligned to business and programme goals and relevant government security policies.
- Integration of security planning into programme delivery, architecture and change plans to support secure-by-design delivery.
- Establishment of security governance, reporting and escalation structures effective oversight and decision-making.
- Coordination with commercial, procurement, digital, legal and operational teams to ensure consistency and control across multi-supplier and regulated environments.

Our planning approach ensures security is embedded across the full-service lifecycle and aligned with delivery priorities rather than treated as a standalone or late-stage activity.

Continuous Security Assurance and SecOps Enablement

Pixel provides continuous security assurance and SecOps enablement to ensure cloud and digital services remain secure, resilient and compliant throughout delivery and live operation. This approach focuses on improving security posture over time, reducing vulnerabilities and maintaining confidence in complex, multi-supplier environments.

- **Continuous security posture assessment and vulnerability reduction** - Pixel applies ongoing security assurance techniques to identify, prioritise and reduce vulnerabilities across cloud and digital services. This includes regular review of configurations, access controls and security controls to ensure weaknesses are addressed proactively rather than discovered through incidents or audits.
- **Operational SecOps aligned to NCSC guidance** - We support the embedding of SecOps practices aligned to guidance from the **National Cyber Security Centre (NCSC)**, integrating monitoring, incident readiness and operational security controls into day-to-day service operation. This ensures security is actively managed within live services rather than treated as a periodic compliance activity.
- **ISO/IEC 27001-aligned control assurance and evidence** - Pixel helps customers implement and operate security controls aligned to **ISO/IEC 27001** within cloud and hybrid environments, ensuring controls are proportionate, consistently applied and auditable. Assurance evidence is maintained to support governance, accreditation, audit and ongoing compliance requirements.
- **Integration of security assurance into governance and decision-making** - Security posture, vulnerability trends and residual risk are integrated into programme and service governance, enabling informed operational and investment decisions. This provides stakeholders with clear visibility of security health and supports risk-based prioritisation of remediation and improvement activity.
- **Supplier and third-party security assurance in BAU** - We provide ongoing assurance over supplier and third-party security controls, ensuring responsibilities remain clear and effective throughout service operation. This reduces supply chain risk and supports consistent security outcomes across multi-supplier cloud ecosystems.
- **Security Assurance for Artificial Intelligence (AI) - Enabled Services** - Pixel's security services also address the risks introduced by AI-enabled and data-driven services, ensuring they can be deployed and operated securely within regulated environments. We help organisations identify and manage AI-specific security risks, including data exposure, model misuse, supply-chain dependencies, access control and unintended outcomes. Our approach integrates AI services into existing security governance, SecOps and assurance models, ensuring controls for data protection, monitoring, incident response and supplier accountability are applied consistently. This enables organisations to adopt AI capabilities in a controlled, auditable manner, strengthening overall security posture while avoiding unmanaged risk and operational fragility.

- **Security Compliance and Assurance Outcomes**

- Security controls aligned to NCSC guidance and ISO/IEC security standards
- Continuous security monitoring and operational risk visibility
- Improved incident detection, response and recovery in live cloud services
- Clear audit evidence supporting assurance, accreditation and compliance
- Proportionate security controls aligned to service criticality and risk appetite

Through continuous security assurance and SecOps enablement, Pixel helps organisations sustain compliant, resilient and trusted cloud services, while progressively strengthening security capability and reducing dependency on reactive or audit-driven approaches.

Setup and Migration

Pixel supports Buyers during setup, transition and migration activities to ensure security is maintained throughout change and service transformation. This includes:

- Security readiness assessments for cloud migrations and platform replacements to identify risks and required controls early.
- Secure transition planning with outgoing and incoming suppliers to maintain continuity of security responsibilities and accountability.
- Validation of security controls during environment setup and configuration across public, private and hybrid cloud environments.
- Assurance that data, access and services remain protected during migration activities including identity, access management and data protection controls.
- Coordination with programme, technical and commercial teams to manage security risks during transition and support-controlled delivery.

Pixel's experience across complex cloud migrations ensures that security considerations do not delay delivery but are fully integrated into transition plans while maintaining assurance over confidentiality, integrity and availability.

Training

Pixel provides tailored security training and capability uplift to support long-term sustainability and reduce reliance on external security support. Training includes:

- Security awareness and risk management training for delivery and operational teams to promote shared ownership of security responsibilities.
- Secure-by-design principles for architects, engineers and programme teams to embed security early in service design and delivery.
- Incident management and response readiness training to support effective and timely handling of security incidents.
- Training for commercial and procurement teams on security obligations and supplier assurance to strengthen supply chain security management.
- Coaching and mentoring to embed security best practice into Buyer organisations through practical, on-the-job support.

Training is delivered through workshops, hands-on sessions, shadowing and structured knowledge transfer aligned to Buyer maturity, risk profile and service criticality.

Rapid Validation and Fail-Fast Approach

Pixel adopts a pragmatic, fail-fast approach when delivering our transformation services, enabling customers to validate assumptions quickly, reduce delivery and commercial risk, and accelerate decision-making through structured early-stage validation activities. We apply a suite of progressive validation techniques Proof of Value (PoV), Proof of Technology (PoT), Proof of Concept (PoC) and Path Finder, to support informed investment decisions and controlled scaling:

- **Proof of Value (PoV)** - Pixel uses PoV activities to test and evidence the expected business, operational, financial and service outcomes of a proposed Cloud solution. We work with stakeholders to define success measures, value hypotheses and benefits, and assess whether the proposed approach delivers tangible value aligned to customer objectives. This includes benefits articulation, cost modelling, risk assessment and alignment to wider programme and portfolio priorities, enabling early go/no-go decisions.
- **Proof of Technology (PoT)** - Through PoT engagements, Pixel validates that selected technologies, platforms or services are technically viable within the customer's existing or target architecture. We assess compatibility, performance, security, integration and operational considerations across private, public and hyperscale cloud environments. This ensures technology choices are robust, compliant and capable of supporting future scale before committing to wider implementation.
- **Proof of Concept (PoC)** - Pixel delivers PoCs to demonstrate that a proposed Cloud solution can be practically implemented and operated in a real-world context. We design and execute controlled PoCs that test functional, non-functional and operational requirements, including resilience, security, data handling and service management considerations. PoCs are used to de-risk delivery, refine scope and confirm readiness for migration or wider rollout.
- **Path Finder**- Path Finder activities are used to shape and confirm the optimal route from current state to target Cloud architecture. Pixel works with customers to assess multiple delivery and migration options, sequence activities, identify dependencies and define an achievable roadmap. This approach supports informed decision-making, prioritisation and phased adoption, ensuring that subsequent mobilisation and migration activities are efficient, controlled and aligned to strategic objectives.

Supplementary Services

Pixel also offers the following supplementary services as an integrated part of delivering this service.

SUPPLEMENTARY CLOUD PROCUREMENT AND COMMERCIAL SERVICE

SUPPLEMENTARY - Commercial and Procurement Strategy Enablement

Pixel works alongside Programme teams to embed cloud commercial and procurement technology and digital industry expertise to ensure supply chain, commercial and procurement complexities are managed efficiently and effectively.

We lead complex sourcing, commercial and procurement initiatives for you, working with your key stakeholders and suppliers to achieve the outcome you need at pace and in the timescales you've committed.

Our commercial leads provide the 'glue' linking your procurement and commercial teams with other critical internal stakeholders including technology/digital, commercial, finance, legal and human resources. We see this as fundamental to ensuring controlled, simplified delivery.

We provide on-demand commercial procurement professionals to fill interim gaps in your team, build your capability or provide additional specialist expertise for a particular programme.

We support buyers with the most appropriate routes to market and to structure flexible, agile and adaptable contracts and services, establish simplified target operating models, get full pricing and cost transparency from their supply base, clearly express and articulate liabilities so risks are understood and build internal capability. This all contributes towards significant savings and efficiencies.

We facilitate knowledge transfer to build and leave behind improved internal Buyer capability.

SUPPLEMENTARY - Commercial Mobilisation and Supplier Assurance

Pixel structures arrangements with third parties/partners to ensure risk managed migrations with clear time and cost commitments (via fixed price outcome-based contracts). We work with customers to construct comprehensive delivery paths, leveraging our end-to-end procurement expertise and covering everything from legacy supplier sourcing models, financial & legal constructs, supply base navigation, route to market optimisation, and exit arrangements including disputes and service issues.

Our commercial leads bring deep industry/technology experience across all disciplines (including private and hyperscale cloud, application services, environment, On Premise Hosting (OPH), desktop, software, network, telephony and security) ensuring a robust migration approach.

Our approach is inclusive of all key stakeholders plainly communicating between Human Resources, Technology/Digital, Commercial, Finance and Legal.

We can achieve ongoing 'buy-in' by early involvement at strategy phase with our buyer technology/digital and commercial teams.

Our consultants are highly experienced in transformational delivery at pace and provide the experience to influence migration programme delivery, assure commercial outcomes and deliver under challenging time frames.

We have deep experience in programme health checks assessing progress and 'step-in' to correct project trajectory and implement routes to green initiatives as appropriate

We provide full post phase and programme closure reviews and reporting with lessons learned implementation throughout.