

Service Definition – Misco Secure Cloud Enablement & Hardening

Service Overview

Misco Secure Cloud Enablement & Hardening Services support organisations in securely adopting, configuring, and operating cloud environments. The service focuses on establishing strong security foundations, reducing misconfiguration risk, and improving overall cloud security posture across new and existing environments.

The service is vendor-agnostic and can be delivered across public, private, and hybrid cloud platforms, aligning cloud adoption with security best practices and organisational requirements.

Service Scope

The service helps organisations design, deploy, and harden cloud environments to ensure they are resilient, secure, and ready for operational use. It supports both initial cloud adoption and the improvement of existing cloud deployments.

Scope is agreed at call-off and may vary based on cloud platforms used, environments in scope, and security maturity.

What the Service Includes

- Secure cloud environment design and configuration support
- Cloud security baseline definition and implementation
- Identity, access, and privilege configuration guidance
- Network security configuration and segmentation support
- Configuration hardening and misconfiguration risk reduction
- Secure integration with on-premises and hybrid environments
- Advisory support aligned to security and operational objectives
- A named service or technical account manager

Service Delivery Model

The service is delivered remotely through secure access, workshops, and collaborative configuration activities. Misco specialists work with customer teams to apply security controls and validate configurations without disrupting live services.

Delivery follows defined procedures to ensure changes are controlled, documented, and aligned to security and operational requirements.

Support Model

Support is provided on a planned and advisory basis, with access to specialist cloud and security engineers. Additional support for configuration changes or security improvements can be provided based on the agreed service scope.

Security and Assurance

Security is embedded throughout service delivery using least-privilege access, controlled change processes, and secure handling of customer data. Hardening activities are aligned to recognised cloud security best practices and frameworks.

Detailed technical controls are available on request under appropriate confidentiality arrangements.

Commercials

Pricing is based on the agreed scope, environments supported, and level of security hardening required. All costs are defined at call-off with no hidden onboarding fees unless explicitly agreed.

Exit and Offboarding

At service completion or termination, secure access is withdrawn and any service-related documentation or artefacts are provided to the customer. No customer data is retained beyond contractual requirements.

Misco Secure Cloud Enablement & Hardening Services help organisations adopt cloud services securely by reducing configuration risk, strengthening security controls, and establishing resilient, well-governed cloud environments.