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Owner: **Sarah.Cooper**

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Service Definition – Professional Services (Security)



Definition of Service – Security Consultancy

Service Overview

TSG's Security Consultancy service provides expert guidance, assessment, and strategic support to help organisations strengthen their security posture across Microsoft 365, Azure, and wider cloud environments. Our consultants deliver practical, actionable recommendations to identify risks, improve compliance, and implement best-practice security controls aligned to industry standards.

Key Features

- Security posture assessment across Microsoft 365, Azure, and endpoint environments
- Conditional Access policy review and optimisation
- Identity and access management best-practice alignment (MFA, RBAC, privileged access)

- Threat protection policy review (Defender for Office 365, Defender for Endpoint, Defender for Cloud Apps)
 - Data protection and governance assessment (DLP, sensitivity labels, retention)
 - Incident response guidance and support
 - Zero Trust architecture readiness assessment
 - Network and edge security review (firewalls, secure web gateways)
 - Cloud security configuration review (Azure AD, Azure Security Centre, Intune)
 - Detailed reporting with recommendations prioritised by risk
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Service Benefits

- Strengthens organisational security posture
- Reduces risk of cyber incidents through proactive assessment
- Ensures alignment with current security best practices and compliance requirements
- Enhances visibility of vulnerabilities, misconfigurations, and identity risks
- Supports safe cloud adoption and secure digital transformation

- Provides clear, prioritised remediations for rapid improvement
 - Enables better governance and ongoing operational security hygiene
 - Supports secure remote/hybrid work models
 - Improves resilience across Microsoft 365 and Azure ecosystems
 - Provides access to experienced security specialists and threat-mitigation expertise
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Scope of the Service

Included:

- Security assessment workshops
- Review of existing configuration and controls
- Documentation of risks and improvement recommendations
- Best-practice policy design and architecture guidance
- Optional hands-on implementation support (additional service)

Out of Scope:

- Penetration testing (available via separate service where applicable)
 - Development of custom security tooling
 - On-premises network assessments unless agreed in advance
 - Ongoing managed security services (covered under TSG Cyber Care)
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System Requirements

To deliver the service, the customer must provide:

- Administrative or delegated access to Microsoft 365 and/or Azure as required
 - Access to management portals (Entra ID, Defender, Intune, SharePoint, etc.)
 - Visibility of existing documentation, policies, and architectural diagrams
 - Availability of technical and business stakeholders for discovery workshops
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Training & Knowledge Transfer

Training sessions can be provided for IT teams covering:

- Zero Trust principles
- Defender configuration
- Identity governance
- Conditional Access and MFA strategy
- Secure device and application management

Documentation and handover are included at engagement close.

Onboarding

- Requirements and objectives gathering
 - Access preparation and verification
 - Security discovery workshops
 - Baseline posture scan (tools may be used where appropriate)
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Offboarding

- Full delivery of assessment reports
 - Handover of recommendations and remediation roadmap
 - Access removal confirmation
 - Optional final review session with customer stakeholders
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Service Availability

Security consultancy is delivered remotely or on-site (if required). Engagements are scheduled based on consultant availability and customer timelines.

API Availability

Not applicable — this service is consultancy-based and does not rely on APIs.

Multi-Cloud Support

Yes — security consultancy can support Microsoft 365, Azure, and hybrid environments. Support for additional cloud platforms may be available on request.