



PKI Managed Services

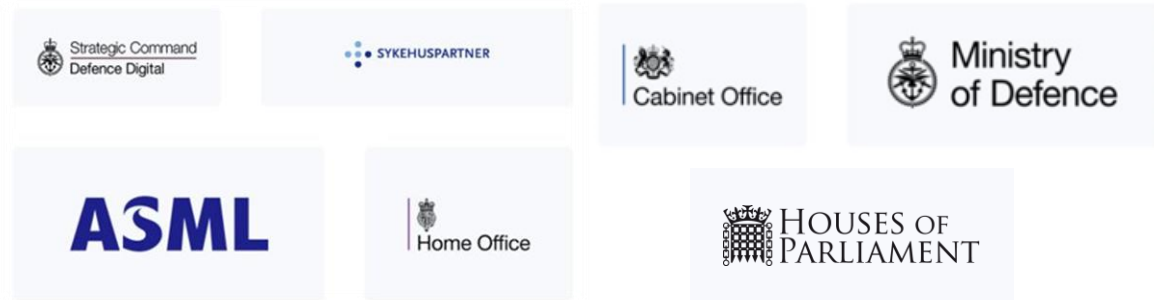
Service Definition Document



Company Overview

Unsung is a consultancy specialising in all things PKI. Started in 2009, Unsung have built a reputation as the “go to” for PKI services within Public Sector organisations for a wide range of services due to a deep understanding of Public Sector processes and challenges, coupled with the ability to provide experienced Security Cleared resources.

Our Customers



Our Partners



SC & DV Cleared Consultants

Active within both the Public and Private sector

20+ PKI specialists

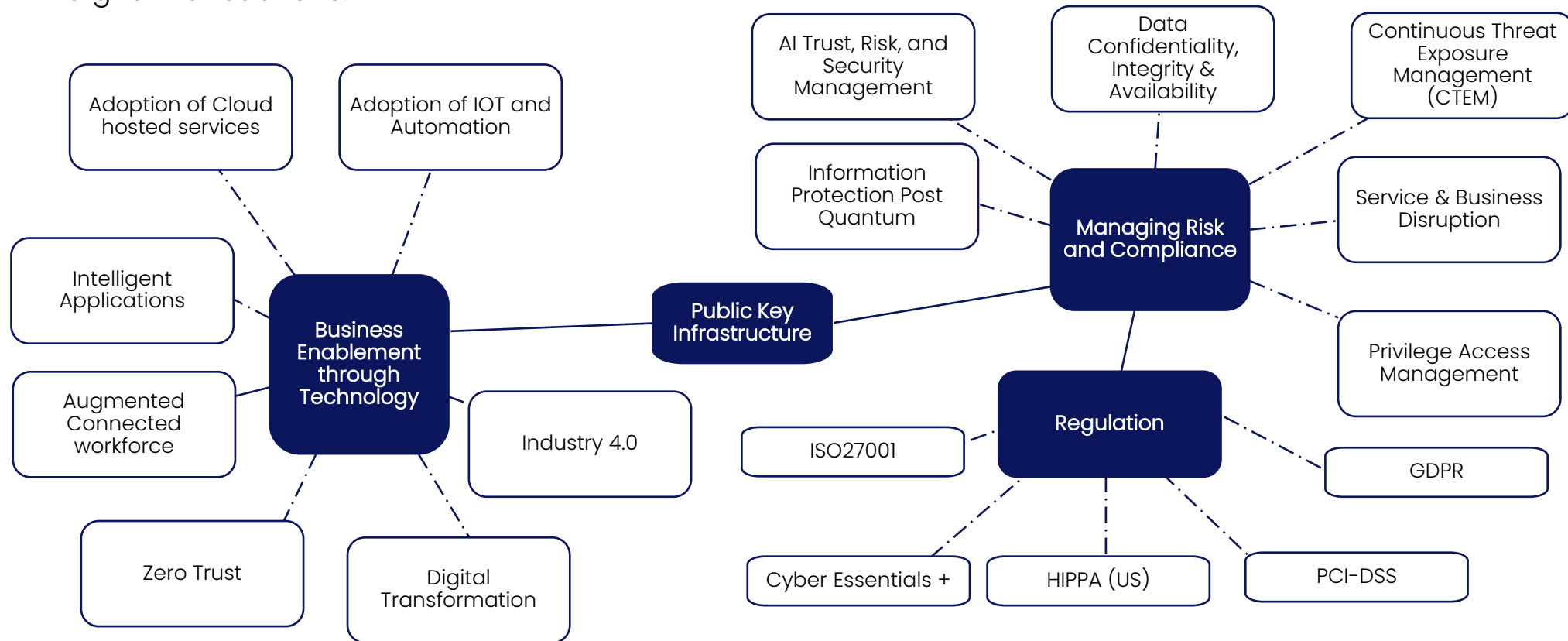
Operating across UK and Europe

Vendor Agnostic

Working relationships across the PKI industry from manufacturers to SME consultancies

Why PKI?

PKI is the cornerstone of corporate security, ensuring trust, authenticity, and confidentiality in digital interactions. By using digital certificates and encryption, PKI verifies user identities, safeguards data integrity through digital signatures, and enables secure communication channels. This framework not only protects corporate assets from unauthorized access but also facilitates regulatory compliance by demonstrating adherence to security standards. In essence, PKI underpins corporate security infrastructure, preserving trust and enabling secure digital transactions.



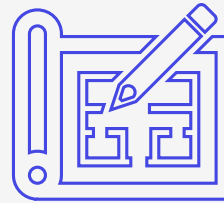
Our Offer

PKI Health Check



A review of technical, procedural & Resource of your PKI estate measured against industry norms and best practise.

Solution Design & Delivery



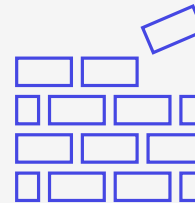
From full scale deployments to the introduction of new PKI capabilities. We provide end to end Design and delivery services.

Managed Service



Our Security Cleared resources are able to manage your end-to-end PKI needs.

PKI Consultancy



From migrating to different technology to a needs assessment, we cover all things PKI.

Managed Service

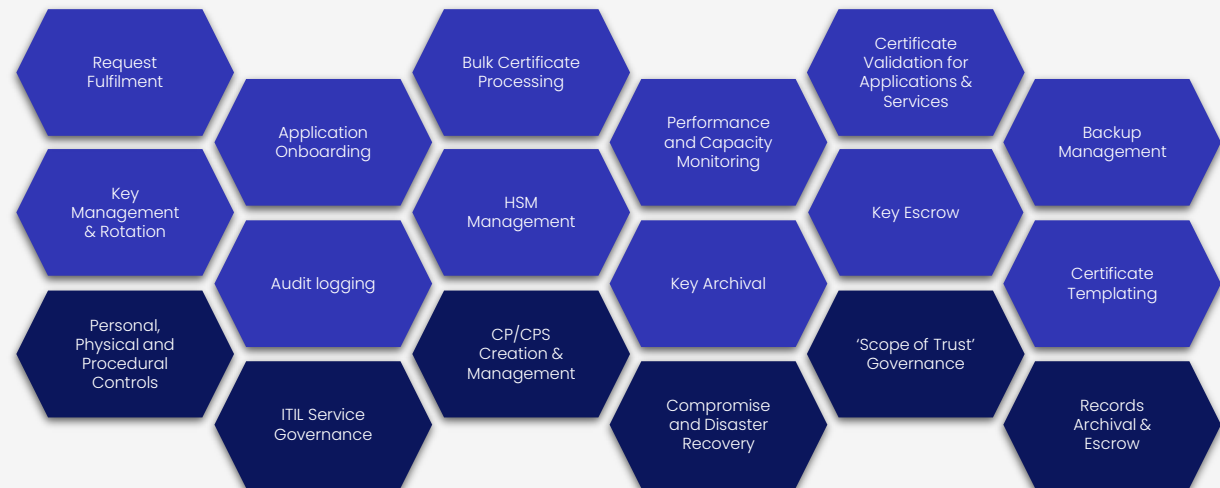
As an experienced PKI Managed Service Provider, Unsung specialises in delivering tailored services which reflect the unique needs of your business, helping to meet evolving security challenges and enabling the delivery of compliance and strategic business outcomes. Our team collaborates closely with your IT Operational leadership to ensure seamless integration with existing IT teams in a fully managed or co-managed model. With a commitment to excellence and a focus on innovation, Unsung empowers our clients to safeguard their digital assets and achieve sustainable security in today's dynamic threat landscape.



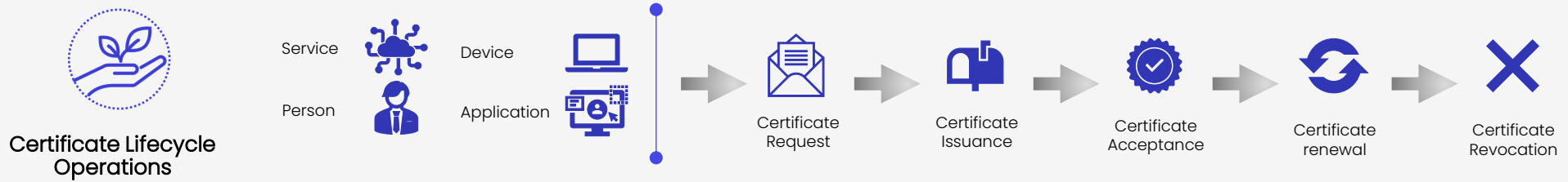
**PKI Service
Delivery**



PKI Governance



An end-to-end service



Benefits

A predictable cost profile

Service scalability to meet the changing needs of your business

Security and compliance through implementation of robust security measures and adherence to industry regulations and compliance standards to protect sensitive data and mitigate risks

Agility to meet compliance requirements for encryption & authentication

Expert support from a team of skilled professionals, ready to provide prompt assistance and guidance whenever needed.

Transparent reporting and performance metrics that provide insights into the health and efficiency of your PKI service, enabling informed decision-making and accountability

Outsourcing management of your IT service allows clients to focus on their core business activities while trusting Unsung to handle their PKI service effectively

Services delivered by experienced SC and DV cleared SME's

Our Managed Service Record



Multiple Managed Services

Unsung runs several PKI Managed Services across UK Government and Defence Organizations encompassing 20+ Root Certificate Authorities



All Classifications

Unsung are experts in working across all classifications, with security cleared staff who can work within, and enforce strict governance.



Tailored SLA and KPIs

We work closely to fit into our customer strict and complex performance frameworks.



Trusted advisor

Unsung have worked to provide insight and guidance into services not related to our contract. We have also obtained places on the customers change & architecture boards due to our track record.



Continuous Improvement activities

Through the life of the contract Unsung have identified and delivered innovative ways to improve PKI services for a range of customers.



Leverage Vendor Relationships

Unsung partner with key PKI hardware and software vendors, allowing us to provide in-depth insights to our clients on new and emerging technologies, and competitive pricing.



No incidents in 4 years of running the service

For one of our Government Clients, Unsung have not had a single incident ticket relating to certificate lifecycle management or service availability.



Technology roadmaps

We work closely with our customer to ensure that they have a technology roadmap to ensure their PKI service is always industry best practice.