

ZERO PLUS⁺

Service Operations

Service Description

About us

ZERO PLUS[⊕]

- Proven and trusted partner to leading organisations across government and corporate sectors.
- Significant experience in Government procurement lifecycle processes.
- Experts in supporting customers with their digital transformation aspirations.
- Able to support existing or new solutions with established teams of professionals.
- Fully accredited and security cleared staff, associates and partners.
- No geographical constraints.
- Deep subject matter expertise in multi-cloud hosting, architecture, engineering, device build, configuration and management as well as cyber security management and operations.
- One of the UK's leading consultancy in Zero trust architecture design principles.
- Services designed to flex and respond to technological advancement and improvements.
- Consciously deliver additional complementary Value Add enhancements within all supported services.
- Vendor/Solution agnostic.





Strategy

Aligning people & technology strategy to achieve Business outcomes



Governance

Centralised governance at scale leveraging IAC, IAM-as-code & Policy-as-code.



Project/Delivery Management

Prince2, Waterfall, Agile & DevOps.



Compliance

Meeting Legal and Regulatory requirements.



Assurance & Testing

Providing technical assurance and validation.



Migration & Transition

Deployment, Change management & Training.



Architecture

Multi-cloud Zero trust architectural design principles coupled with modern device management.



Threat Intelligence

Identifying threats and providing expert insight and analysis.



BAU Operational Support

Support, Operate & Optimise



Strategy

- Security Strategy creation
- Security transformation roadmaps
- Security Operating Model development



Governance

- vCISO
- Crisis management
- Cyber Security as a Service (CSaaS)



Risk Management

- Risk Assessment (ISO 27005, IS1, STREAM)
- Risk Treatment Planning
- Threat and Impact analysis



Compliance

- Smart Metering SSC Obligations
- Cyber Essentials Scheme (+Plus)
- NIS Directive and CAF compliance



Assurance & Testing

- Vulnerability Assessments
- IT Health Checks / Penetration Testing
- Ethical Phishing



Training & Awareness

- Threat Briefings
- Awareness Campaigns
- Breach simulations



Security Architecture

- Architectural system design
- System security reviews
- Security Gap Analysis



Threat Intelligence

- Threat Intelligence management
- Threat hunting
- Analysis and Insight



BAU Operational Support

- Policy and Procedure
- Security Operation Centre
- Incident Management

Features & Benefits

ZERO PLUS⁺

Features

- Operational Support of all your Cloud Services
- Aligns with industry standard ServiceOps function
- Exploits advancing technology improvements
- Supports Transition and Transformation Opportunities
- Infrastructure Support Services
- End User Compute Support Services
- System Management
- Service Management
- Supplier Management
- Supports integration with ITIL standard Incident, Problem and Change Management

Benefits

- User and management experience focussed support
- Ensure reliable continuity of Cloud Services
- Provides Transition and transformation support
- Established Quality Assurance processes
- Turnkey solution for administration and operational support
- Rapidly onboard and assume responsibility for ServiceOps function
- Provide streamlined Deployment Services and efficient JML function
- Security and Cost efficiency incorporated in all support and improvement



Ordering process

We deliver similar services to many UK Public Sector organisations and are here to help and advise. We can help you through the whole procurement process, to help ensure that both parties are in compliance with the Digital Marketplace Buyer's Guide.

Ordering Process –

We are an experienced Digital Marketplace frameworks contractor.

Upon engagement, we will discuss and validate your requirements and scope of work and support you through the completion of the Call Off Agreement.

We will then set up a mutually acceptable start date and commence work. Invoicing will either be based upon the SFIA rate card agreed, or the per unit cost of the agreed scope of service.

Payment terms are 30 days and payable either by BACS or GPC card.

Customer Responsibilities –

For any given call-off requirement, we will identify any dependencies on the customer or pre-requisites for the service (e.g. access to key stakeholders, inputs to critical review processes, etc.) and agree these at the start of the work.



Contact Information

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