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M365 and Hybrid SOC and Security Enhancement Services - G-Cloud 15 Lot 3 (Cloud Support) – Product Definition

Service: M365 and Hybrid SOC and Security Enhancement Services

Supplier: SCG

1. Service Attributes

- **Service Type:** Cloud Support (Lot 3)
- **Support Activities:** Security operations support, cloud security posture enhancement, monitoring, incident response support, configuration guidance, Zero Trust adoption support, Microsoft security tooling optimisation.
- **Delivery Model:** Remote delivery with optional on-site engagement (as required).
- **Customer Sector:** Public-sector organisations using Microsoft 365, hybrid environments, or cloud-hosted workloads.
- **Contract Type:** Time-bound support service aligned to G-Cloud call-off contracts.

2. About the Service

The service provides structured support to enhance an organisation's cloud and hybrid security posture. SCG offers assistance in adopting security capabilities across Microsoft 365, Azure, and connected environments. This includes security monitoring support, configuration guidance, operational improvement, and support for Zero Trust-aligned security practices.

The service supports implementation and optimisation of identity, endpoint, data, application and infrastructure security controls. It also includes activities aligned to security incident response support, threat detection and escalation, and operational reporting.

The service is designed to assist organisations in maturing their security capability without requiring extensive in-house security resources.

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3. Service Categories

- Cloud Support Services
- Security Services
- Security Strategy
- Security Risk Management
- Security Design
- Security Incident Management
- Security Audit Services
- Security Quality Assurance (QA) and Testing

4. Service Features & Benefits

Features

- Proactive risk-mitigation support and continual posture improvement.
- Support for 24/7 threat monitoring using customer-selected platforms.
- Assistance with log correlation and threat-visibility activities.
- Alert triage guidance and recommended remediation actions.
- Automation-focused response support for high-severity threats.
- Compliance-aligned reporting and stakeholder dashboards.
- Integration of threat and intelligence feeds into supported workflows.
- Incident triage support using defined response procedures.
- Support for threat-hunting approaches and advanced detection techniques.

Benefits

- Reduction of cyber risk through continuous monitoring-enhancement activities.
- Increased security maturity without substantial internal resource expansion.
- Improved visibility across cloud, hybrid and endpoint environments.
- Strengthened compliance posture with structured reporting.
- Reduced impact of incidents through quicker identification and containment.
- Lower operational cost and burden compared to establishing an in-house SOC.
- Increased organisational resilience via proactive threat-hunting practices.
- Expert support during critical or high-severity incidents.

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5. Scope, Add-Ons & Extensions

In Scope

- Cloud security support for Microsoft 365, Azure, hybrid identity, endpoint security, and cloud security monitoring.
- Advisory support for Zero Trust alignment.
- Configuration reviews and recommendations.
- Reporting support, metrics production and improvement plans.
- Integration support for security tooling and telemetry sources.

Out of Scope

- Custom software development.
- Operation of a full SOC as a managed service (service provides support, not outsourced SOC operations).
- Non-cloud or unsupported legacy technologies.

Optional Extensions

- Additional posture assessments.
- Enhanced incident response support (subject to call-off).
- Additional reporting packs and stakeholder briefings.

6. How Users Work With the Service

- Users raise requests through email or ticketing channels.
- SCG analysts provide guidance, recommended remediations and documented actions.
- Customers may provide logs, context or configuration information for analysis.
- Regular review meetings may be scheduled to assess posture improvement.
- Phone and web-chat support (depending on the purchased tier) are available for clarification or escalation.

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7. Technical Requirements & Dependencies

- Active Microsoft 365, Azure or hybrid identity infrastructure (as applicable).
- Access to relevant tenant(s), security centre portals and logging sources.
- Customer must enable log-shipping for selected tools; some legacy systems may not support this.
- Internet connectivity for remote delivery.
- Administrative or delegated permissions for SCG support analysts where agreed.

8. Onboarding & Offboarding

Onboarding

- Requirements capture and confirmation of supported environments.
- Agreement of communication channels and incident-handling workflows.
- Setup of access or delegated roles (if applicable).
- Definition of reporting cadence and escalation paths.

Offboarding

- Removal of delegated access.
- Handover of final reports and outstanding recommendations.
- Transfer of documentation created during the engagement.

9. Metrics, Reporting & Tagging

- Security posture metrics (identity, endpoints, data, applications and infrastructure).
- Summary of alerts, use cases and incident-related activities.
- Compliance-aligned reporting where supported.
- Optional tagging of assets or systems for visibility and tracking.

10. Support Model

- Email and online ticketing support available.
- Phone support (24/7) depending on tier.
- Web-chat support available with WCAG 2.2 AA accessibility standard.
- Tiered support levels from email-only to direct access to a security specialist.

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- Response times vary by tier, from business-hours to immediate 24/7 response.

11. Security, Governance & Compliance

- Staff security screening carried out (not BS7858:2019-aligned).
- SCG staff may hold up to Security Clearance (SC) where required.
- Service adheres to guiding principles including least privilege, risk reduction and regulatory compliance.
- Support provided for alignment with Zero Trust, NIST, CIS, CISA and NCSC best-practice guidance.

12. Service Levels, Availability & Resilience

- Availability of support channels aligns with tier selection (business hours or 24/7).
- Incident-support response times defined by service tier.
- Resilience supported through structured escalation, redundancy of communication channels and documented procedures.

13. Public-Sector Considerations

- Aligned to UK government security guidance including NCSC cloud security principles.
- Suitable for organisations requiring improvement of cloud-based or hybrid Microsoft environments.
- Supports compliance with public-sector audit, assurance and accountability requirements.
- Facilitates adoption of Zero Trust and modern security practices.

14. Pricing Summary

Pricing is defined in the separate pricing document and aligned to the tiered support model.

Pricing typically varies based on service hours, scope of supported systems, and level of response coverage required.

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15. Training & Documentation

- Optional training on security tooling and processes.
- Documentation delivered for configuration recommendations and procedures.
- Knowledge-transfer workshops available.

16. Trials (if applicable)

- No formal trial service is offered; short discovery engagements may be available under a separate call-off.

17. Responsibilities Matrix

Responsibility Area	SCG	Customer
Provide access and permissions	Support setup	Provide necessary permissions
Security configuration guidance	Yes	Act on recommendations
Monitoring platform operation	Support only	Own and operate
Incident response	Advisory	Lead and execute
Compliance management	Support	Own compliance obligations
Reporting delivery	Produce reports	Review and act

18. Compliance With Lot 3 Product Definition Requirements

This document follows the required 18-section structure, uses clear and factual language, avoids marketing claims, and reflects a Cloud Support service without custom development. Accessibility, governance, security and public-sector alignment have been incorporated throughout. Content is grounded in the supplied listing and service materials.