Service Description: Tidal Cyber Platform

This service description provides additional information for buyers of the Tidal Cyber Platform.

Bright Cyber is an authorised reseller of the Tidal Cyber Platform. This service is offered through the G-Cloud framework in accordance with the published service listing and associated documentation.

Further information about the platform is available in the brochures provided as part of this service description. Buyers may also contact Bright Cyber using the details below for clarification or support.

Service Roles and Responsibilities

Bright Cyber Responsibilities
Bright Cyber is responsible for the commercial relationship with the buyer and for ensuring service delivery. This includes:

Account Management
- Provision of a named account manager
- Availability Monday to Friday, 9:00am to 5:00pm (excluding public holidays)
- Response to email queries within 4 working hours
- Direct telephone contact details will be provided

Service and Advisory Support
- Advice relating to use of the Tidal Cyber Platform
- Guidance on information security matters relevant to the service

Commercial Management
- Contracting under the G-Cloud agreement
- Billing and invoicing
- Management of service variations, extensions, and additional services where agreed
- All commercial activities managed in accordance with G-Cloud terms and conditions

Bright Cyber will ensure the service is delivered in line with the agreed scope and will support the buyer in using the service effectively.

This may include:
- Coordinating onboarding activities
- Attending service review or progress meetings where required
- Supporting issue escalation and resolution

- Ongoing service coordination and governance

Tidal Cyber Responsibilities
Tidal Cyber is responsible for delivery and technical operation of the platform, including:

- Platform provisioning and onboarding
- Delivery of the service in line with the published service description and specifications
- Provision of technical support for the platform

Service Contact Details

Service Contact: Murray Pearce
Email: murray.pearce@bright-cyber.co.uk
Telephone: 0345 257 0071
Website: https://bright-cyber.co.uk

(Please Tidal Cyber brochure on following pages).

TIDAL CYBER

A New Era In Threat-Led Defense Begins Here.

We Put Adversary Behavior at the Center of Defense

Tidal Cyber Threat-Led Defense aligns your defenses to real-world adversary behavior with ***precision, automation,*** and ***scale.*** It's a level of precision security teams have never had before.

Tidal Cyber Threat-Led Defense

- Ensures your tech stack is equipped to defend against the latest threats and adversary behaviors.
- Maps your tools against TTPs to validate defensive coverage.
- Leverages multiple frameworks, including MITRE ATT&CK, for comprehensive visibility.
- Reveals where your tools effectively defend against adversary behavior.
- Pinpoints critical coverage gaps across your defensive stack.
- Recommends prioritized actions based on residual risk.

Our Capabilities

Our Platform

The First True Threat-Led Defense Platform

Tidal delivers unmatched specificity by mapping defenses to ATT&CK TTPs and real attacker behaviors so you can prioritize, defend and respond based on **how** attackers actually execute techniques.

Procedures Library

Turn Insight Into Impact

An industry-first structured, operationalized library of real-world adversary procedures and procedural objects delivering the granular, actionable detail defenders need to build, test, and optimize defenses with precision.

Defense Stack Optimization

Maximize Your Security Investments

Identify redundant, underperforming, or missing defensive capabilities by mapping current tools and detections against MITRE ATT&CK and real adversary behaviors.

Coverage Mapping

Coverage Map Summary Reports of Your Threat Landscape

Visualize your defensive posture by mapping your actual stack (tools, configurations, and detections) to techniques and procedures. The platform coverage maps will show what you're defending against and where you're vulnerable to report on top recommendations.

TIDAL CYBER

Control Frameworks

Unifying GRC & SOC Teams

Streamline compliance by mapping your defenses to frameworks like NIST CSF, CIS-18, MITRE D3FEND, and CRI, and gain a unified view of coverage and gaps to simplify audits, enhance collaboration, and align investments.

Confidence Score

Functional & Business Value

The Tidal Confidence Score is based on identifying critical gaps, accelerating prioritization, and directly improving a measurable security posture to demonstrate investment spend.

NARC AI Engine

The First Automated AI Engine Built to Extract Adversary Procedures

Don't stop at tactics & techniques. NARC automatically transforms unstructured intelligence in minutes into ATT&CK-aligned procedures and connects groups, campaigns, and software, saving analyst hours and increasing operational efficiencies.

Insights & Recommendations

Continuous Residual Risk Reduction

Tidal Cyber's Recommendation Engine delivers threat-informed, actionable guidance to strengthen your defensive posture by generating prioritized recommendations that reduce residual risk.

Tidal Cyber is the first true Threat-Led Defense platform built to flip the traditional defensive model by putting real adversary behavior at the center of your defense strategy.

Threat-Led Defense maps Tactics, Techniques, and Procedures to ATT&CK, revealing exactly where you're exposed and whether you can defend against adversary behavior and the techniques they use.

It's a level of precision you've never had before, empowering your security team to proactively reduce risk and optimize high-impact security investments.

Threat-Led Defense is Tidal Cyber's unique implementation of Threat-Informed Defense, enhanced with procedure-level granularity to make CTI more relevant and actionable.

Shift to a proactive, continuous Threat-Led Defense *first*.

Learn More About Tidal Cyber at
contact@tidalcyber.com

TIDAL CYBER