

Service Definition

Service Name: Cloud Security & Identity Protection Support

Supplier: Virtual Edge Ltd

Framework: G-Cloud 15 – Lot 3 (Cloud Support)

Service Overview

Virtual Edge provides cloud security and identity protection support for customer-owned cloud environments. The service helps organisations securely configure Azure and Microsoft identity services to reduce cyber risk, strengthen access controls, and improve overall security posture. Customers retain ownership of all systems, data, and subscriptions.

Scope of Service

- Secure configuration of Azure security settings
- Identity and access management configuration support
- Azure Entra ID security hardening and governance
- Multi-factor authentication and conditional access support
- Privileged access and role governance guidance
- Security posture assessment and improvement
- Security logging and alert configuration support

Out of Scope

- Cloud hosting or infrastructure ownership
- Security operations centre (SOC) services
- Penetration testing or red team services
- 24x7 security monitoring

Service Delivery

The service is delivered remotely, primarily from the UK. Any overseas-based support staff operate under UK management, UK GDPR-aligned processes, and contractual confidentiality obligations. Service scope, response times, and reporting cadence are agreed at call-off.

Security and Data Protection

Virtual Edge delivers this service in alignment with UK GDPR and applicable data protection legislation. Access to customer environments follows least-privilege principles and approved access controls.