Service Definition

Service Name: Cyber Incident Response & Investigation Support
Supplier: Virtual Edge Ltd
Framework: G-Cloud 15 – Lot 3 (Cloud Support)

Service Overview

Virtual Edge provides cyber incident response and investigation support for customer-owned systems and cloud environments. The service supports organisations to assess, contain, and investigate security incidents, minimise impact, and support recovery. Customers retain ownership of all systems and data.

Scope of Service

- Cyber incident triage and severity assessment
- Incident containment and response guidance
- Security investigation and root cause analysis support
- Cloud and identity incident investigation assistance
- Evidence collection and incident documentation
- Post-incident reporting and recommendations

Out of Scope

- Continuous security monitoring or SOC services
- Penetration testing or red team services
- Cloud hosting or infrastructure ownership

Service Delivery

Services are delivered remotely, primarily from the UK. Out-of-hours support may be provided by prior agreement for priority incidents. Service scope, response times, and engagement arrangements 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 and approved access controls.