

Service Definition

Service Name: Vulnerability Management & Remediation Support

Supplier: Virtual Edge Ltd

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

Service Overview

Virtual Edge provides ongoing vulnerability management and remediation support for customer-owned cloud workloads, servers, and cloud-managed endpoints. The service helps organisations identify, prioritise, and address security vulnerabilities to reduce cyber risk and support a resilient security posture. Customers retain full ownership and control of all systems, data, and subscriptions.

Scope of Service

- Identification and assessment of vulnerabilities affecting cloud workloads and endpoints
- Risk-based prioritisation of vulnerabilities
- Remediation guidance and coordination with customer teams
- Validation of remediation actions
- Regular vulnerability reporting and trend analysis

Out of Scope

- Cloud hosting or infrastructure ownership
- Penetration testing or red team services
- Resale of cloud or security software licences

Service Delivery

Services are 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, reporting cadence, and response times are agreed at call-off.

Security and Data Protection

Virtual Edge delivers the service in alignment with UK GDPR and applicable data protection legislation. Access to customer environments is restricted to authorised personnel and follows least-privilege principles.