

Framework Reference: RM1557.15  
Lot 3 – Cloud Support  
Jan 2026

# **GCLOUD 15**

## **Service Definition Document**

Penetration Testing Security Assessment  
Services



# AmberWolf – Service Definition: Penetration Testing Security Assessment

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## Service Description

Penetration Testing & Security Assessment Services: assess your environment and security controls by conducting realistic, scenario-based penetration testing using advanced attacker tools, techniques, and procedures (TTPs). Full life-cycle penetration testing service management, ensuring compliance with regulatory and industry standards, including artificial intelligence (AI) scenario testing. CREST, CBEST and GBEST accredited.

Services include (but are not limited to):

- End-to-End Penetration Testing
- Product Reviews
- Deep Dive assessments
- AI system assessments
- Application and Software code reviews

# AmberWolf – Service Definition: Penetration Testing Security Assessment

| Features                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Benefits                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <ul style="list-style-type: none"><li>▪ End-to-End Penetration Testing providing full lifecycle service management.</li><li>▪ Deep Dive assessments uncovering weaknesses, misconfigurations, and control gaps.</li><li>▪ Clear understanding of real-world risk within critical systems.</li><li>▪ Product Reviews assessing the security of technology products/platforms.</li><li>▪ Reviewing application and software code, identifying security weaknesses early.</li><li>▪ Reducing risk of vulnerabilities being introduced into live systems.</li><li>▪ Helping teams embed secure software development into end-to-end processes.</li><li>▪ Accurately assessing security and risk of AI systems.</li></ul> | <ul style="list-style-type: none"><li>▪ End-to-end security assessment support ensuring compliance and alignment.</li><li>▪ Accredited cybersecurity consultants delivering accurate, credible security findings.</li><li>▪ Advanced security testing tools and techniques simulating real-world attacks.</li><li>▪ Identifying genuine, exploitable weaknesses to focus on real risks.</li><li>▪ Targeted testing of systems, applications, products, and emerging technologies.</li><li>▪ Actionable guidance, reducing risk and supporting improved security.</li><li>▪ Concise, easy-to-understand reporting designed for both technical/non-technical audiences.</li><li>▪ Understanding security control effectiveness across critical systems and technologies.</li><li>▪ Early identification of real-world vulnerabilities that impact business operations.</li></ul> |

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## Service Scope

- Client System Availability: Certain services and tests require systems to be available for assessment, with access to the environments and associated accounts and credentials.
- System Availability: Certain tests require systems to be in specific configurations, coordinated with operational schedules, to guarantee accurate and reliable results.
- Client Authorisation: We require a signed authorisation form in line with computer misuse act.
- Remote Consultants: All staff operate and provide support remotely.

## User Support

### Email/Online Ticketing Support

- Monday to Friday 9am to 5pm: Responses within one working day
- Out-of-hours: Responses the next working day
- Alternative response times to be discussed during mobilisation.

### Phone Support

- Monday to Friday 9am to 5pm

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## **Support Levels**

Support enquiries are handled by our dedicated consulting team, ensuring each request receives the right level of expertise. We will assess the complexity/requirements of your request and escalate to an appropriately experienced member of staff (In escalating order: Consultant, Team Leader, Director) to ensure your issue can be resolved quickly/effectively. This gives you direct access to experienced cybersecurity professionals, minimising risks and maintaining operational continuity. Planning, pre-requisites, prep calls, initiation, updates, comms during project, post project read out and wash-up/clean-up is part of standard service and does not incur additional costs. Remediation and continued advisory post project will cost additional.

## **Staff Security**

Staff screening performed which conforms to BS7858:2019

## **Government security clearance**

Up to Developed Vetting (DV)

We do not provide discounts for educational organisations.

