



NEBULAE

Cyber Security Support

Service Definition

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1. Company overview

1.1. Who we are

Nebulae was started with the aim of making cybersecurity smarter, more effective, and more personal.

Too often, organisations struggle with the same challenges, over and over again. Complex threats. Generic advice. Solutions that looked good on paper but failed in practice. Too often, companies were left exposed, despite investing heavily in protection.

That's why we built a company driven by experience and focused on outcomes. Our team doesn't just understand cyber threats, we've spent decades helping organisations overcome them. We know that the most effective security doesn't come from templates. It comes from listening, adapting, and building the right solution for the right challenge.

This is cybersecurity that adapts to you.

We protect what matters, through tailored advice, expert-led services, and a flexible approach that meets you where you are and evolves as your business grows.

When you work with us, you get a team that's committed to getting the job done properly, and making sure your security works not just today, but for the future.

1.2. Our Mission

To deliver adaptive, expert-led cybersecurity that's tailored to each organisation's unique challenges, protecting what matters most through practical solutions, clear guidance, and integrity.

1.3. Our Vision

To redefine cybersecurity as a partnership built on trust, adaptability, and proven experience, empowering organisations to grow with confidence in an ever-changing digital world.

1.4. Values

- **Integrity:** We act with honesty and take accountability. Doing what's right, not what's easy. We do what is right by our clients, communicate openly, and setting realistic expectations
- **Collaboration:** We believe that we're stronger together. Great results come from sharing ideas, supporting each other, and working toward common goals. We don't just deliver services, we work side by side with our clients, building partnerships rooted in clear communication and mutual respect.
- **Flexibility:** Every challenge is different. We stay agile and adaptable to ensure our solutions remain relevant and effective. We meet clients where they are.

Whether they're building a security program from scratch or optimising mature systems, we tailor our advice and services to their pace, scale, and needs.

- **Reliability:** We show up. We follow through. We're consistent and dependable in everything we do. We earn trust by doing what we say we will. From tight deadlines to critical incidents, clients know we'll deliver quality, without compromise.

1.5. How we work

We offer flexible engagement models tailored to meet your specific needs, ensuring you get the most value from our expertise. Our two primary ways of working are designed to provide adaptability and clarity, depending on your business requirements:

1.5.1. Continuous Collaboration

Our monthly subscription model is ideal for businesses seeking ongoing, flexible cybersecurity support. This approach allows you to adapt services as your needs evolve, ensuring comprehensive protection and evolving business needs.

Key Features:

- **Collaboration:** At Nebulae, we believe in building genuine collaborations, regardless of the project size or complexity. With our monthly subscription, you're supported by a team of highly skilled experts dedicated to your organisation's cybersecurity needs.
- **Flexibility:** Adjust the level of support or services up or down based on your current priorities. Use your allocated days and services to meet your priorities, we are flexible in our ways to working to meet your needs.
- **Predictable Costs:** Fixed monthly pricing provides budget certainty.

1.5.2. Outcome Based

For organisations with specific cybersecurity goals or projects, our scope-defined work model delivers focused expertise within clear boundaries. This approach ensures precise execution and accountability for well-defined objectives.

Key Features:

- **Defined Objectives:** We establish clear timelines, agreed-upon deliverables, and transparent acceptance criteria to ensure your objectives are achieved.
- **One-Time or Periodic Engagements:** Suitable for ad hoc needs or periodic reviews.
- **Collaborative Working:** Our teams can lead your project or embed our services and team into an existing project.

2. Service Description

Our cyber security support service is here to provide specialist resource across the public sector, supporting delivery across the full spectrum of security activities. Our experienced practitioners are here to deliver effective cyber programmes aligned to recognised frameworks and industry best practice.

Features

- Alignment to NCSC CAF and GovAssure requirements
- Cyber maturity and resilience assessments
- Resource augmentation to address capability gaps
- Strategy development aligned to standards such as ISO27001 and NIST
- Review of cyber skills and capability requirements
- Support for cyber risk, incidents and crisis events
- Development of cyber policies and technical standards
- Supplier assurance and third-party risk activities
- Vulnerability assessments and penetration test planning and scheduling

Benefits

- Improved management of breaches and cyber security incidents
- Public sector experienced cyber security specialists available
- Independent oversight and validation of cyber security posture
- Policies supporting organisational needs and GovAssure audits
- Better, informed risk based decision making
- Enterprise wide methodology for consistent cyber security delivery
- Access to experienced cyber security technical skills and resources
- Increased resilience



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