VINMORE®

HORIZON RESILIENCE

G-CLOUD 15

CYBER INCIDENT RESPONSE AND ORGANISATIONAL RESILIENCE

Presented by
Vinmore and Horizon Resilience

Vinmore and Horizon Resilience - Service Definition

Service Overview
Vinmore and their expert partner, Horizon Resilience, provides specialist services in incident response, crisis management and organisational resilience. The service supports public sector organisations to prepare for, respond to and recover from cyber incidents affecting cloud, digital, data and technology-enabled services.

Drawing on real-world experience leading national crisis responses within the UK government, Horizon Resilience helps organisations maintain essential services during disruption and strengthen leadership, decision-making and coordination under pressure, and build lasting organisational resilience.

Features

- Cyber incident response leadership and advisory support
- Crisis management structures for cyber and technology incidents
- Cyber incident response and crisis plan development and review
- Crisis capability audits covering governance, roles and decision-making
- Cyber incident exercising and scenario-based simulations
- Crisis leadership and incident response training
- Support for business continuity and operational resilience
- Post-incident or exercise reviews and improvement planning

Benefits

- Improved preparedness for cyber incidents
- Reduced impact and duration of cyber-related disruption
- Clear leadership and decision-making during incidents
- Better coordination between cyber, IT and business teams
- Practical, tested incident response arrangements
- Increased confidence of senior leaders and response teams
- Stronger organisational resilience and recovery capability

Detailed services

Services are tailored to customer needs, typically delivered through the following activities:

Crisis capability audit

Horizon Resilience delivers a structured assessment of an organisation’s cyber incident and crisis management capability, focused on real-world effectiveness rather than paper compliance. We review existing cyber incident response and crisis arrangements, including plans, governance, leadership roles, escalation routes, decision-making authorities and integration with cloud and digital services. The audit assesses how these arrangements would perform under the pressure of a major cyber incident affecting critical services.

Outputs include a clear articulation of key risks, capability gaps and dependencies, alongside a prioritised and practical set of improvement actions aligned to organisational risk appetite, statutory responsibilities and operational context

Cyber incident and crisis planning

Horizon Resilience designs and develops practical, role-based cyber incident response and crisis management plans that enable effective leadership and coordination during high-impact incidents. Plans are tailored to cloud-hosted and digital services and focus on how decisions are made, escalated and communicated when time is limited and information is incomplete. This includes defining clear roles and responsibilities, escalation thresholds, command structures and decision-making forums that operate effectively across technical, operational and executive levels.

All plans are designed to be usable in live incidents, supporting rapid activation, clarity of authority and confident leadership.

Testing and exercising

Horizon Resilience delivers realistic and challenging cyber incident exercises to independently stress-test plans, teams and leadership. Exercises are scenario-driven and designed to reflect credible threats to cloud and digital services, testing technical response, crisis leadership, communications and cross-organisational coordination. We adapt exercise design to suit strategic, tactical or operational audiences.

Each exercise produces clear evidence of strengths, weaknesses and priority improvement actions, enabling organisations to increase readiness and confidence before a real cyber incident occurs.

Training

Horizon Resilience provides experience-led training for senior leaders and operational teams focused on the realities of leading and managing cyber incidents. Training covers cyber incident leadership, crisis decision-making, escalation, coordination and communications during high-pressure situations. Sessions are interactive and scenario-based, drawing on Horizon Resilience's real-world crisis experience rather than theoretical models. Training can be tailored for boards, executives, crisis management teams or technical leaders, building shared understanding and confidence across the organisation.

Incident response and recovery support

Horizon Resilience provides advisory support during live cyber incident, when organisations are under pressure, to help maintain effective leadership and control. We support the rapid establishment or strengthening of command and decision-making structures to navigate through the crisis. Our role is to enhance the client's capability, not replace it, ensuring leaders remain accountable and informed.

The support can extend into early recovery phases, helping organisations transition from response to restoration and stabilisation.

Post-incident learning

Horizon Resilience delivers structured post-incident and post-exercise reviews that turn experience into measurable improvements in resilience.

Reviews examine what happened, why it happened, and how decisions, structures and behaviours influenced outcomes. We focus on practical lessons, producing clear, actionable recommendations to strengthen future cyber and crisis response capability. This will provide independent assurance, whilst supporting organisational learning and continuous improvement.

Why Choose Us?

We understand that when it comes to selecting a G-Cloud service provider, you have numerous options. Here are compelling reasons why you should choose us:

Expertise and Experience

With over 20 years of experience in the industry, our team comprises experts who are well-versed in the latest trends and best practices. We pride ourselves on our deep understanding of the unique challenges and opportunities within your sector.

Customised Solutions

We recognise that every business is unique, with its own set of challenges and goals. That's why we offer tailored solutions designed to meet your specific needs. Our approach is flexible and adaptable, ensuring that we deliver the best possible outcomes for your business.

Commitment to Quality

Quality is at the heart of everything we do. We are committed to providing services that exceed your expectations. Our team follows rigorous quality assurance processes to ensure that we deliver exceptional results every time.

Customer-Centric Approach

Your satisfaction is our top priority. We strive to build strong, long-term relationships by listening to your needs and providing proactive support. Our team is always ready to assist you and address any concerns you may have promptly.

Security Cleared

Horizon Resilience hold SC clearance and are willing to undertake Developed Vetting, if required.

Proven Track Record

Our success stories speak for themselves. We have a proven track record of managing crises and delivering real world outcomes. By choosing us, you are partnering with a team dedicated to your success.

We look forward to working with you and supporting your business on its journey to excellence.

Additional details

To get further details on this service and discuss your specific requirements, please send an email to maureengore@vinmore.co.uk or call on 07900655120. You can also contact Scott at contact@horizonresilience.co.uk or call on 0121 818 1280.