G-Cloud 15 Service Description

CYPFER Certainty™

January 2026

CONTENTS

1 SERVICE OVERVIEW

1.1 Service Summary

CYPFER Certainty™ is a dynamic, expert-led cybersecurity awareness and eLearning platform built entirely in-house by our cybersecurity professionals, to educate users of Cloud based environments. What sets CYPFER apart is that our training content is grounded in real-world intelligence gathered directly from our global incident response operations.

This capability ensures that every module reflects current threats and behavioural trends, making our content accurate, practical, and immediately relevant to the threat landscape facing organisations today.

1.2 Key Features

The key features of the CYPFER Certainty™ service are:

- Customisable online 12-module interactive training program
- Intuitive, modern user interface designed for ease of use
- Full onboarding support and administrative training for client teams
- Centralised user / group administration and permission management
- Custom organisation branding and tone to suit geography and sector
- Completion certificates and integration-ready reporting
- Monthly tailored phishing campaigns crafted by CYPFER experts
- Policy management module with acknowledgment tracking
- Robust reporting tools to help track and manage policy compliance

1.3 Key Benefits

The key benefits of the CYPFER Certainty™ service are:

- Enhance your organization's cyber resilience against complex cyber threat landscape
- Program designed to equip teams with the cyber awareness knowledge
- Prepares teams to recognise phishing and social engineering cyber threats
- Rapidly develop engagement and awareness through 2 hours of modules
- Ensure continuous awareness training to deliver real-world impact
- Track performance, demonstrate compliance, and deliver targeted reinforcement

2 SERVICE DESCRIPTION

2.1 Service Outline

CYPFER Certainty™ is a comprehensive cybersecurity awareness and phishing simulation platform developed entirely in-house, offering robust, scalable functionality tailored for modern commercial and public sector environments.

The service provides clients with a 12-module interactive training program that can be completed in under two hours. Each lesson is designed to build resilient behaviours and reduce human risk across a wide range of cyber threat vectors.

Core modules include:

1. **Most Important Laws of Cybersecurity** – Foundation principles for cyber hygiene
2. **If It's Sensitive, You Gotta Protect It** – Handling and securing sensitive data
3. **Don't Be So Quick to Click** – Phishing awareness and link hygiene
4. **Hackers, Hoaxes & Human Emotions** – Social engineering tactics
5. **You Are Not Being Rude, Just Cautious** – Physical and verbal information security
6. **Just Because It's Free Doesn't Mean It's Better** – Safe use of public Wi-Fi
7. **Computer Security for the Office and Everyday Life** – Practical device security
8. **Caught in the Web of Social Media** – Online privacy and responsible sharing
9. **Security on the Move** – Mobile device safety
10. **All It Takes Is One Weak Password** – Password strength and credential protection
11. **Look Both Ways Before You Browse** – Safe browsing practices
12. **You Have a Voice and It Matters** – Incident recognition and reporting

To complement the static training, we offer monthly cyber threat intelligence reports and exclusive, tailored webinars to keep users updated on the latest risks, trends, and attack techniques.