



G-Cloud 15 Service Definition

Accenture Email Security Services

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Contents

1.0 Scope of our services 3

Business Benefits 5

2.0 Pricing 2

3.0 Contacts..... 3

4.0 About Accenture..... 4

1.0 Scope of our services

Accenture provides managed email security solutions for some of the largest email platforms in the world with:

Public Service Network (PSN) Transition

The service has been designed to support the migration away from the current PSN Email Relay, allowing users to transition their email routing and security services onto a modern platform. The service is intended to support coexistence of the older GSI email domains with the newer Gov.UK domains, allowing organisations to smoothly transition to their new domain name while preserving routing to those organisations who have not yet migrated.

Spam, Malware & Phishing Protection

The core of the service is a fully managed cloud platform providing protection against spam, malware and phishing emails. This includes protection against zero-day attacks through the use of Sandboxing technologies to analyse emails with suspicious attachments.

Phishing Education/Training

We provide Phishing education services for users as an optional component. This works by sending fake phishing emails to groups of users on a regular basis and then providing educational content in the event a user clicks the link. This has been shown to reduce the likelihood of users falling for genuine phishing emails by up to 90%.

Encryption

The services will transmit all email using TLS encryption where possible. We also provide the ability for you to force email to be sent over TLS to specific domains where you want to ensure email is transmitted securely.

Complex Routing Support

Many customers have complex email routing requirements, particularly where they are transitioning from one domain name to another (i.e. GSI to Gov.UK). Our services provide the ability to support complex email routing configurations to support just this scenario.

Onboarding

We typically provide a managed onboarding service where we work with you to understand your current email security setup and help you plan to transition it to our service. We have onboarded over 16,000 services to our managed platform so have a wealth of experience in helping you achieve a smooth transition.

Outbound Protection

The ability to protect outgoing mail is an important aspect of email security. We perform similar filtering on outbound mail to detect and prevent your email systems being used to send malicious email to other domains. We regularly see instances of compromised workstations attempting to send spam to the Internet.

Compromised Account Detection

As part of our outbound detection we use machine learning to help us detect compromised accounts within your email system and block them before they can be used to launch attacks. As part of this service we can integrate with your SIEM to make your SOC aware of these issues.

Audit

The platform includes an audit log of all email sent and received. This can be used to support security investigations by your SOC or HR department.

Support

Support is available 24x7 from our customer service desk.

Business Benefits

Improved Security

Our email security services provide significant protection for your organisation against the most common email based attacks, including malware and phishing. We use our visibility of attacks across UK government and other sectors to proactively block known and emerging threats.

Smooth Transition From PSN

The PSN email relay services are in the process of being decommissioned. Our services are designed to make the transition from GSI domains to Gov.UK as smooth as possible.

Data Loss Prevention

The services include the ability to set DLP policies for outbound email to help mitigate the risk of employees sending confidential data to insecure email domains.

Fully Managed Service

Managing email security is a complex and time consuming job. New threats are emerging every day, responding to these effectively requires constant vigilance. Our fully managed services help take the burden off of your IT department allowing them to spend their time focused on your business rather than trying to keep up with the latest malware and phishing threats.

2.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

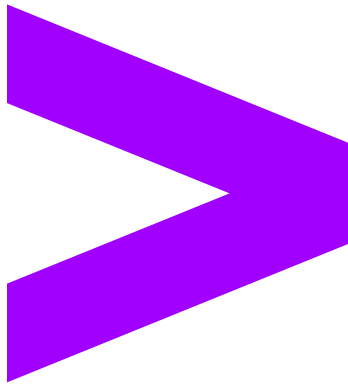
3.0 **Contacts**

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4.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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