Managed Security Services

Service description details

Managed Security Services

Methods is an NCSC certified Cyber Security Consultancy, CCP Lead Practitioners in Cyber Security & IA Architecture, helping organisation in monitoring and management of security devices, systems, and applications. Services including managed firewall, intrusion detection, virtual private network, update management, vulnerability scanning and anti-viral services, while adopting a zero-trust methodology.

What is the Service

Methods is an NCSC Assured Cyber Consultancy who has been assured to the highest standards as defined by NCSC and professional bodies such as UK Cyber Security Council. With a proven track record of delivering cyber security consultancy expertise, we pride ourselves on working closely with our clients - often augmenting in-house capability.

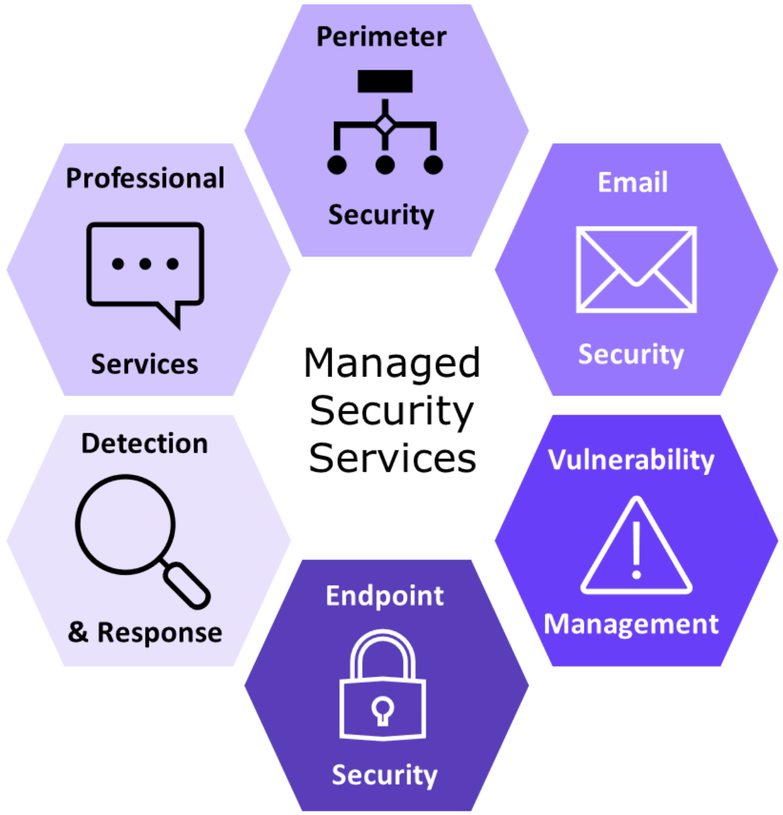
A Cyber Security Essentials Plus certified company, the services provided by the Cyber Portfolio align with ISO/IEC 20700 family of information security management standards, ensuring work is appropriately scoped, planned and delivered to the highest standards.

Methods provide a holistic approach to managed security services with work undertaken by industry qualified Cyber security experts, many holding both CCP Lead Practitioner or qualified to UK Cyber Security Council Chartered status, able to offer approved guidance and support to both public and private sector clients, covering the entirety of the Security organisation.

Methods' Managed Security Service covers an extended list of services from incident response cycle, aiding in strategy development and proactive response to cyber incidents. Delivered through a Security Operations Centre with 24x7x365 capability.

The Service includes:

- MXDR
- Compromise Assessment
- Vulnerability Management
- Incident Response
- PAM
- Managed Identity
- Email and Web Security
- Cloud Security
- Group Policy and Build Hardening
- Threat Intelligence
- Protective Monitoring
- Threat Hunting
- EDR
- Endpoint Security
- Data Security
- Co-Managed IT Services (Co-MIT)
- Guard Rails



Contact details

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Service description details

Our agile methodology seamlessly integrates into organisations, providing ad-hoc or long-term support. Collaboration is a core tenet, emphasising openness, knowledge transfer, and sustainability in governance.

Trusted consultants, our service offering includes we offer risk-based guidance and support covering Security Operations, Governance, Risk and Compliance, IT/IS Audit and Assurance, Security Architecture to include Design Assurance, Operational Technology and Penetration Testing. Certified to Cyber Essentials Plus, ISO/IEC 27001, ISO 27017, and ISO 9001 standards, we assure robust quality processes and data protection.

With experience across government sectors, including critical infrastructure, defence, healthcare, and more, we have a large pool of high calibre SC and DV cleared personnel, delivering services at classifications, from OFFICIAL to SECRET and ABOVE SECRET.

What it can do for you

Methods is an NCSC Certified consultancy with CCP Lead Practitioner in Cyber Security & IA Architecture. Providing you with leading edge expertise and tooling capable of providing a fully managed security service that extends key areas of a SOC to the full MXDR service.

Our managed security service model aims to optimise the security of the organisations in its entirety, managing the security with a holistic approach to improve the overall security posture of the organisation at an Enterprise level in line with business goals. This service can reduce the strain on organisations resources allowing the focus to be on business goals whilst achieving a cost-effective yet mature security program in line industry standards.

By unifying all the services under a single ownership, an organisation can ensure that risk is visible and managed, without pockets of responsibility that can lead to complexity and/or missed issues leading to an adverse event.

Service Features

1. Continuous Monitoring: Managed SOC + Azure Sentinel supported by ML/AI/XDR for endpoint
2. Vulnerability Management: Continuous analysis, patching, firewall management for risk reduction
3. Incident Management: Effective incident response with SOAR, reducing triage time
4. Cyber Threat Intelligence: Gathering threat data to optimise security practices
5. Threat Hunting: Proactive search for hidden network threats
6. Access Control/Identity Management: Remote governance of least privilege policies
7. Backup/Disaster Recovery: Data backup for regulatory compliance and continuity
8. Reporting: Regular insights keep organizations updated on security trends
9. Security Management: Single point of ownership of all thing's security

Service Benefits

1. Reducing organisation cost from staffing, investment, and unexpected costs
2. Free up time, to focus on BAU
3. Access to professional services, with experience, skills, and knowledge
4. Automatic detection and real time responses to resolve vulnerabilities
5. Increase action-oriented insight of alerts and reduce alert fatigue
6. Shifting of responsibility for 24x7 monitoring, maintenance, and administration
7. Increased uptime reliability and real-time analysis of security alerts
8. Enhanced protection from internal / external threats
9. Reduced complexity and improve effectiveness of protection

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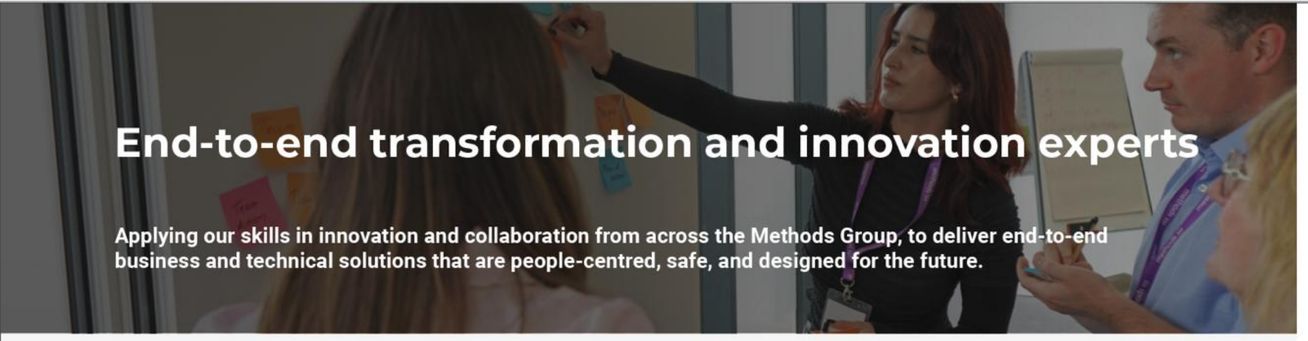

End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:

Onboarding and offboarding process

1. **Understand Requirements**

   It is essential that we work with you to understand the requirement so that we provide the right resources with directly relevant experience at an appropriate level of seniority

2. **Protect Team Availability**

   Having the right team on board from the start and maintaining continuity throughout the project ensures timely delivery of desired outputs

3. **Work Synergistically and Innovatively**

   Drawing from our past experiences, we can frequently recommend optimal delivery methods and/or alternative solutions which will deliver benefits (or cost-savings) over time

4. **Service Scope**

   Ensuring that the scope of the service to be delivered is properly quantified involves agreeing on logistics (e.g., deliverables, timelines, quality criteria, etc.) and understanding your constraints, sensitivities, and key drivers to match your expectations accurately

5. **Review/Agree Engagement**

   After initial discussions and planning, you'll review and amend a draft Statement of Work(s)/Services to ensure mutual agreement and alignment of objectives before starting the assignment. We may iterate the Statement of Work(s) with you to finalise the requirements

Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.

Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.

Environment

We use the 'recycle, reuse, repair, refuse' approach to waste reduction to minimise landfill waste, support climate initiatives, and enhance biodiversity, creating a sustainable environment for our colleagues and community

Volunteering

We continue to support charitable causes that align with and support our values including our charity partner and VCSE initiatives

Investment in Talent

We cultivate young talent through our GRAVITATE programme, championing vibrant apprenticeship and graduate schemes while aiding tech career exploration for individuals aged 14-24

Diversifying our Supply Chains

We diversify our local supply chains, promoting small business enterprise and engaging local people, SME, and micro-business suppliers

Staff Wellbeing

We support colleague wellbeing through clear career pathways, strengthened PDPs, and our continued commitment to the Armed Forces Covenant, including achieving Gold Employer Status. Moreover, we continue to support our colleagues holistically, considering them as complete individuals at every career stage with Methods

Safeguarding Services

We continue to provide insightful thought leadership on leveraging modern technology to secure our public services for future generations. This involves speaking at industry events, educating youth on tech career paths, and offering pro-bono advice to senior policymakers

Customer stories

Cloud Hosting & Service Modernisation
Modernised digital services using secure cloud hosting, streamlined legacy workflows, and improved data insights. Delivered faster decisions, reduced manual effort, and a more transparent, **user-friendly experience** for internal teams and external users.

Cloud-Based ITSM Consolidation
Unified multiple service desks onto a cloud-based ITSM platform, standardising processes and automating workflows. Improved incident, change, and problem management, **boosting** overall **service reliability, efficiency, and organisational visibility**.

Large-Scale Cloud Migration (100+ Apps / 120TB)
Delivered cloud migration of **100+ legacy applications** and **120TB of** data with **100% availability**. Strengthened compliance, improved transparency, and significantly enhanced operational resilience across critical digital services.

Azure Migration & Modern Workplace Enablement
Migrated data centres to Azure and deployed modern workplace cloud services, delivering secure, scalable infrastructure. Achieved improved user experience, strengthened security posture, and **£1m savings** - all with zero service disruption.

Cloud ITSM Migration (ServiceNow SaaS)
Successfully migrated from a legacy ITSM tool to a modern, cloud-based ServiceNow platform. Delivered scalable, robust service operations, strengthened governance, and enabled faster, more consistent digital service delivery across the organisation.

Cloud-Native Data Pipelines (Azure Integration)
Built automated Azure Data Factory pipelines into a Lakehouse architecture, using Bronze/Silver/Gold layers and Delta with CI/CD. Delivered secure daily refreshes, improved data quality, lower manual effort, and more efficient reporting.