



# Cyber Incident Response Service Definition

G-Cloud 15

Work Smarter

Engage Personally

Stay Secure

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# Who We Are

# 01

We're a global technology group  
that help organisations

# thrive through change



“Change will be the only constant  
in the next decade”

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Sir Demis Hassabis  
CEO, Google DeepMind

# Our Core Capabilities

## Cloud & Data Transformation

**Accelerating growth** with strategic cloud migration, FinOps optimisation, and robust data architecture on Google Cloud and AWS.

- **Cloud Infrastructure:** Google Cloud and AWS Infrastructure & Engineering, Google Cloud Partner-Led Premium Support, and 24/7 Managed Services.
- **Strategic Migration:** Cloud Migration (Legacy apps, VMware, Data Warehouse) to Google Cloud (GCP, BigQuery, Gemini, Workspace).
- **Data & Optimisation:** Data Architecture and Infrastructure Design, Cloud FinOps & GreenOps (Cost Reduction/Sustainability), and BI Dashboard Development.

## Digital & AI Engineering

**Building the future** through custom application development, intelligent AI agents, and exceptional user-centric design.

- **Custom AI & ML:** Custom Vertex AI Agent Development, Gemini Enterprise AI Agents, and Data Science/ML/AI for Healthcare.
- **Digital Product Design:** Service Design, User Experience (UX), Customer Portals, and Mobile/Web Application Design & Build.
- **Platform Development:** Frontend Engineering, Agentic Software, Knowledge Tools, and eCommerce/eLearning Platform Development.

## Cyber Security & Resilience

**Protecting your business** with proactive managed services, expert strategy, and immediate incident response. We embed security across your entire digital footprint.

- **Managed Defense:** Managed Detection and Response (MDR/SOC) and Vulnerability Management as a Service (VMaaS).
- **Security Strategy:** Cyber Security Strategy and Transformation, Cyber Resilience, and Security in Supply Chain.
- **Trust & Compliance:** Data Protection Consultancy (One Trust, Inquiry Support), Cyber Security Frameworks, and Cyber Incident Response.

# We deploy **frontier** technology to help our customers:

01

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Work  
Smarter

02

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Engage  
Personally

03

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Stay  
Secure

01

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# Work Smarter

We build the secure, modern, scalable infrastructure, apps and workflows that boost bottom lines.

## Key Outcomes

- Increased profitability
- Scalability, reliability & Uptime
- Resilient, "secure by design" architecture
- Trusted, timely, self-serve insights & analytics
- Predictable, optimised cloud spend
- Collaborative, digital workspaces
- Carbon footprint reduction
- Reduced total cost of ownership



# Enabling the UK's National Data Transformation via Google Cloud (Integrated Data Service)

Secure Data

UK

Government

National Data Transformation

Google Cloud

**Challenge** The ONS needed to build the Integrated Data Service (IDS) – a secure, national data platform on Google Cloud. The critical obstacle was the lack of predictable, SC-cleared technical capacity to build, maintain, and scale the complex, secure environment.

**Solution** We provided a dedicated, SC-cleared Google Cloud Managed Support Service (MSP) team. The solution delivered flexible Platform and Application Development engineering capacity, uniquely supporting the rapid, agile needs of the IDS Hub.

**Outcome** Our support ensured the IDS successfully moved through three Public Beta phases and achieved stable operation. The result is transformed analytical use of government data, enabling national policy-makers and decision-makers to make better, faster decisions affecting citizens' lives.

# 02

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# Engage Personally

We create delightful digital touch points that capture attention, convert sales, and keep customers coming back.

## Key Outcomes

- Delightful, intuitive, frictionless digital experiences
- Improved customer experience & intelligence
- Conversion rate optimisation
- Revenue uplift
- Increased loyalty
- Pricing & discount optimisation
- Improved paid media performance

# Google

## Building immersive digital products and experiences for billions of global users.

Engage Personally

Global

Tech

Customer Platforms

Google Cloud

**Challenge** Google wanted to create a platform that would help people learn and adopt the digital skills they needed to find a job and grow in their career, or boost their own business.

**Solution** Since 2017 we've designed, built and maintained three platforms; the Digital Workshop platform, the AI for Business tool, and the Grow with Google marketing site.

**Outcome** The platforms host 153 courses in 53 markets and 31 languages. There are 11 million + users globally and 1 million + have seen a positive impact in the EU.



# 03

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# Stay Secure

We establish and maintain the systems that protect businesses from threats, fines, and downtime.

## Key Outcomes

- Improved cyber resilience
- Proactive threat detection and response
- Threat noise reduction & prioritisation
- Data governance, trust and reportability
- Regulatory compliance

[dstl]

# Secure by Design for Mission-Critical Defence Systems

Defence

Government

Assurance

Cyber Security

Secure by Design

**Challenge** Dstl (part of UK MOD) needed to deploy a new system onto Royal Navy warships. This highly sensitive project required expert support to implement a Secure by Design (SbD) approach, manage high operational risk, and adhere to deep MOD security policy knowledge (JSP 440/453) in a highly classified environment.

**Solution** A multi-disciplinary, security-cleared team was deployed for a two-phase engagement. This included detailed threat modelling, SbD policy alignment, and developing a technical roadmap. The solution focused on the rigorous implementation and testing of robustness controls, including encryption and OS hardening.

**Outcome** Dstl received a robustly secured system component and a compelling Security Assurance Report, providing clear evidence for accreditation support. This successful, risk-managed delivery enabled the client to securely proceed with deploying the critical naval capability.



# Public Sector Focus 02

We provide the creative approaches and specialist knowledge needed to build a cyber resilient public sector and transform services from end-to-end

| Core Public Sector Challenge           | Qodea's Multi-Disciplinary Focus                                                                                                                     | Supporting Capabilities                                                                                                                                                         |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maximising Public Value and Efficiency | Delivering accessible and efficient services that secure citizen trust and deliver better value for public money.                                    | Digital & Application Services (UX/CX, Web/App Development), Cloud & Infrastructure Engineering (Cost Reduction, Optimisation), Data, AI & Analytics (BI, Prediction Modeling). |
| Strategic Resilience and Compliance    | Operating securely and compliantly amid global uncertainty and changing regulations. Aligning with the Government Cyber Security Strategy 2022-2030. | Cyber Security & Governance (DSPT, NCSC CAF, Supply Chain Assurance), Cloud & Infrastructure Engineering (Security, Support), Data, AI & Analytics (AI Security/Governance).    |
| Data-Driven Policy and Service Design  | Leveraging data, ML, and AI to improve citizen outcomes and policy effectiveness through innovation at scale.                                        | Data, AI & Analytics (Custom AI, Data Science, Data Architecture), Digital & Application Services (Service Design, Knowledge Tools).                                            |

# Service Definition

03

# Cyber Incident Response Definition

## Delivering Value to the Public Sector

In an era of increasing global uncertainty, we provide the specialist knowledge and creative approaches required to build a cyber-resilient public sector. Our Cyber Incident Response service is specifically designed to help organisations operate securely and compliantly while aligning with the Government Cyber Security Strategy 2022-2030. We understand the critical nature of maintaining citizen trust; therefore, our SC-cleared experts focus on rapid containment and remediation to protect sensitive data and restore vital public services. By integrating rigorous Secure by Design principles and deep security policy knowledge, we ensure that even the most sensitive governmental capabilities are defended with the highest levels of assurance. Our goal is to maximise public value by minimising the downtime and reputational damage associated with security breaches.

## Service Overview

We provide a comprehensive, end-to-end cyber incident response capability, powered by Mandiant, designed to protect your organisation from threats, fines, and downtime.

This service involves the deployment of a multi-disciplinary, security-cleared team that acts as an organic extension of your internal department to manage the full lifecycle of a security breach. It ensures 'boots on the ground' SLAs of two hours in the event of a major cyber incident.

We combine deep technical expertise in cloud infrastructure, spanning Azure, Google Cloud and AWS, with strategic resilience and compliance governance. Our collaborative approach focuses on immediate containment, detailed threat modelling, and the rigorous implementation of robustness controls such as encryption and OS hardening. By translating technical complexity into clear business terms, we ensure leadership is fully supported with evidence-based reporting and a clear technical roadmap for secure recovery.

# Service Benefits and Features

# 04

## Service

# Benefits

- 01 Minimises Operational Downtime: Proactive threat detection and immediate response ensure the stability of critical services and reduce service interruptions.
- 02 Reduces Financial Impact: Efficient incident handling reduces total cost of ownership and helps avoid costly regulatory fines from data breaches.
- 03 Protects Organisational Reputation: Professional crisis management and secure data handling maintain citizen trust and deliver better value for public money.
- 04 Ensures Compliance: Strategies are explicitly aligned with government policy, GDPR, and mandatory UK security standards to avoid costly rework.
- 05 Provides Peace of Mind: Customers gain confidence through access to a dedicated, SC-cleared technical team and world-class cloud expertise.
- 06 Increases Long-Term Resilience: Improved cyber resilience is achieved by identifying security gaps and developing sustainable internal capabilities.
- 07 Maintains Evidence Integrity: Structured investigation processes provide clear technical summaries and reportability for potential legal or criminal proceedings.
- 08 Supports Business Continuity Planning: Expert recovery strategies and remediations ensure that legacy systems and modern cloud apps remain operational.
- 09 Streamlines Communication: Our consultants translate technical complexity into clear language, facilitating alignment between technical teams and senior leadership.
- 10 Delivers Cost-Effective Response: Access to our agile, expert team provides a more predictable and optimised spend than maintaining full-time internal specialist teams.

## Service

# Features

- 01 24/7 Managed Defense: Continuous access to Managed Detection and Response (MDR/SOC) experts for immediate support.
- 02 SC-Cleared Responders: Deployment of security-cleared technical capacity to manage sensitive or classified government environments.
- 03 Rapid Containment & Remediation: Expert strategy and immediate response to contain breaches and malware.
- 04 Deep-Dive Digital Forensics: Investigation of security incidents across cloud infrastructure, including Google Cloud and AWS.
- 05 Root Cause Analysis: Embedding security across the digital footprint to identify gaps and prevent future incidents.
- 06 Regulatory Compliance Support: Guidance to ensure alignment with Data Protection requirements and Cyber Security Frameworks.
- 07 Multi-Cloud Expertise: Response capabilities across Google Cloud, AWS, and legacy VMware environments.
- 08 Secure by Design Alignment: Implementation of robustness controls and encryption following SbD policy.
- 09 Technical Roadmap Development: Creation of post-incident roadmaps for security transformation and resilience.
- 10 Evidence & Reporting: Delivery of detailed Security Assurance Reports to provide evidence for accreditation and legal support.

# Qualifications and Certifications

# Qualifications and Certifications



Note on the ERS Gold Award: The Gold Award under the Armed Forces Covenant Employer Recognition Scheme (ERS) is held by tmc3.

# Our Google Experience: Accreditations and Certifications

## Data modernisation



Generative AI  
Modern data platform  
Data analytics & Machine learning

## Cloud training



Google Cloud and AWS  
Training – for engineers by  
engineers.

## Cloud security



Chronicle and Mandiant  
Consulting  
Managed security services

## Google Workspace



Migration and deployment  
Complex change management  
Insights as a service  
Training and Managed Services

## Infrastructure modernisation



VM migration  
High performance  
Compute

## Managed services



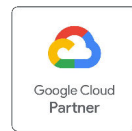
Value-Add operational  
Services

## Cloud foundations



Cloud centre of excellence  
Secure Landing Zones  
Cloud Assure/Finops

## Application modernisation



App modernisation  
Apigee  
Anthos

# Our Customers

06

Entrusted by Government  
to Deliver Compliant,  
Citizen-Centric Change,  
and Solve Complex  
Challenges

[dstl]



nationalgrid



The world's biggest brands  
trust us with their biggest  
problems



DIAGEO

Google



JLR



PayPal

postnord

priceline



sky



WPP

# Why They Keep Coming Back

# 07

# Partnership Focus

01

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## People Centric

We embed with your team, acting as an organic extension. Your success is our sole measure of achievement.

02

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## In Your Language

We translate technical complexity into clear business terms, ensuring alignment and informed decision-making across all levels.

03

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## Laser-Focused

Every solution is custom-designed based on your unique context, needs, and strategic objectives. No 'one-size-fits-all' templates.

# Drive and Excellence

01

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## Relentless Drive

We challenge the status quo and push boundaries, ensuring the best possible, highest-value outcomes are achieved, every time.

02

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## Adaptive Expertise

Our consultants maintain an unwavering commitment to continuous learning, keeping you at the forefront of emerging technologies and best practices.

03

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## Total Accountability

We own our decisions and commitments. The buck stops with Qodea – we deliver on our promises, and we learn from every experience.

# Outcomes at pace

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We fill the void between niche boutiques and bloated GSIs.

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We're agile experts with the scale to deliver full-stack solutions on enterprise-grade infrastructure.

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We're called in when competitors say it's impossible, or have already failed.

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We ship tangible outcomes into production, fast.



# Social Value

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# Environment

The Qodea Group is deeply committed to achieving Net Zero emissions by 2030, well ahead of the UK Government's 2050 target. Since our 2022 baseline, we have achieved a reduction equivalent to 51% of our total emissions (487.7 tCO<sub>2</sub>e reduction). Our Carbon Reduction Plan is completed in accordance with PPN 06/21 guidance and has been formally reviewed and signed off by a Director. Our commitment is integrated into our strategic plans to deliver long-term, verifiable sustainability.

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# Wellbeing

As a modern business, which operates in complex environments, we know the importance of health and wellbeing. We provide an Employee assistance Programme including access to an online platform and 24hr confidential helpline. This provides counselling support and a library of wellbeing information, ensuring all staff have practical support for all aspects of physical and mental wellbeing.

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# Economic Inequality

Qodea is committed to addressing economic inequality through community support and skills transfer. Our employees are entitled to paid time off to engage in volunteering activities, supporting both company-endorsed initiatives and charities of their personal choosing. This flexibility ensures maximum social impact while being managed via robust internal governance to maintain service delivery standards.