



**UBDS
DIGITAL**
A UBDS GROUP COMPANY

MANAGED SERVICE OFFERINGS

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1 UBDS DIGITAL OVERVIEW.

At UBDS Digital, we recognise that technology must not only be cutting-edge but also practical and quick to implement. We specialise in transforming your complex challenges into opportunities, delivering solutions that are not just acceptable but truly exceptional. Our approach ensures that with us, you navigate the intricacies of digital transformation with unwavering confidence and achieve outcomes that surpass expectations. You will never have to compromise on quality, security, and reliability. That is our promise to you.

1.1 Why clients choose UBDS Digital.

We are on a mission. To deliver unparalleled client value, unmatched employee experience and to make a meaningful difference in society.



Always Innovating



Security Obsessed



Industry Expertise



Outcome Centric

1.2 Services that drive innovation

We offer a full spectrum of services designed to guide our clients through every stage of their digital transformation journey. From strategic advisory to innovative design, meticulous implementation, and ongoing management, we deliver end-to-end solutions tailored to meet the unique needs of each organisation.

See a range of our services below.

You can get in touch with us via: frameworks@ubds.com

Website: www.ubdsdigital.com

LinkedIn: <https://www.linkedin.com/company/ubds>

 DIGITAL ADVISORY	 CLOUD	 CYBERSECURITY + COMPLIANCE	 SECURE CONNECTIVITY
- Cloud Business Analysis - Business Change Management and Communication - Cloud Target Operating Model - Cloud Transformation Strategy, Cloud Target Operating Model and Business Case - Digital Strategy - User Centric Design and Innovation	- Application Development and Innovation – Azure and AWS - Application Modernisation – AWS and Azure - Application Portfolio Assessment - Azure Delivery Squad - Cloud Enablement – Azure and AWS Landing Zones - Migration to Azure and AWS - Cloud Adoption Framework - Cloud Delivery Services - Cloud Desktop - Cloud Security - Cloud Services - DevOps as a Service - Microsoft Power Platform – Design, Implementation and Support - Microsoft Dynamics 365 and Power Platform Implementation and managed services. - ServiceNow DevOps and Design Studio Assessment and Requirements Gathering - ServiceNow Governance, Risk and Compliance Implementation Strategy - ServiceNow ITOM Assessment and Requirements Gathering	- PCI DSS Compliance - PCI Forensic Investigator - ISO Design, Implementation, Audit and Support - GDPR Consultancy - Third Party Assessments - IASME Cyber Assurance, Cyber Advisor & IoT - NCSC/ISAME Cyber Essentials Basic & Plus - Incident Response Policy, Planning & Playbooks - Cloud Security Assessments - Virtual CISO & DPO - Penetration Testing (VA, Web App, Infra, Mobile, MS365, CREST & CHECK) - Digital Forensics and Incident Response - Incident Response Retainer - Threat Intelligence - Threat Modelling - Cyber Incident Exercising (Tabletop & Live Play) - Zero Trust – Readiness, Assessment & Implementation - Information Security and Compliance - Microsoft 365 Security Consultancy	- SD-Wan Design, Build and Managed Service - Hosted SD-Wan Networks - SD-Wan, SASE and Cloud Networking Readiness Assessment - SD-Wan Proof of Concept, deployment and business case - Hybrid, Zero Trust and Cloud Networking Design, Implementation and Managed Service - Network Transformation for Cloud Adoption - Cloud and Zero Trust Security Services - Cloud Hybrid Networking - Modernise Endpoints - Secure Access Service Edge (SASE) and SD-WAN for Cloud Adoption

 DATA AND AI	 MANAGED SERVICES	 TECHNOLOGY DELIVERY – P3M
- AI360 - Applied AI and ML Strategy and Implementation - Data Platform Transformation - Microsoft Fabric Implementation and Adoption Framework - Databricks Architecture Assessment and Implementation Roadmap	- Cloud Hosting and FinOps - Modern Workplace and Productivity - Security Operations Centre (SOC) - Security Information and Event Management (SIEM) – Microsoft Sentinel - Unified Cloud and Infrastructure Support - Networks Operation Centre - Cloud Management - Cloud Service, Design and Transition - Penetration Testing as a Service - Compliance as a Service - Managed Dark Web Scanning & Monitoring	- Technology Delivery Services – Portfolio, Programme and Project Management - Project Management Office (PMO) - Implementing Agile Product Delivery

2 **MANAGED SECURITY OPERATIONS CENTRE (SOC) SERVICE.**

Defend your infrastructure and enhance your security with our comprehensive, flexible and fully managed SOC and SIEM capability based on Microsoft Sentinel. Protect your organisation with 24x7x365 monitoring and sophisticated threat hunting and analysis that continually evolves to defend against even the latest cyber threats.

KEY FEATURES

- 24x7x365, CREST, CISP and NCSC Accredited SOC with geographic resilience
- Certified to ISO 27001, 9001, 22301, 20000-1 and 14001
- Automated Monitoring and Intelligence
- AI Augmented Incident Response Management
- Dedicated Tier 1-3 NPPV/SC Cleared SOC Analysts
- Embedded Innovation and Continual Improvement
- Thought Leadership and Cyber Expertise
- Advanced Threat Simulation Exercises conducted regularly
- Monthly Service Review meeting to discuss account performance

KEY BENEFITS

- Reduced overheads due to outsourced SOC capability
- Seamless integration with industry-leading ITSM Software
- Pre-authorized response actions implemented automatically, reducing downtime and mitigating impact
- Access to Cyber Insurance and PR Relations Management included
- Public Relations management in the event that things go wrong
- World Class Business Change Management throughout SOC migration and implementation
- Quarterly hackathons with your security staff to ensure continual learning
- Regular tabletop exercises conducted to reduce business risk
- Regular lessons learnt reviews to continually iterate upon response plans
- Access to experienced network architects and subject matter experts

3 UNIFIED CLOUD AND INFRASTRUCTURE SUPPORT.

Augment your organisation's support capability with our comprehensive Cloud and infrastructure support service for the Microsoft stack and across other vendors. We ensure seamless integration into your incident management processes, freeing up time for your engineers and enhancing productivity and efficiency. UBDS Digital has wide-reaching vendor expertise and multiple partnerships.

KEY FEATURES

- Incident management for all Microsoft-related – and other – issues
- Access to support for on-premise deployments alongside cloud
- UK-based with 24x7x365 availability: we don't follow the sun
- Expert-guided, smooth service integration
- Ongoing assistance and continual improvement
- Access to our Microsoft Architects and subject matter experts
- “Shift Left” mindset; resolution may not need to involve Microsoft
- Consistent incident response with dedicated account contacts
- Access to UBDS Digital delivered health checks (Azure, Security, M365)
- Monthly service review presentation to discuss account performance

KEY BENEFITS

- Not just another supplier: UBDS Digital acts as a trusted partner
- Reduces time spent by your engineers handling incidents
- Reduced cost: premium service without the premium price tag
- Reduced incident duration through access to UBDS Digital architects and SMEs
- Convenience and single point of contact within UBDS Digital vs Microsoft
- Proactive workshops and regular health checks ensure high estate health
- Access to UBDS Digital expert training resources
- Holistic support approach aligned to long-term strategy
- Expert guidance to help your organisation plan for the future
- Proactively identify operational risks reducing potential downtime

4 CLOUD MANAGEMENT.

Organisations can enjoy significant benefits by moving applications and services to Cloud and UBDS helps them achieve this through our robust, proven Cloud migration approach. Following migration, Cloud infrastructures still need to be maintained and managed. UBDS provides service management of the Cloud environment and can recommend cost optimisation updates.

KEY FEATURES

- Availability monitoring of infrastructure
- Manage adds/moves/changes of Virtual Machines
- Capacity Management of Disk/CPU/Memory
- Auto shutdown / start-up of named servers to save costs
- Problem management through to resolution
- Managed landing zone
- Management of user accounts, IAM, subscriptions, storage
- Management of backup and restore
- Lightweight Cloud management

KEY BENEFITS

- Experienced, effective service management by Cloud specialists
- Recommendations for Cloud environment and cost optimisation option
- Management of the core aspects of each Virtual Machine
- Save 50% costs by shutting down machines overnight and autorestart
- Problem management through to resolution
- Provision of Cloud expansion and code updates
- Management of user accounts, IAM, subscriptions, storage
- Management of backup and restore
- Cloud management service to suit your needs

5 CLOUD SERVICE DESIGN AND TRANSITION.

Enables you to design Cloud solutions (e.g., AWS, Azure) in collaboration with UBDS' technical experts. Our team uses agile to assess the current technological landscape, defines the cloud implementation roadmap and best deployment models and how to best enable growth of new technological capabilities, whether in-house or through external providers.

KEY FEATURES

- ITIL v3/v4 management practices and design
- Cloud technology and services maturity assessment
- Data architecture and IT assessment
- Digital technology roadmap (including horizon scan, enterprise architecture, efficiencies)
- Service management transformation: DevOps, SecOps, FinOps, AIOps, Target-Operating-Model
- Technology sourcing strategy
- Sourcing journey and implementation
- System renewals
- Legacy infrastructure optimisation, migration and management
- Cross domain interconnect

KEY BENEFITS

- Cloud implementation roadmap
- Increased user engagement and satisfaction
- Clear objectives, principles and defined to-be state
- Higher levels of profitability through a targeted roadmap
- Clarity on the outcomes and efforts required
- Agile approach, continuous improvement
- Improved technology provider and vendor selection processes
- Grow new technological capabilities
- Build a user-focused organisation.
- Expert in AWS, AWS API and Azure (with partnerships)



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**EXCEPTIONAL OUTCOMES.
NEVER COMPROMISE.**

