

Crown
Commercial
Service
Supplier



nine23

The High Assurance MSP

High Assurance MSP
SERVICE DEFINITION

nine23.co.uk

Service Definition

Nine23 provide a UK-based IT service desk and managed IT services that follow ITIL best practice. Our services are certified to ISO/IEC 20000-1:2018 for service management and Defence Cyber Certification (DCC) Level 0 standards. Our service desk staff are security-cleared (SC and NPPV3 at a minimum) and deliver Levels 1–3 support.

Our services include proactive monitoring and management of server infrastructure, covering patching and vulnerability management to keep systems secure and up to date. Support can be delivered as a fully managed service or as a trusted partner working alongside your existing in-house IT team.

Additional services include secure endpoint hosting and Security Information and Event Management (SIEM) monitoring, alerting, and reporting. All services are delivered through our UK-sovereign private cloud platform, FLEX, which is accredited by the NCSC and GPG to handle data classified as OFFICIAL, OFFICIAL-SENSITIVE, and Above OFFICIAL.

Service Delivery Management is a core component, providing governance, transparency, and continuous improvement. It defines how services are planned, monitored, and reviewed, with clear reporting against agreed Key Performance Indicators (KPIs). Regular service review cycles are built into the framework to assess performance, manage risks and issues, and drive service improvements, ensuring services consistently meet operational and business objectives.

Service Features

- UK-based, ITIL-aligned Service Desk and managed IT services
- ISO/IEC 20000-1:2018 certified Service Management
- DCC Level 0 accredited services
- SC and NPPV3 security-cleared Service Desk staff
- Levels 1–3 Service Desk support
- Proactive monitoring and management of server infrastructure
- Patch management and vulnerability management
- AV, Patching, Monitoring, Base OS Management, security monitoring, DR management
- Secure remote access to SENSITIVE corporate data using always-on VPN
- NCSC Cloud security principles in fully managed scalable IaaS/PaaS/public/hybrid environments
- Fully managed service or support for in-house IT teams

- Secure endpoint hosting
- SIEM monitoring, alerting, and reporting
- Services delivered via a UK-sovereign private cloud (FLEX)
- NCSC and GPG accredited platform
- Supports data classifications: OFFICIAL, OFFICIAL-SENSITIVE, and SECRET

Service Benefits

- AV, Patching, Monitoring, Base-OS Management, security monitoring, DR management
- Native mobile experience for end-users managed M365 OS
- Complete end-to-end secure managed solution set-up and in service quickly
- Connect to secure services on HSCN/PSN/LECN/RLI
- Fully managed service by security cleared personnel (SC/DV/NPPV3)
- UK Sovereign, ISO-accredited datacentres holding FSC/PASF
- Designed to support remote, deployed, office-based and hybrid working
- UK-SME provides agile solution design/delivery for complex public-sector regulatory compliance
- UK Sovereign Managed Service Provision
- Dual site private cloud resiliency option available
- Defence and defence supply chain collaboration

Problems Solved

- Nine23 provide a UK-sovereign, NCSC/GPG-accredited private cloud (FLEX) capable of hosting workloads up to OFFICIAL, OFFICIAL-SENSITIVE, and SECRET classifications
- Deliver ITIL-aligned managed services, independently certified to ISO/IEC 20000 and DCC Level 0, ensuring consistent, auditable service delivery
- Supply SC and NPPV3-cleared service desk and engineering support (Levels 1–3), removing reliance on customer-owned clearance capability
- Implement 24/7 proactive monitoring, alerting, and patch and vulnerability management to prevent incidents and reduce operational risk
- Provide monitoring, logging, and reporting, supporting security assurance, incident investigation, and compliance evidence
- Operate as a fully managed service or a trusted partner, integrating seamlessly with existing in-house IT teams and governance structures

- Ensure UK data residency, UK-based support, and assured supply chains, meeting sovereignty and compliance requirements
- Reduce cost, time, and risk by offering a pre-accredited, ready-to-use platform, avoiding lengthy internal accreditation processes
- Scale services securely and flexibly in line with operational demand and regulatory change
- Maintain clear service reporting, KPIs, and governance, supporting transparency and continuous improvement

Outcomes

- Secure handling of sensitive data with assured compliance
- Improved service resilience and availability
- Reduced operational and assurance risk
- Simplified governance and audit readiness
- Greater organisational focus on core mission delivery

What Nine23 Do & Why

Nine23 is a veteran-owned **UK Sovereign, High-Assurance Managed Service Provider (MSP)** delivering cyber secure, resilient digital services for mission-critical operations.

Our service offerings include:

- InfoSec Advisory and Assurance
- Private/Hybrid Cloud
- Secure Collaboration
- Interoperability

Our solutions are built to meet the most stringent regulatory compliance requirements and are fully aligned with NCSC/DSIT guidance and Secure by Design principles. We enable individuals and organisations to operate with confidence, security and compliance.

Who Nine23 Work With

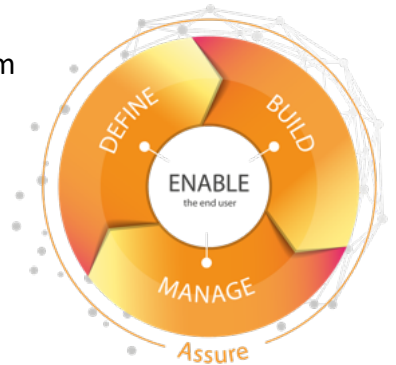
Nine23 delivers exceptional services to Discerning Clients in **UK Regulated Sectors who handle protectively marked data at** above OFFICIAL. We enable the HM Government, National Security and Public Safety, Defence Industry and their supply chains to collaborate and interoperate with simplicity, without ever compromising on security.

We have demonstrated significant achievements in difficult to break into sectors and have a stellar list of clients which demonstrates our credibility.

How Nine23 Work

Our Model

Our operating model builds security, usability, and compliance in from day one, so your technology, people, and processes work seamlessly together. As cyber threats evolve, so do we – keeping your users secure, empowered, and productive through continuous improvement, user-focused design, and UK sovereign solutions that meet national security standards.



Define - Your Problem

We understand information security and assurance as a business enabler, not a constraint. Our experts will conduct a comprehensive discovery phase to assess current capabilities and risks, define key security objectives, compliance standards, and end-user requirements, and develop a clear roadmap that enables digital transformation with high assurance at its core.

Build - Your Solution

We combine the best technology from the best vendors to create an environment that enables individuals to work together effectively and securely. Leveraging trust, innovation, and a depth of sector experience to provide collaboration and interoperability.

Manage - Your Service

We deliver high assurance and resilient managed services that enable seamless interoperability for teams to access the data and applications they need to work collaboratively. Our managed services include:

- 24/7 monitoring, proactive risk management, and compliance assurance
- Threat detection, response, and continuous security improvements
- A transparent Service Level Agreement (SLA) ensuring clear accountability.

Why Choose Nine23?

Enabling the end user is the heart of everything we do, empowering them to work with the same simplicity and usability they expect at home, without ever compromising on security. We are **trusted, proven experts with a strong track record** of delivering nationally accredited, user-focused solutions in complex and highly regulated environments.

We deliver high assurance solutions **accredited for use at OFFICIAL (including SENSITIVE and other caveats) through to SECRET**, meeting the most stringent cyber security

requirements. As a fully UK-owned and operated company, with all staff, infrastructure, and data located in the UK, we provide genuine 100% UK data sovereignty.

Above all, we are **refreshingly honest**. Building long-term relationships through transparency and integrity, with no jargon or hidden risks, just secure solutions that deliver real operational value.

