SOMERFORD
Delivering Innovation

Solution and Service
Guide

Delivering integrated solutions to complex data challenges

Digital Transformation

The generation of, and demand for, data continues to rise exponentially year on year. In a highly interconnected world, how do we secure our data, maintain confidence in its veracity and ensure availability? How do we use such vast volumes of data effectively to enhance productivity?

Somerford assists organisations in their adoption of cloud services and technologies securely, whilst understanding the continued challenges of a complex hybrid environment.

We need an integrated approach to data management to reduce operational, legal, financial and reputational risks and, importantly, to maintain a competitive edge.

How can we help?

Somerford Associates delivers a range of market-leading solutions spanning infrastructure and cloud monitoring, security, analytics, ITOps and DevOps. Our solutions are recognised by Gartner Magic Quadrant and Forrester Wave market analysis as sector leaders. From initial scoping against your requirements through to technical appraisals, implementation and optimisation, our certified and security cleared staff deliver complete solutions for your organisation.

Dedicated Project Managers and Technical Engineers validate requirements, develop a proof of concept and support the deployment, integration and maintenance of a tailored solution.

Our experience spans central and local government and a wide range of FTSE-100 companies.

Our aim is to meet all of our customer's needs with a focus on service quality and delivery for on-prem, hybrid or full cloud environments.

Customers

Solutions

Partners

Somerford's Model

The Somerford model is fundamental to how we operate. It involves the three cornerstones of our company and our values.

We have the capabilities to provide full delivery support, including design, implementation and deployment. As well as working with clients to develop Standard Operating Procedures (SOPs) for BAU transition and Centre of Excellence (COE) creation.

Customers

Experienced in large scale deployments spanning central and local government and a wide range of FTSE-100 companies. Somerford's proven track record is due to our customer-first approach.

Solutions

Somerford has an industry-leading solutions team. With certified professional services, project managers and a dedicated support desk.

Many of our customers continue to use our professional services after the deployment phase to support their internal teams and transfer.
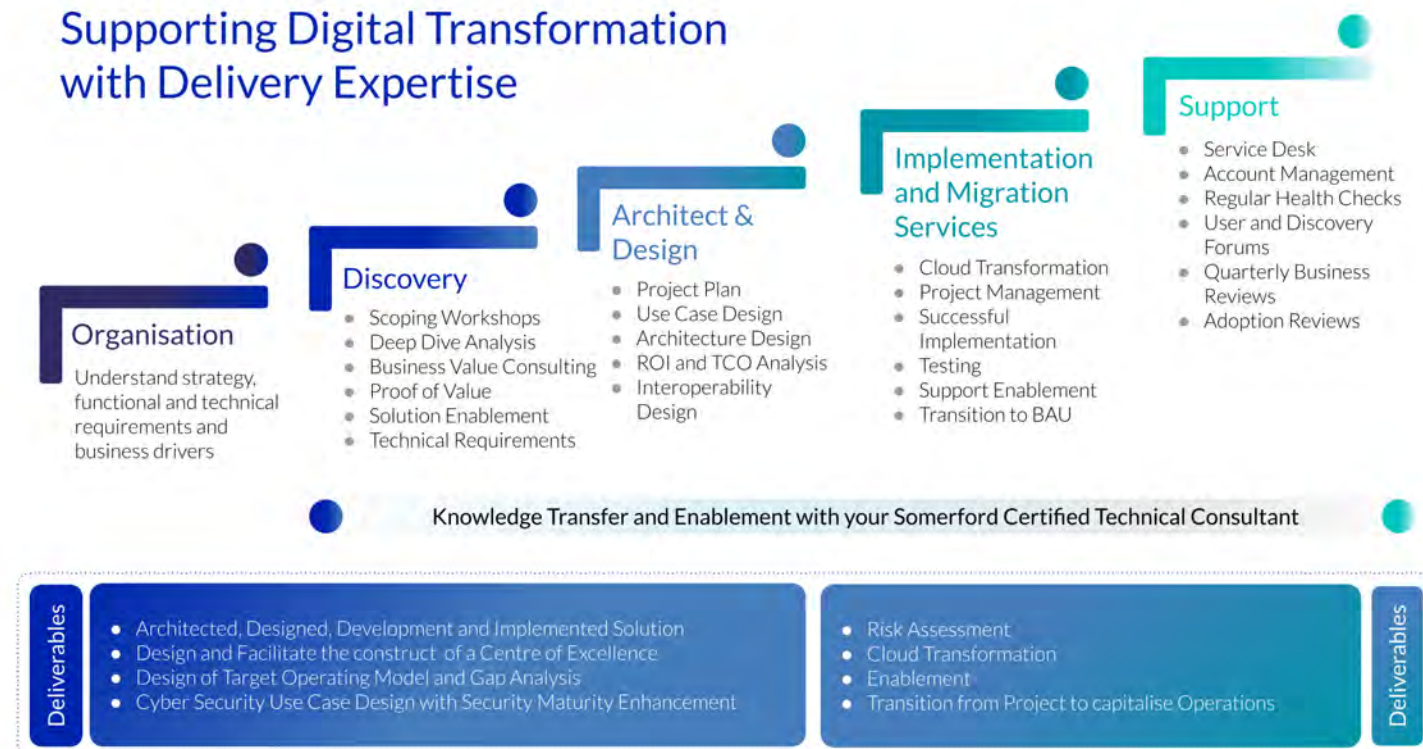
Partners

Partnered with Solutions that are Gartner Magic Quadrant leaders in several sectors. Somerford is a level above with Elite, Platinum, Premier, Hyper-specialized, Preferred or Gold partner status.

Our partner status enables us to provide full delivery, design, implementation and support. Working with customers to develop Standard Operating Procedures (SOPs) for BAU transition and Centre of Excellence (COE) creation.

Somerford End-to-End Service

Somerford Professional Services

Supporting Digital Transformation with Delivery Expertise

Organisation
Understand strategy, functional and technical requirements and business drivers

Discovery
- Scoping Workshops
- Deep Dive Analysis
- Business Value Consulting
- Proof of Value
- Solution Enablement
- Technical Requirements

Architect & Design
- Project Plan
- Use Case Design
- Architecture Design
- ROI and TCO Analysis
- Interoperability Design

Implementation and Migration Services
- Cloud Transformation
- Project Management
- Successful Implementation
- Testing
- Support Enablement
- Transition to BAU

Support
- Service Desk
- Account Management
- Regular Health Checks
- User and Discovery Forums
- Quarterly Business Reviews
- Adoption Reviews

Knowledge Transfer and Enablement with your Somerford Certified Technical Consultant

Deliverables
- Architected, Designed, Development and Implemented Solution
- Design and Facilitate the construct of a Centre of Excellence
- Design of Target Operating Model and Gap Analysis
- Cyber Security Use Case Design with Security Maturity Enhancement

Deliverables
- Risk Assessment
- Cloud Transformation
- Enablement
- Transition from Project to capitalise Operations

Professional Services

- Understand Business Strategy & Drivers
- Architect, Design, Develop & Implement
- Design, Facilitate & Construct the Centre of Excellence
- Design of Target Operating Models & Gap Analysis
- Cyber Security Use Case Design & Security Maturity Enhancements
- Risk Assessment
- Cloud Transformation
- Training & Enablement
- Transition from Project to Business Operations

Enablement Workshops

Bespoke training tailored to your environment and processes to get the best value out of your solutions.

Enhanced Support Service

Enhanced Service Desk and Professional Services providing:

- Responsive Support
- Proactive Support
- Engineer on Demand

Health Checks

Somerford provides an annual Health Check to maximise our clients ROI, identify any potential platform or user issues and suggest a clear resolution.

Health Checks are completed by certified Somerford technical consultants with a full written report provided.

Compliance App Consultancy Package

Somerford has developed a suite of applications with dashboards, reports, alerts and searches to help you meet, report and audit some of the most common compliance and audit requirements.

Business Value Consulting (BVC)

Our Business Value workshops are customer-led discovery sessions that are coordinated by a Somerford Business Value Consultant.

Using our Business Value Consulting tools we can provide you with adoption roadmaps and value benchmarks, to show you how to get the best value from your platform.

Quarterly Business Reviews

Hosting quarterly business reviews to ensure customers are gaining maximum value from the platform and supporting all future use cases.

Support Desk

Our in-house Service Desk offers support through several channels, including telephone, e-mail and remote sessions. Cases are logged and assigned to an engineer who will respond within 1 business hour.

The Support Desk handles a large number of calls annually and resolves over 95% in-house without needing to escalate to the vendor. Where required, we can also act as an escalation point to the vendor for any bugs found and ensure the case is resolved in a timely manner.

Technology Integration

Somerford has developed a number of pre-configured plugins to accelerate technology integration free of charge.

Cloud Security Assessment

Somerford has developed a cloud security assessment to help develop your cloud security strategy. Providing immediate insight through an online questionnaire and personalised report. We can then further plan your cloud security strategy around our three tiers for the next steps.

This can involve but is not limited to:

- Consultation with 1/2 day workshop
- Cloud Risk Assessment
- Data Risk Assessment
- Cloud Security Strategy based on your data

Free Data Risk Assessments

- Ransomware Preparedness
- Data Risk Assessment
- Remote Work Risk
- Netskope Cloud Risk Assessment
- SASE Assessment
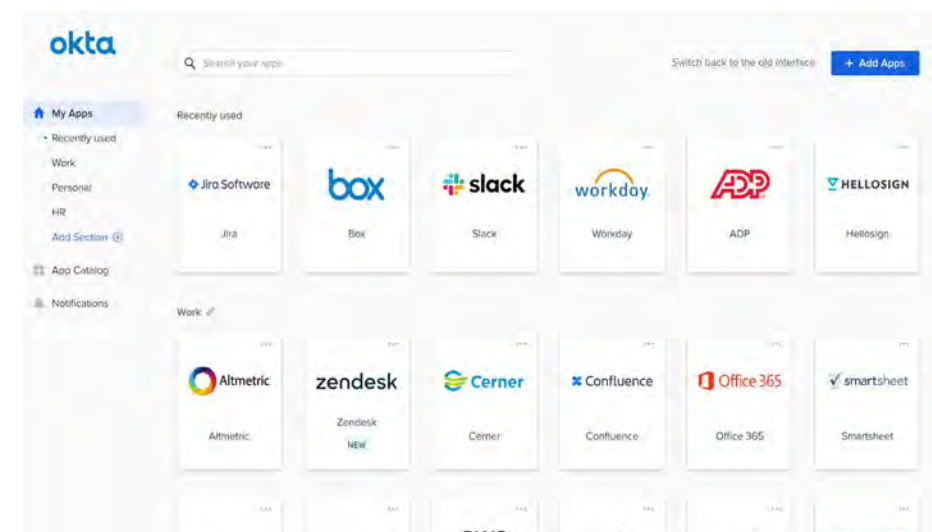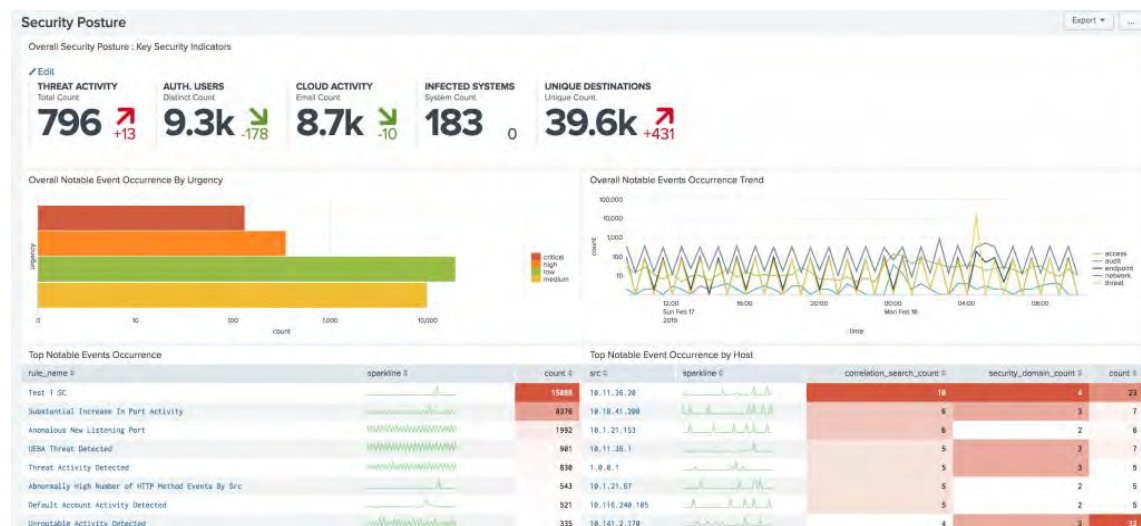
splunk> turn data into doing™

Make better, faster decisions with real-time visibility across the Enterprise. Splunk, the Data-to-Everything Platform, unlocks data across all operations and the business, empowering users to prevent problems before they impact customers. With AI driven insight, IT teams can see more of the details and the impact on the business, when issues occur.

okta

Simplify the way your users connect to Apps and boost your IT teams efficiency. Okta provides cloud based software that helps companies manage and secure user authentication into modern applications, and allows for developers to build identity controls into applications, website web services and devices. Okta securely and simply connects people to their applications from any device, anywhere, anytime.

HashiCorp

HashiCorp is a leading multi-cloud adoption platform that enables organisations to establish, secure, run and connect cloud-computing infrastructure. HashiCorp's suite of solutions facilitate provisioning, networking, platform orchestration, runtime environments and secrets management at scale.

HashiCorp's open source solutions are downloaded tens of millions of times each year while enterprise versions enhance collaboration, operations, governance and multi-data centre functionality.

With Terraform and Vault in particular, the adoption and governance of a cloud infrastructure and the transfer of sensitive data and applications can be completed securely, efficiently and effectively.

netskope
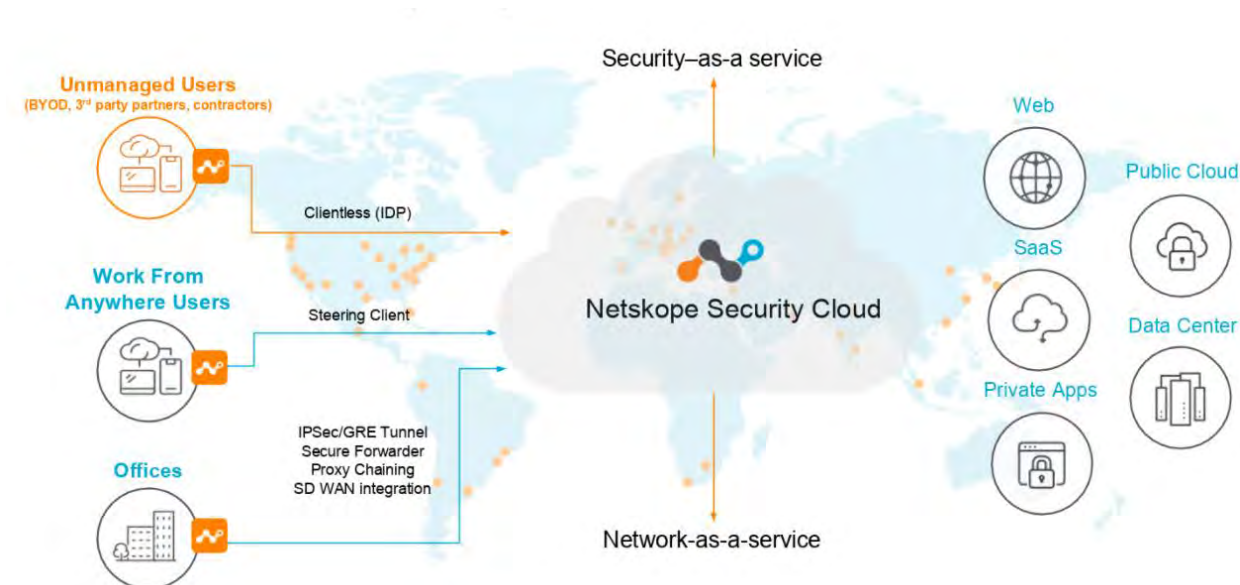
As enterprises embrace Software-as-a-Service, the average organisation has in excess of 1,000 app and cloud services.

Networks are becoming more and more decentralised, and a greater number of users connect directly to the web and apps from any location and any device. The future for Secure Web Gateway is an integration partnership with CASB in a cloud first world for in line app availability.

Netskope understands the context of today's cloud and web usage at the deepest level and provides real-time, granular visibility. It provides control over thousands of apps and cloud services, and enables you to optionally block the use of high-risk apps and cloud services, but safely enable the majority of apps that the business relies on.
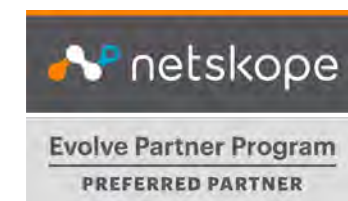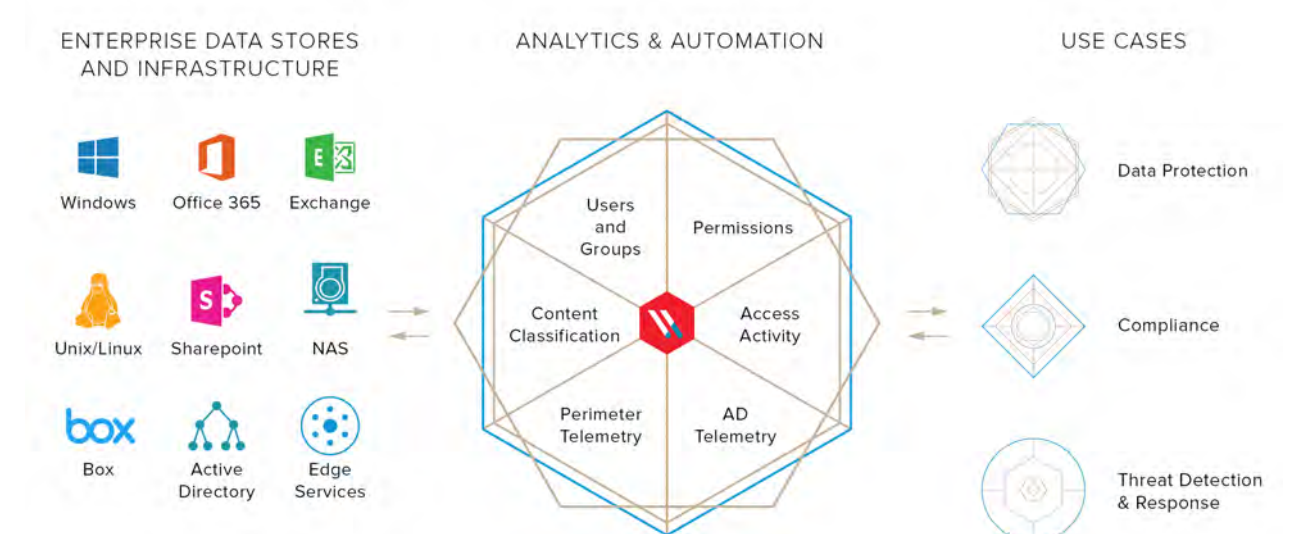
Delinea

Defining the boundaries of access

Delinea is a leading provider of privileged access management (PAM) solutions that make security seamless for the modern, hybrid enterprise, to secure critical data, devices, code, and cloud infrastructure to help reduce risk, ensure compliance, and simplify security.

Delinea removes complexity and defines the boundaries of access for thousands of customers worldwide, including over half of the Fortune 100.
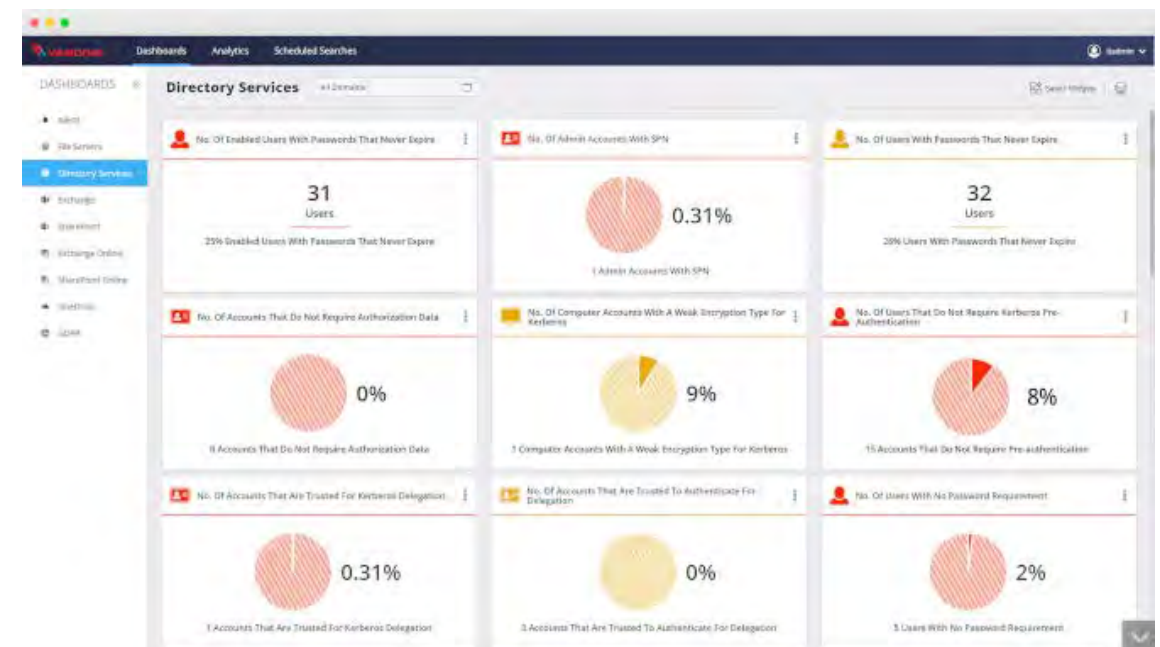
VARONIS

Varonis is a pioneer in data security and analytics, specialising in software for data protection, threat detection and response, and compliance. Varonis protects enterprise data by analysing data activity, perimeter telemetry, and user behaviour; prevents disaster by locking down sensitive data; and efficiently sustains a secure state with automation.

Data Security Platform

98%

Of Security Incidents Confirmed Accurate

17+

Billion Events Processed Daily

83%

**Of Incidents Enriched with mnemonic Threat Intelligence**

mnemonic

Somerford are a Gold Partner offering mnemonic MDR Services. mnemonic is the only European vendor recognised five years in a row in the Gartner: Market Guide for Managed Detection and Response Services (MDR).

mnemonic helps businesses manage their security risks, protect their data and defend against cyber threats.

At the heart of the mnemonic solution package is the proprietary MDR platform known as Argus. Argus is a 24×7 MDR service ecosystem exclusively designed to rapidly detect, analyse and respond to security threats. Taking advantage of big data analytics, machine learning, and a complex event-processing framework, Argus provides the advanced threat prevention ecosystem needed to see the big threat picture in real-time and protect customers against advanced persistent threats, zero days and targeted attacks.
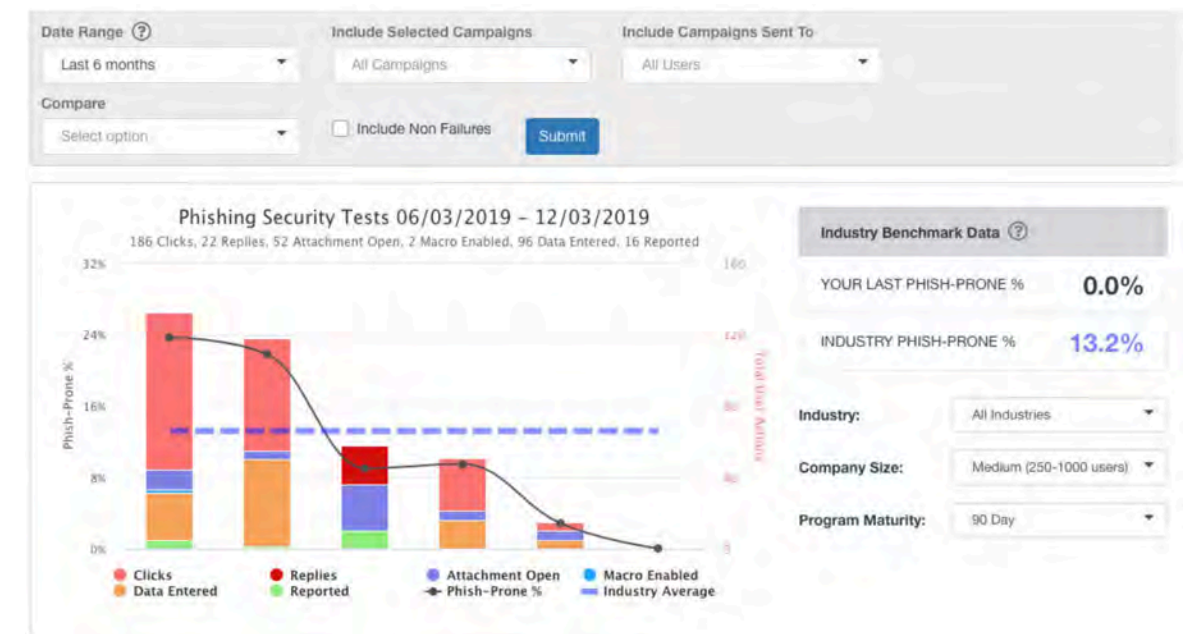
KnowBe4
Human error. Conquered.

KnowBe4 is a highly sophisticated automated security awareness programme that generates customised and contextualised user training to prevent phishing and spear phishing attacks from attacking networks and sensitive data through malware and ransomware. Training dashboards provide real-time status updates related to individual and collective training and powerful data analytics provide insights on user behaviour and security vulnerabilities. These insights then feed into a refined training programme that drives continuous improvement.

Simulated phishing attacks provide a vivid insight into the effectiveness of user security awareness training and policy compliance and, critically, significantly reduce the exposure of sensitive enterprise data. KnowBe4 builds the 'human firewall' - the most critical element of an effective cyber security solution.

CONFLUENT

Confluent was founded by the original creators of Kafka and is a US software company, based in Mountain View, California, that delivers a scalable, resilient and flexible platform built on Kafka that allows organisations worldwide to easily access, store and manage data as continuous real-time streams.

Confluent Platform delivers a complete Kafka distribution for on-premise or hybrid architectures, with multiple connectors, simplified data streaming, enterprise security features and total resilience. As Confluent Cloud it is a severless, elastic cost-effective and fully managed cloud native service. Confluent makes Kafka effective, accessible and highly performant for multiple organisations globally.

LACEWORK

Lacework helps organisations secure their entire cloud environment from end-to-end, across build-time and runtime, so organisations can innovate with speed and safety. Lacework has built an automated security platform that will surface up the known and unknown threats in your environment without having to write a single rule or policy.

Lacework applies 8 patented Machine Learning algorithms to discover behavioral anomalies in your AWS, GCP and Azure Cloud Control Planes without having to write or maintain any rules.

SecurityScorecard

A security ratings platform that enables enterprises to instantly rate, understand and continually monitor the cyber security risk of any company worldwide. SecurityScorecard does this non intrusively and from an outside-in perspective. The platform is used by over 1,000 customers for use cases including vendor risk management, cyber insurance, board reporting, and M&A.


CLOUDIAN®

Cloudian is the most widely deployed object storage system with the industry's most advanced S3 compatibility and an extensive partnership ecosystem.

Cloudian accommodates your most capacity-intensive workloads with Cloudian® HyperStore®. Get the scalable, S3-compatible storage you need for use cases such as big data, media archives, healthcare records, and video surveillance. Intuitive management tools and built-in data protection make it easy to manage and grow.
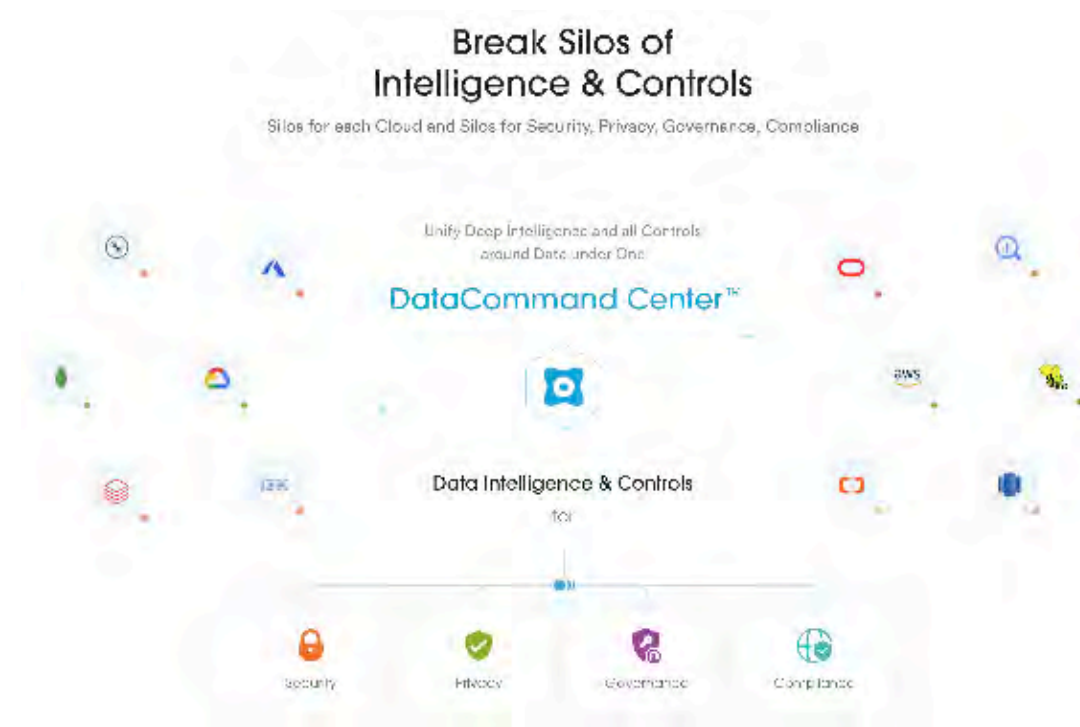
securiti

Securiti is the leader in AI-Powered security, privacy, governance and compliance for data across multi-cloud, SaaS and hybrid environments. Organisations globally rely on Securiti to secure and govern data, meet global privacy regulations and stay compliant. Securiti was winner of "Most Innovative Startup" at RSA Conference 2020, winner of "IAPP Privacy Innovation Award", and named "Top 25 Machine Learning Startups to Watch in 2021", by Forbes magazine.
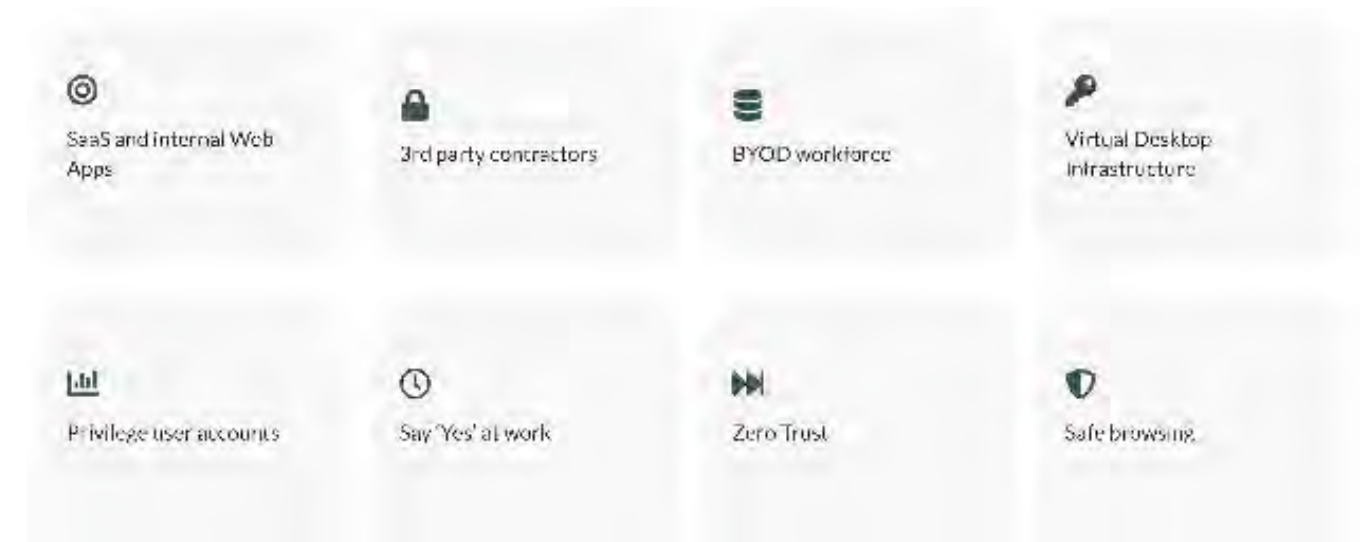
Island

Leveraging the open-source browser that all major browsers are based on, Island provides fine-grained policy control over every facet of a user's interaction with a web application giving the enterprise limitless visibility, control and compliance with their most critical applications. Island can serve as the platform for the future of productive and secured work.

BlueVoyant

BlueVoyant delivers purpose-built cyber security services that proactively defend business ecosystems of all sizes against today's threats by utilising large, real-time datasets with industry leading analytics, and technologies.

BlueVoyant's threat intelligence data detects organisations' most potent cybersecurity risks, while intuitive automations mitigate threats against your attack surface effectively and efficiently, providing the business and technical outcomes organisations need to stay secure and to support business objectives.

BlueVoyant's belief is to provide effective cyber security requires active prevention and defence across both the organisation and supply chain.

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aws marketplace

AWS Marketplace is a curated digital catalog service that simplifies software discovery, procurement, provisioning, and management through features that speed up product evaluation, improve governance and cost transparency, and enhance control over software spend.

Customers can unlock innovation when they have the tools to tailor software discovery, procurement, and provisioning to the needs of multiple teams across their organization. AWS Marketplace enables builders to access, implement, and control the third-party software solutions they need in a variety of environments, whether they are AWS-centric or hybrid models.

As an authorised AWS Marketplace reseller and a member of the Amazon Partner Network (APN) Somerford Associates have the ability to provide our customers with Customer Partner Private Offers (CPPO), to offer customised pricing for our partners, all managed through our customer AWS Marketplace Management Portal.

Our customers can now purchase software solutions in AWS Marketplace, through us as Consulting Partners, to leverage our knowledge of your business, offer our professional services and support, and receive the same fast and friction-free purchase experience you are accustomed to in AWS Marketplace.

Commercial Sector

Somerford supports many of the UK's largest organisations in the retail, financial services, utilities and manufacturing sectors in addition to others. We provide a range of solutions that enable our customers to succeed in their core business and maximise the benefit of digitisation.

Aligned with our customers' objectives in a true partnership, we implement high-quality solutions through Professional Services and technology partnerships.

Public Sector

Our specialist public sector team understands the challenges, not just in respect of data management but also cost control, timely delivery and coherence. We take a holistic, enterprise-level approach to ensure that our solutions are appropriate to the organisational structure, operational processes and output requirements. Across the public sector, we have delivered Security Incident and Event Management (SIEM) solutions that identify, report, mitigate and investigate advanced threats and we have introduced solutions that have greatly increased efficiency in development operations.

Somerford's solutions have helped to deliver public-facing applications that are robust and reliable and have enabled central government departments to identify and address sensitive, over-exposed data and thereby demonstrate effective compliance. This experience includes cloud transformation in the public sector, helping institutions to accelerate their digital transformation to enable secure remote working.

Supported by our senior outreach team, we work collaboratively to deliver solutions that place decision support data in the hands of those that are authorised to have it, when they need it and in a format that they can understand.

Crown
Commercial
Service
Supplier

HM Government
G-Cloud
Supplier

Digital
Outcomes
Specialists
GOV.UK

ARMED FORCES
COVENANT
EMPLOYER
RECOGNITION
SCHEME
SILVER AWARD

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Delivering Innovation

Summary

Somerford Associates delivers technology and services spanning infrastructure and cloud monitoring, security, analytics, ITOps and DevOps. Using a range of market-leading solutions, our certified and security cleared consultants build and integrate bespoke platforms that significantly reduce risks and drive productivity.

We protect sensitive enterprise data and assist in managing it effectively to support decision making.

With specialist knowledge, skills and experience derived from supporting a broad range of FTSE 100 companies Somerford Associates have a strong reputation for enabling digital transformation at scale, at pace and on budget.

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