Solutions and Services Guide for Government

Empowering Digital Transformation and Delivering Innovation

Data in Defence

The volume, diversity, accuracy and speed of data within Defence presents a complex, dynamic and pressing challenge. Defence is awash with data, much of which is unstructured and inaccessible and therefore lost to decision-makers. Yet there is huge value in this untapped resource that can drive much greater efficiency and effectiveness, support collaborative working and deliver authoritative, reliable and trusted decision support at every level.

To manoeuvre successfully in the information domain, Defence must create, defend and exploit a single information environment that delivers foresight and insight at pace. Through robust and agile data connectivity, 'big data' analytics and the integration of Artificial Intelligence (AI) and Machine Learning (ML), Defence can manage, protect and utilise data far more effectively and, in doing so, secure a competitive advantage against increasingly sophisticated adversaries.

Summary

Somerford Associates develops and delivers disruptive technological solutions that span data security, identity and analytics. Using a range of 'best in class' solutions, our certified and security-cleared consultants build and integrate bespoke platforms that significantly reduce risks and drive productivity. We protect sensitive enterprise data, demonstrate that it is being managed effectively, and derive greater value from it by providing real-time insights to support effective decision-making.

With specialist knowledge, skills and experience derived from supporting a broad range of FTSE 100 companies alongside that from across Defence, Central and Local government, Somerford Associates has a strong reputation for enabling digital transformation at scale, at pace and on budget.

Somerford Associates is a proud supporter of veterans and the armed forces which has been recognised since 2018 in our Armed Forces Covenant awards.

Our team at Somerford are proud of the work we do to maintain the support we provide for our Military colleagues and their families. The Armed Forces Covenant is a promise from the nation to those who serve or have served, and their families, which says we will do all we can to ensure they are treated fairly and not disadvantaged in their daily lives.

ARMED FORCES COVENANT

EMPLOYER RECOGNITION SCHEME

SILVER AWARD

SOMERFORD Delivering Innovation

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 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.

Diverse Industry Experience

Experience

FTSE-250
Private and Public Organisations
Defence, Government & Intelligence
Experience across all industries

High-Quality Service

On-prem
Hybrid
Poly Cloud
Full Cloud

Solutions Interoperability

Holding top-tier partner status with each of our vendor partnerships and with a wealth of technical knowledge, we build bespoke services or applications within the solution to further meet customers' business requirements. Having skills across each partner enables further integration and consolidation opportunities.

Our partners provide market-leading solutions spanning infrastructure and cloud monitoring, security, analytics, ITOps and DevOps, recognised by Gartner Magic Quadrant and Forrester Wave as sector leaders.

From initial scoping through to technical appraisals, implementation and optimisation, our certified and security-cleared staff deliver complete solutions.

Gartner Magic Quadrant Leaders

The Somerford Model

As experts, our consultants engage customers to understand their data-driven goals and learn how best to implement and manage their environment to address their needs and desired outcomes.

The Somerford model is the foundation of our operations. We are equipped to provide support for end-to-end delivery, from design to implementation, service desk and support.

Customer First Approach

Figure 1

Customer Success

At Somerford, we go beyond the ordinary, offering added value through our comprehensive services and expertise. This includes creating Centres of Excellence (COEs) to provide flexibility in platform consumption and integration opportunities in various technology environments, from on-premises to hybrid and full cloud.

Service Catalogue

- Enablement Workshops
- Data Risk Assessment
- Enhanced Support Service
- Cloud Security/Risk Assessment
- Health Checks
- Quarterly Business Reviews
- Technology Integration
- Licence Audit and Administration
- Business Value Consulting (BVC)
- Ransomware Assessment
- Application Audits
- Supply Chain and Third-Party Risk
- Augmented Support
- Account Management

SOMERFORD Delivering Innovation

Added Value

Our security-cleared consultants build and integrate bespoke platforms that significantly reduce risks and drive productivity with a broad range of enterprise clients, across industries, including the public and defence sectors. Somerford drives greater value in data by helping organisations derive real-time insights to support effective decision-making.

With the end-to-end services shown in Figure 1, Somerford delivers specialised knowledge, skills, experience, and a long reputation for enabling digital transformation at scale and pace. We provide full delivery, including design, implementation, deployment, and support.

Enablement Workshops

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

Enhanced Augmented 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 your investment, identify any potential platform or user issues and suggest a clear resolution. Health Checks are completed by certified Somerford technical consultants who provide a full written report.

Business Value Consulting (BVC)

Our Business Value workshops are customer-led discovery sessions that a Somerford Business Value Consultant coordinates. Using our BVC tools we can provide adoption roadmaps and value benchmarks, to show 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.

Dedicated 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 act as an escalation point to the vendor for any issues found and ensure the case is resolved promptly managing the process seamlessly.

Technology Integration

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

Free Data Risk Assessments

- Ransomware Preparedness
- Data Risk Assessment
- Co-Pilot Readiness Assessment
- Remote Work Risk
- Netskope Cloud Risk Assessment
- SASE Assessment

Free Cloud Security Assessments

In addition we offer 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

Customer Success Stories

Don't just take our word for it. Read a snapshot of our successful customer digital transformations directly from those whom we have helped.

Local Council undergoes digital transformation to secure services, from housing, education, social care and health

Empowering a Leading University with Splunk Cloud Transformation

An esteemed University with over 25,000 students from over 140 countries

Industry Experience

Somerford Associates serves a diverse array of clients across numerous industries, showcasing the versatility of our solutions. From small businesses to enterprise-level corporations, we tailor our services to meet the unique needs of each client. Our client portfolio includes esteemed organisations from the FTSE 150, 250, Defence, governmental agencies, and beyond.

splunk> Partnerverse — Public Sector

splunk> Partnerverse — Retail

splunk> Partnerverse — Energy & Utilities

splunk> Partnerverse — Financial Services

Solutions

End User Protection	Company Education & Awareness campaigns including MI dashboards	Reduce passwords via Single Sign On / Multi Factor Authentication	Restrict user access via Role Based Access to critical applications	Company Phishing Simulations to test user awareness	Align user passwords to company policy - Password Complexity	
Endpoint Security	Ongoing Patch Management of endpoints	Endpoint protection via NextGen Firewalls and Detection	Protect endpoint devices and data via Disk Encryption	Control BYOD & Mobile Device access to corporate network	A solution to manage Certificates on endpoints	Enable wider Security controls via Group Policy Enforcement
Data Protection	Limit unauthorised egress of data from corporate network - Data Loss Protection	Automatic and manual Data Classification of data to limit egress from network	Mitigate against a Ransomware Attack	Prevent unauthorised use of corporate content via Data rights Management (cut/copy/paste)	Maintain the accuracy, completeness, and quality of data as it's maintained over time & across formats - Data Integrity	
Platform Security	Protect servers and VM's with NextGen Firewalls	Management of Remote User Access onto the corporate Network	Manage & store Privileged Account credentials including session recording	Manage Service Accounts credentials & access to these accounts	Enable Zero Trust access for users	
Perimeter Security	Management of inbound network traffic via External Firewalls	Management of Remote User Access onto the corporate Network	Email security by introducing Messaging & Spam Filtering before reaching users inbox	Risk management of 3rd Party, external suppliers and vendors	Detection & protection of malicious Brute Force & DDOS attacks	Ongoing real time Remote Authentication Reporting to detect breaches
Security Incident and Event Monitoring	Ability to translate Raw logs, Endpoint, Network Analytics into meaningful data	Consume Unified Log data in one place	Monitor for suspicious User Behaviour via Analytics & Trends	Suspicious Activity Detection & Alerts	Enrich incident information with Threat Intelligence	
Network Protection	A solution to manage Certificates on Servers and network devices	Encryption at Rest / Transit / Use	Restrict access to corporate network for only authorised devices	Prevention of unauthorised access or damage to computers or data using wireless networks, which include Wi-Fi networks	Monitor & analyse Internet of Things for security threats	
Application Protection	Shift Left - Code applications in a secure manner throughout the development process - SAST / DAST	Prevention of data corruption through the use of controlled access mechanisms. Data Integrity	Monitor Database Access for unauthorised / malicious access	Ensure applications developed are OWASP compliant		
Governance and Risk Management	Toolkit for checking ISO 27K compliance	Replacement solution for external Penetration Testing	A solution to provide Vulnerability Assessment results with associated risk evaluation	Meet regulatory and legal requirements for Privacy & Compliance	Cyber Resilience capability Int / Ext Audit remediation	Adhering to Cyber Essentials (Plus) standards

Market Leading Partner Eco-System

We're aligned with industry leaders, with top level, award winning partner status.

Splunk is used to search, analyse, and visualise machine-generated data in real time. It monitors, searches, and analyses large datasets generated by applications, websites, servers, networks, mobile devices, and other sources and collects, indexes, and correlates data from various sources, allowing users to troubleshoot issues, monitor performance, detect anomalies, and investigate security incidents.

Splunk is used for IT operations, security and compliance, business analytics, and customer intelligence. It has a user-friendly interface for searching and analysing data, as well as powerful tools for creating dashboards, reports, and alerts and offers add-ons and integrations to extend its functionality.

Okta is a cloud-based Identity and Access Management (IAM) platform that provides secure access to various applications, devices, and data for users for Single Sign-On (SSO), Multi-Factor Authentication (MFA), user lifecycle management, and other identity management capabilities.

Okta centrally manages user authentication and authorisation across its entire IT infrastructure, including cloud applications, on-premises applications, and mobile devices and integrates with a wide range of applications and systems, allowing users to access all their resources with a single set of credentials.

HashiCorp

HashiCorp is well known for Terraform, an open-source infrastructure as code (IaC) tool, which enables users to define, provision, and manage infrastructure resources across multiple cloud providers. This approach streamlines deployment processes and ensures consistency and scalability. HashiCorp's solutions are embraced by organisations of all sizes seeking to adopt DevOps practices, streamline operations, and enhance security in their infrastructure and application deployments.

The Hashi Stack:

- Consul, a service networking platform facilitating service discovery, configuration, and secure communication within distributed systems.
- Vault, another flagship product, addresses the critical need for secure secrets management, offering features like dynamic secrets and encryption as a service.
- Boundary is a secure access management solution designed to provide identity-based access controls and session management for dynamic infrastructure environments. It enables organisations to securely access critical systems and resources while enforcing granular access policies based on user identity and roles.
- Nomad complements the suite by providing a cluster manager and scheduler for deploying and managing applications efficiently.
- Packer automates the creation of machine images for various platforms.

netskope

Netskope is a cloud-native security platform that provides comprehensive protection for cloud services, applications, and data across all devices and locations. Netskope offers solutions for cloud security, data loss prevention (DLP), threat protection, and access control.

Its platform utilises real-time data and analytics to detect and prevent security threats, enabling organisations to safely adopt cloud services and maintain compliance with regulatory requirements and with its multi-layered approach, combines advanced security controls with granular visibility and policy enforcement, empowering businesses to embrace the benefits of cloud computing while mitigating risks associated with data loss, malware, and insider threats.

Varonis is a data security platform providing comprehensive solutions for protecting sensitive data, detecting insider threats, and ensuring regulatory compliance.

Varonis offers a range of products including data security, threat detection, and automation tools. Its platform utilises machine learning and behavior analytics to identify and mitigate risks associated with data exposure, unauthorised access, and abnormal user behavior. Varonis enables organisations to secure their critical data assets across on-premises, cloud, and hybrid environments, while also facilitating data governance and compliance with regulations such as GDPR and CCPA. With Varonis, businesses can safeguard their data from both external attacks and insider threats.

Varonis SaaS (Software as a Service) extends Varonis' data security capabilities to cloud-based environments, offering organisations comprehensive protection for their cloud data assets. With Varonis SaaS, businesses can secure sensitive data stored in cloud applications and platforms, such as Microsoft 365, Google Workspace, and Salesforce. The solution provides real-time monitoring, threat detection, and access controls to safeguard against data breaches, insider threats, and compliance violations.

Confluent is a leading platform built around Apache Kafka, designed to help organisations harness the power of real-time data streaming and event-driven architectures. Founded by the creators of Kafka, Confluent provides solutions for data integration, real-time analytics, and stream processing at scale.

Its platform enables businesses to capture, store, and process data streams from various sources in a unified, scalable, and fault-tolerant manner. With features like Kafka Connect, KSQL, and Schema Registry, Confluent simplifies the development and management of streaming data applications, empowering companies to unlock insights, drive innovation, and build transformative, data-driven experiences for their customers.

Delinea

Delinea offers comprehensive solutions for identity-centric security, privileged access management (PAM), and zero trust security frameworks. With a focus on protecting critical assets and reducing cyber risk, Delinea provides a suite of products designed to secure privileged accounts, monitor user activity, and enforce access controls across hybrid IT environments. Leveraging advanced technologies like machine learning and analytics, Delinea enables organisations to proactively detect and respond to threats, safeguarding against data breaches and insider attacks. By implementing Delinea's solutions, businesses can strengthen their security posture, achieve regulatory compliance, and ensure the integrity of their digital infrastructure.

LACEWORK

Lacework is a cloud security platform that delivers comprehensive protection for cloud infrastructure, workloads, and applications. Leveraging machine learning and behavioral analytics, Lacework offers automated threat detection, anomaly detection, and compliance monitoring across multi-cloud and containerised environments. The platform provides real-time visibility into cloud security posture, identifying and mitigating risks such as misconfigurations, unauthorised access, and data breaches. With features like cloud workload protection, container security, and compliance automation, Lacework secures cloud deployments, meets regulatory requirements, and streamlines security operations. By harnessing the power of automation and AI-driven insights, Lacework empowers businesses to confidently embrace cloud computing while maintaining robust security.

Security Scorecard

SecurityScorecard is a leading cybersecurity ratings platform that provides continuous monitoring and assessment of an organisation's security posture. Using a combination of proprietary data collection methods and external signals, SecurityScorecard assigns security ratings to businesses and their vendors, offering insights into potential vulnerabilities and risks. The platform evaluates factors such as network security, patching cadence, and social engineering exposure to generate an objective and actionable scorecard. Organisations can identify areas for improvement, prioritise security efforts, and mitigate cyber threats effectively.

mnemonic

mnemonic is a cybersecurity company specialising in providing advanced threat detection and incident response solutions. With a focus on proactive defence measures, mnemonic offers services such as threat hunting, security assessments, and digital forensics to help organisations identify and mitigate cyber threats.

The company leverages cutting-edge technologies and expert analysis to detect and respond to sophisticated attacks, including advanced persistent threats (APTs) and ransomware. mnemonic's holistic approach to cybersecurity combines threat intelligence, security analytics, and incident response capabilities to empower businesses to protect their assets, data, and reputation in an increasingly complex threat landscape.

BlueVoyant

BlueVoyant offers managed security services, threat intelligence, and proactive defence solutions. With a focus on proactive threat detection and response, BlueVoyant provides services such as security monitoring, incident response, and vulnerability management. Leveraging a global network of security analysts and cutting-edge technologies, the company delivers actionable insights and real-time alerts to help organisations mitigate cyber risks effectively.

BlueVoyant's comprehensive approach to cybersecurity combines advanced analytics, threat intelligence, and threat-hunting capabilities, enabling businesses to protect their critical assets, detect and respond to threats swiftly, and strengthen their overall security posture in today's evolving threat landscape.

securiti

Securiti is a comprehensive data security platform designed to protect sensitive information and ensure compliance across cloud environments. Leveraging artificial intelligence and machine learning, Securiti offers features such as data discovery, classification, and monitoring to identify and secure sensitive data at scale. The platform provides real-time insights into data usage and access patterns, enabling organisations to enforce policies, detect anomalies, and prevent data breaches.

KnowBe4 is a leading provider of security awareness training and simulated phishing solutions. Specialising in helping organisations strengthen their human firewall, KnowBe4 offers a range of training modules, simulated phishing attacks, and security awareness resources to educate employees about cyber threats and best practices.

Through its platform, businesses can assess and improve their employees' security awareness levels, reduce the risk of successful phishing attacks, and create a culture of security within their organisation. KnowBe4's approach empowers businesses to mitigate the human factor in cybersecurity incidents, ultimately enhancing their overall security posture and resilience against social engineering attacks.

Island Enterprise Browser is a secure web browser designed to provide organisations with a safe and controlled browsing environment for their employees. It offers features such as URL filtering, content inspection, and data loss prevention (DLP) to enforce security policies and prevent access to malicious or unauthorised websites. Island Enterprise Browser also includes tools for managing browser configurations, user permissions, and access controls, allowing administrators to customise settings based on organisational requirements.

AWS Marketplace is a curated digital catalogue 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.

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.

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.

Somerford's solutions have helped to deliver public-facing applications that are robust and reliable and have enabled all Government and Defence 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.

Supporting Defence

Delivering effective support is a fundamental part of our operating model. That's why Somerford Associates offers a free Government Success Package that encompasses free business value assessments, knowledge transfer workshops and webinars, operational performance assessments and access to our in-house innovation team.

Somerford Associates have also been approved as a silver-tier partner for the Defence Employer Recognition Scheme's Covenant initiative. Following our success in 2018 where we were awarded the Bronze award. Somerford has a long and established history of working with the Ministry of Defence as well as hiring ex-service personnel as we see first-hand the benefit they can bring to a business. We employ several Veterans, reservists, and military spouses and are keen to do all we can to support them whilst providing a viable route into employment.

In addition, our in-house Service Desk is able to assist customers with a current Somerford support subscription and prospects undertaking a proof of value project. We offer support through several channels, including telephone, e-mail and remote sessions and any employee can raise a support desk ticket using their organisational email address or by telephone. Service requests are logged and assigned to an engineer who will respond within 1 business hour. 95% of service desk tickets are resolved without requiring the involvement of our partners, due to our expertise.

Somerford Associates' success package is a value-added wrap to our Professional Services that is designed to optimise our solutions and deliver customer success. It's a key differentiator for us and for many of our customers.

Procurement

As an approved supplier on G-Cloud, Digital Outcomes Specialists and other frameworks, we are able to provide a procurement route for all of our services and partners technology. In addition, as an approved partner with AWS Marketplace (AWS MP), we are able to transact through Consulting Private Partner Offer (CPPO), providing bespoke packages, including professional services.

We continue to expand our authorised supplier agreements and are looking forward to transacting with Defence through the new Defence Information Technology and Professional Services (DIPS) framework in the near future.

Contact Details

Our value statement revolves around integrity, innovation, and impact. We are committed to upholding the highest standards of integrity in all our actions, interactions, and decisions.

UK Commercial Office

Unit 117
Watermoor Point
Watermoor Road
Cirencester
Gloucestershire
GL7 1LF

+44 1793 698047

info@somerfordassociates.com

UK Registered Office

Park House
Church Place
Swindon
SN1 5ED

+44 1793 698047

info@somerfordassociates.com

UAE Office

Somerford Middle East Computer
System Trading LLC
Al Habtoor Business Tower
Servcorp, Level 21,
Dubai Marina, UAE
PO Box 29805

+971 4 453 2645

Contact Us

info@somerfordassociates.com
somerfordassociates.com

UK Commercial Office

Unit 117
Watermoor Point
Watermoor Road
Cirencester
Gloucestershire
GL7 1LF

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