Solutions and Services

Empowering Digital Transformation and Delivering Innovation

Introduction

At Somerford Associates, our mission is to assist organisations in their adoption of cloud services and technologies securely. We specialise in navigating the complexities of hybrid environments and have earned a reputation as a trusted partner in delivering scalable solutions with output-driven objectives.

Our skills and technology partnerships cater to on-premises, hybrid, and full-cloud environments. Having the ability to sit across a hybrid technology landscape brings a unique capability. With operations spanning the UK&I and the Middle East, including our Dubai office and subsidiary, Somerford Middle East Computer Systems Trading L.L.C, we are strategically positioned to serve our clients efficiently.

Our Focus

The generation of, and demand for data continues to rise exponentially year-on-year. In a data-driven 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, reduce risk, empower our business decision-making, and inform and take action?

Somerford specialises in the secure adoption of cloud services and technologies, addressing the challenges of complex hybrid environments. We're renowned for guiding organisations to unlock their potential and achieve scalable, outcome-driven solutions.

As the demand for data surges yearly in our interconnected world, securing, verifying, and ensuring data availability becomes paramount. Our expertise enables our customers to harness vast data volumes effectively, enhance productivity, reduce risk, make informed decisions and provide actionable insights.

Diverse Industry Experience

Experience

FTSE-250
Private and Public Organisations
Government, Intelligence & Defence
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 relationships 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 end-to-end delivery, from design to implementation and support.

Customer First Approach

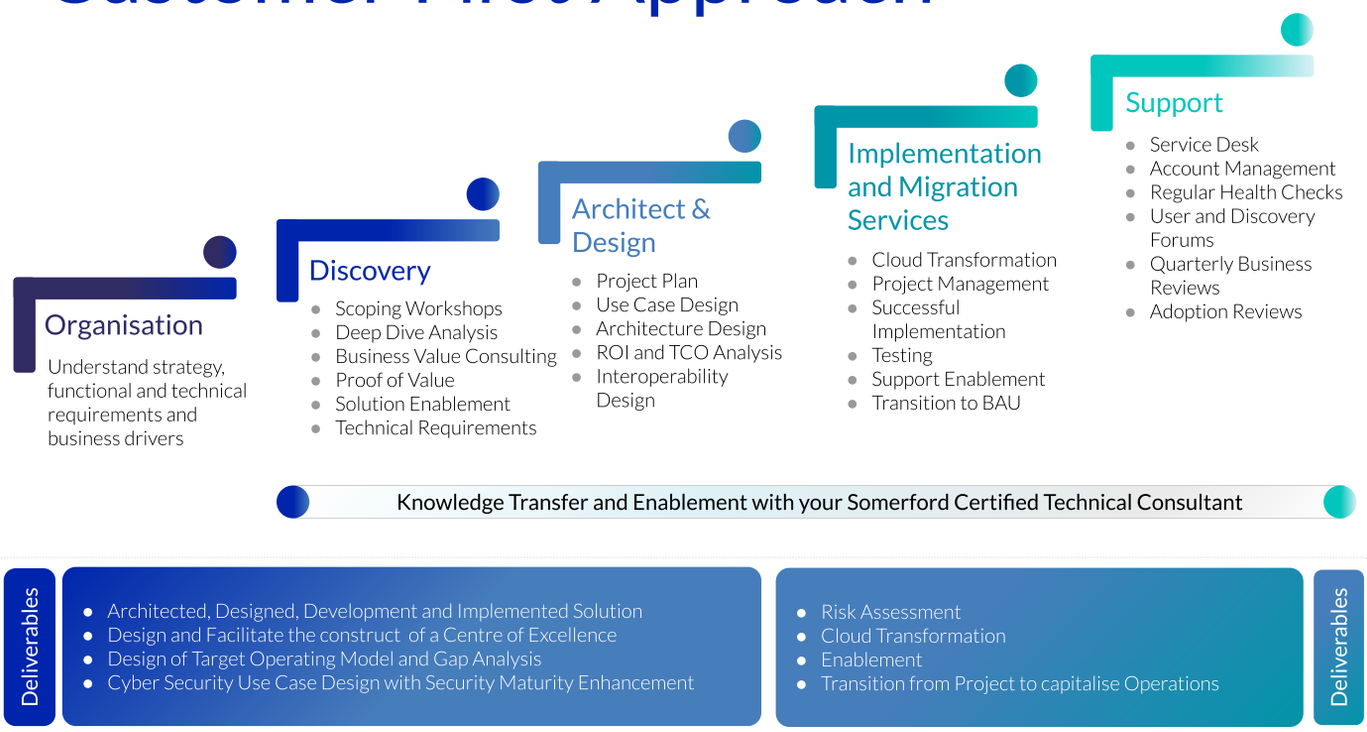


Figure 1

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

Added Value Expanded

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 ROI, 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 Business Value Consulting 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 also act as an escalation point to the vendor for any bugs found and ensure the case is resolved promptly.

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

Somerford offers 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

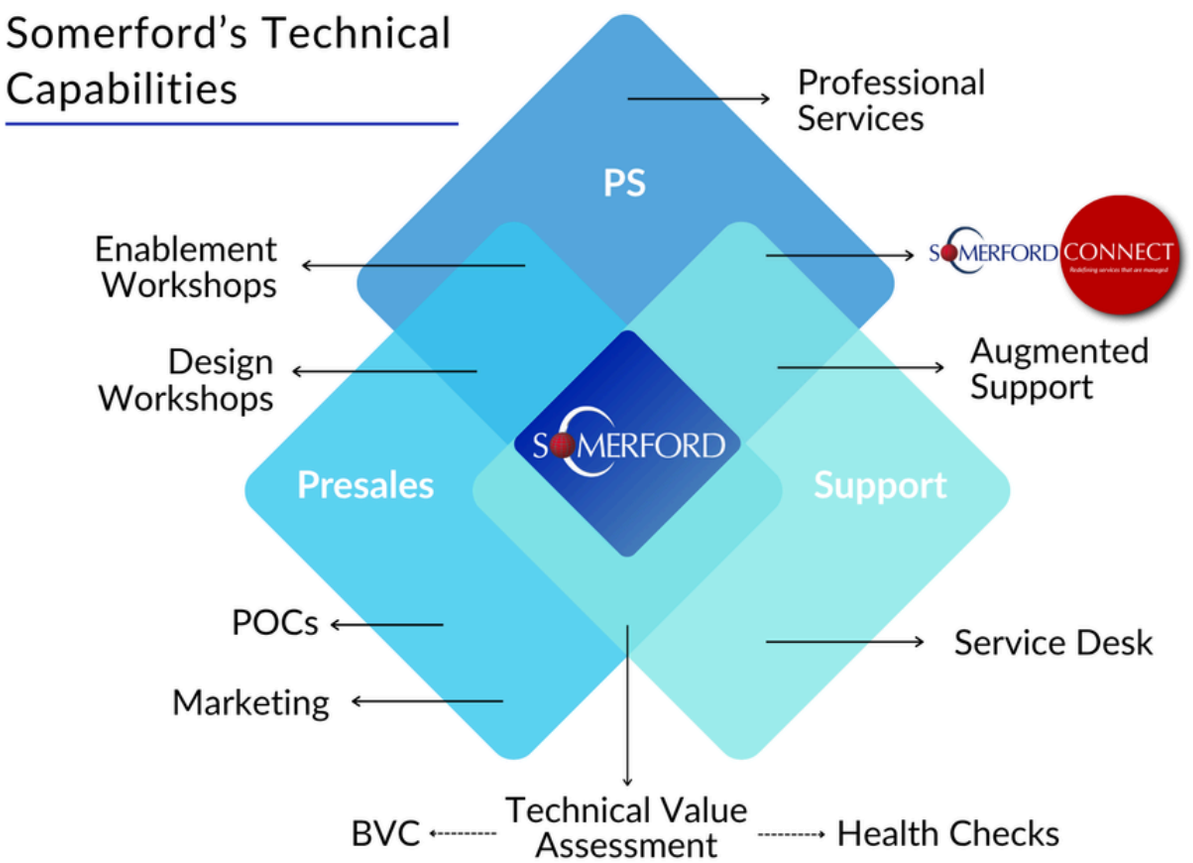
Technical Value Assessment (TVA)

The Technical Value Assessment (TVA) is a complimentary offering from Somerford that is designed to provide a holistic evaluation of your current Splunk environment — technically and strategically. Whether you're aiming to modernise your service, optimise costs, or improve platform adoption, the TVA delivers a clear roadmap tailored to your business.

The primary goal is to determine how effectively Splunk is being utilised and to identify opportunities for improvement to maximise its value to your organisation.

This assessment will generally include:

- A full assessment of the current Splunk instance
- A review that identifies any issues and gaps
- An evaluation of general user behaviour
- Recommendations and actionable steps



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.

Specsavers Customer Case Study

Revolutionising monitoring and consolidation at Specsavers.

"By leveraging historical data and trends, we could identify potential issues before they become major incidents. It was a significant improvement in our overall IT service management strategy. Somerford played a crucial role in achieving this"

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. From small businesses to enterprise-level corporations, we tailor our services to meet the needs of each client. Our client portfolio includes esteemed organisations from the FTSE 150, 250, and governmental agencies.

splunk> Partnerverse Sell ELITE

splunk> Partnerverse Manage ELITE

splunk> Partnerverse Cloud Migration

splunk> Partnerverse Cloud Migration: Co-Delivery

splunk> Partnerverse Security Solutions

splunk> Partnerverse Enterprise Security Solutions

splunk> Partnerverse Observability Solutions

splunk> Partnerverse IT Service Intelligence

splunk> Partnerverse Healthcare

splunk> Partnerverse Energy & Utilities

splunk> Partnerverse Financial Services

splunk> Partnerverse Retail

splunk> Partnerverse Public Sector

splunk> Partnerverse Telecommunications

SOMERFORD Delivering Innovation

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

Business Value Realisation Assessment

Our partner's Business Value Realisation Assessment (BVRA) is offered as a complimentary service by our dedicated Business Value Consultancy (BVC) team. BVRA is designed to help organisations identify current challenges, realise the full value of their solutions, and uncover new potential use cases.

BVRA engagements are fully customised to your organisation and can be tailored based on environment size, complexity, and specific requirements. This allows you to gain actionable insights, optimise processes, and make informed decisions to maximise the impact of your solution.

Scoping Session

An initial session to determine the areas you want the BVRA to cover and define the scope of the final output. This ensures the engagement is tailored specifically to your organisation's needs.

End User Interviews

Interview-style sessions with relevant end user groups (typically 30–40 minutes per group) to gather feedback and insights into current usage, challenges, and potential opportunities.

Statistical Analysis

A data-driven review of current processes and solution usage to provide an objective view of performance, adoption, and potential gaps.

Analysis & Final Feedback

A comprehensive assessment combining statistical analysis and end user feedback to produce a final document. This includes actionable recommendations, potential new use cases, and proposed next steps.

Business Case & Expansion Planning

The BVRA output can form the foundation for a business case or guide further technical analysis and solution expansion within your organisation.

Commercial Sector

Somerford supports many of the UK's largest organisations across all industries.

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 concerning data management but also cost control, timely delivery and coherence.

Somerford's solutions have helped to deliver public-facing applications that are robust and reliable and have enabled government departments and Defence to identify and address sensitive, over-exposed data and thereby demonstrate effective compliance. This experience includes cloud transformation, 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 data in the hands of those who are authorised to have it when they need it, and in a format that they can understand.

Our Values

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. Through continuous innovation, we strive to push boundaries, embrace change, and deliver exceptional solutions that exceed expectations. Our ultimate goal is to make a meaningful impact, not only for our clients but also for the communities we serve. We believe in fostering collaboration, diversity, and inclusivity to create a positive and sustainable difference in the world. At the core of our values lies a dedication to excellence, accountability, and customer satisfaction

ARMED FORCES COVENANT

EMPLOYER RECOGNITION SCHEME

SILVER AWARD

With our long and established history of working with the Ministry of Defence as well as hiring ex-service personnel, we see first-hand the benefits they bring to a business. We employ Veterans, reservists, and military spouses and are keen to do all we can to support them whilst providing a viable route into employment.

We are pleased to become an approved silver-tier partner for the Defence Employer Recognition Scheme's Covenant initiative.

Frameworks and Memberships

HM Government G-Cloud Supplier

Achilles Network SILVER

A member of ADS

UN Global Compact Sustainable Suppliers Training Programme

GOV.UK Digital Outcomes Specialists

Digital Outcomes and Specialists 6 (DOS 6)

RM1043.8

Crown Commercial Service Supplier

Cyber Security Service 3 (CSS3)

RM 3764.3

Crown Commercial Service Supplier

Technology Products and Associated Services 2 (TePAS 2)

RM 6098

Crown Commercial Service Supplier

Back Office Software

RM 6194

Crown Commercial Service Supplier

Technology Online Purchasing Content

RM 6147

SOMERFORD Delivering Innovation

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