

# Cyber Security Solutions

Protecting people, data & IT infrastructure of mid-market and enterprise organisations from cyber threats

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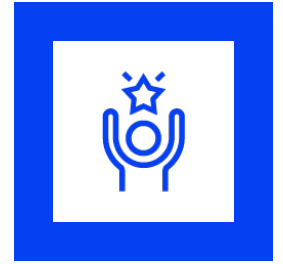
**Bluecube**  
An EKCO company

# Who we are

Bluecube is an award-winning UK-based provider of outsourced IT services.

We deliver managed IT support services, including cyber security, to businesses around the world.

Since 2003 Bluecube has existed with the mission of making people's lives easier, more connected, organised and secure.





Bluecube

Our mission is simple.  
To make people's lives  
easier, more connected,  
organised and secure.

# Human first in a digital world

Technology keeps us connected, organised and secure. It's the beating heart of every business and when it stops, we all grind to a halt.

At Bluecube, we know every business is different. We never jump in with preconceived ideas and solutions. We listen hard before doing anything. Immersing ourselves in your world, your challenges, your infrastructure. And most importantly, we speak to your people to understand their needs.

And with offices across the globe, from the UK to the US and South Africa, our remote IT service desk and engineers are on hand, around the clock, to ensure your business is never left behind.

# Keeping your world *moving*

Keeping your world **connected**

Keeping your world **organised**

Keeping your world **secure**

Keeping your world **agile**

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Technology changes every day, and we pride ourselves on staying ahead of the curve. With offices across the globe, from the UK and Ireland to the US, our remote IT service desk and engineers are on hand around the clock to ensure your business is never left behind.



## **What *we do***

Protecting your people, data &  
IT infrastructure around the clock.

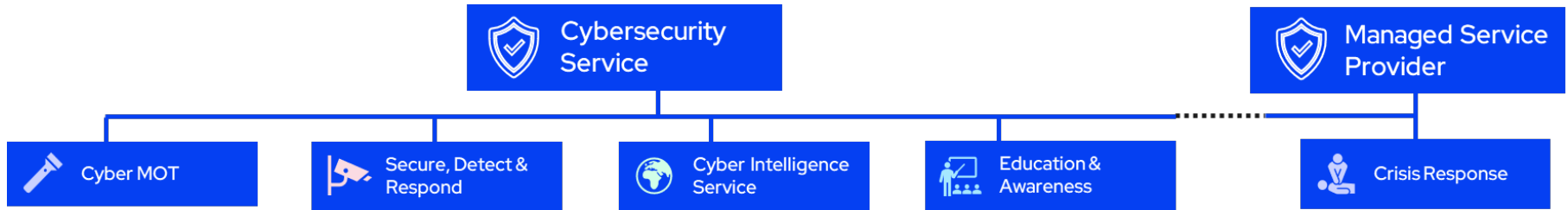
**Bluecube's comprehensive  
cyber security offering  
combines *five key elements* to  
offer full protection, around the  
clock.**

# What we do

The world of cybercrime is not going away. It is continuously evolving and growing – so doing nothing is no longer an option. All sized organisations, no matter your sector, must develop a strategic, coordinated and robust approach to prevent, detect and disrupt threats at the earliest opportunity – and that's where we can help. Bluecube prepares your business for the unexpected.

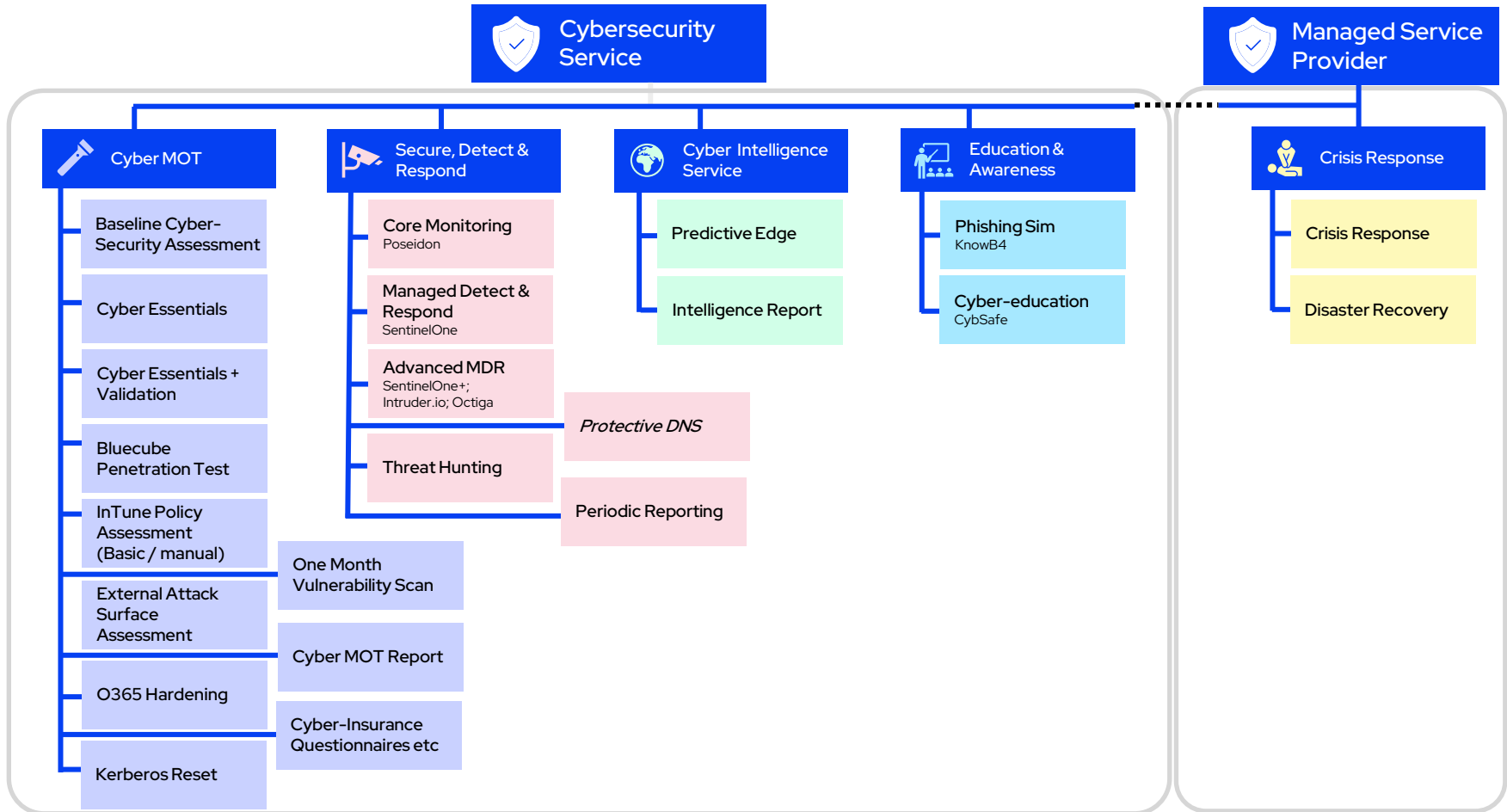
Our next-generation cyber security services protect our clients' IT estate and infrastructure with constant monitoring and, most critically, provide a robust road to recovery, should the worst happen.

***Protect your people, data and infrastructure, around the clock.***





# Managed Security Services Provider – Services Map



# Validation Assessment

## A 'Cyber MOT'

The Cyber MOT involves a thorough evaluation of the client's IT estate, infrastructure, controls, and vulnerabilities. Optionally, it can include CE/CE+ certification, highly recommended by the NCSC, establishing a nationally recognised baseline with a valuable 'kitemark.'

For a more in-depth analysis, we provide penetration testing. Armed with insights into the client's cyber strengths and weaknesses, we address vulnerabilities to ensure a secure and defensible state. This process can be repeated annually, following the 'MOT' metaphor and certain elements can be addressed more frequently as part of our continuous Secure, Detect, and Respond service.



# Secure, Detect and Respond

## Real-time threat reduction and engagement

Our 24x7 Secure, Detect and Respond service offers comprehensive monitoring, alerting, and response via our cutting-edge Security Operations Centre (SOC) and an 'always on' team, tailored to the client's working hours.

We go beyond by providing continuous vulnerability management, actively tracking and addressing emerging vulnerabilities in near real-time. This proactive approach allows us to swiftly patch new vulnerabilities, providing enhanced protection against sudden attacks compared to routine update cycles.



# Cyber intelligence

## The proactive edge

Bluecube's Cyber Intelligence service gives our SOC a predictive edge by leveraging deep and dark web insights, global intelligence monitoring, and open-source media fusion. This amalgamation yields actionable information, allowing our SOC to detect potential attacks at their earliest stages. However, this service is most beneficial when paired with Managed Detection and Response, particularly the Advanced MDR service.

Our Cyber Intelligence Services encompass Cyber Threat Intel, Brand Intel, Vulnerability Intel, Ext Surface Intel, and Open Source Intel. By combining these sources, our intelligence fusion enhances our Secure, Detect, and Respond services, providing a predictive and focused advantage.



# Education and upskilling

## Your people are your first line of defence

Educating and enhancing the skills of client staff is crucial to transforming them from the weakest link to the frontline of defence.

Achieved through cyber awareness training and phishing simulations, we rely on CybSafe, the sole GCHQ-approved suite available.

Nothing surpasses the human eye and a vigilant mindset in combating phishing. Therefore, education and training play vital roles in empowering a robust initial line of defence.



# Recovery and Crisis Management

## The last resort

In case of crisis, Bluecube stands out as endorsed by the UK's top cyber-insurance company for immediate crisis response. Though we aim for our cyber-resilient clients to never require this service, it serves as the most reassuring insurance safety net available. Our commitment ensures a faster recovery than competitors.

Our **Recovery** involves our agile Crisis Response team dedicated to system and environment rebuild post a cyber incident. Bluecube holds a privileged position in Cybersecurity as the exclusive partner of the UK's leading cyber insurer and a top global Cyber-risk consultancy. Engaged directly by insurers, we expedite system recovery for companies affected by cyber-attacks. Our expertise lies in this precise style of engagement.

A dedicated **Crisis Response** team will respond to any major incident or crisis (typically, but not exclusively, following a cyberattack). The goal of the team is to reduce the time and disruption suffered by organisations that have fallen victim to a Cyber Incident and recover their systems as quickly as possible.





# Rapid response, fast recovery



## Discovery

Understanding the technical landscape and business impact



## Critical tasks

Specific recovery tasks identified by the incident response or legal team



## Infrastructure

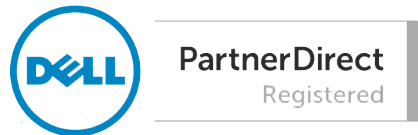
Platform provision, data scrubbing environment and identifying systems to be rebuilt



## Recovery

Recovering the environment back to how it was before the cyber attack

# Partners & Accreditations



We won High Growth Business of the Year, Best Business in the MK BID District and were the Overall Winner at the SME MK & Buckinghamshire Business Awards in 2022



# Our *client*stories

Why should you trust us?



# The Brain Tumour Charity

## Main challenge

The Brain Tumour Charity, based in Hampshire, is growing rapidly to support the needs of people with brain tumours globally. Scale and growth is one of its biggest challenges - having grown from 6 to 120 people - many of whom work from home and need to travel internationally for work.



## Our solution

Bluecube take care of the Brain Tumour Charity's IT and telephony needs, providing the IT services and infrastructure to enable 120 people to work remotely, with the same connectivity that they'd experience in the office.

A robust and reliable IT system, with IT security at its core to safeguard sensitive data, enables the charity to operate an open and transparent system - keep in touch, access information, and share documents - safely.

Today, Bluecube look after the day to day running of the IT system, delivering a responsive IT service desk, project managing office moves and IT upgrades, and providing IT strategic advice.



**They're life-giving for us.  
They're the most important  
thing that we have. If you  
turned it off, we'd be really  
stuck.**

**Sarah Lindsell**

CEO at The Brain Tumour Charity



# Medical Research Network (MRN)

## Main challenge

Medical Research Network (MRN) is a market-leading specialist in community-based trials to the pharmaceutical industry, providing Home Trial Support, Site Professional Support and bespoke services.

MRN's biggest challenge, and opportunity, is growth. The company has been growing by over 30% a year since 2006, and is to continue this level of service for the foreseeable future.



## Our solution

Bluecube provide MRN with global 24/7 IT support, looking after the needs of 180 employees, plus a workforce of nurses in the UK, US, Spain, Germany— with plans to open other global offices in the next few years.

As a company that operates internationally, MRN requires the same level of IT service everywhere, with a consistently high standard of IT infrastructure and support to serve the needs of a growing and increasingly diverse global employee base. Today, Bluecube look after all the IT Infrastructure and IT Support, including telephony, hardware procurement and software licencing for MRN.



**We have a major reliance on our IT environment to support our growth plans.**

**Bluecube's a very important part of our foundation for growth.**

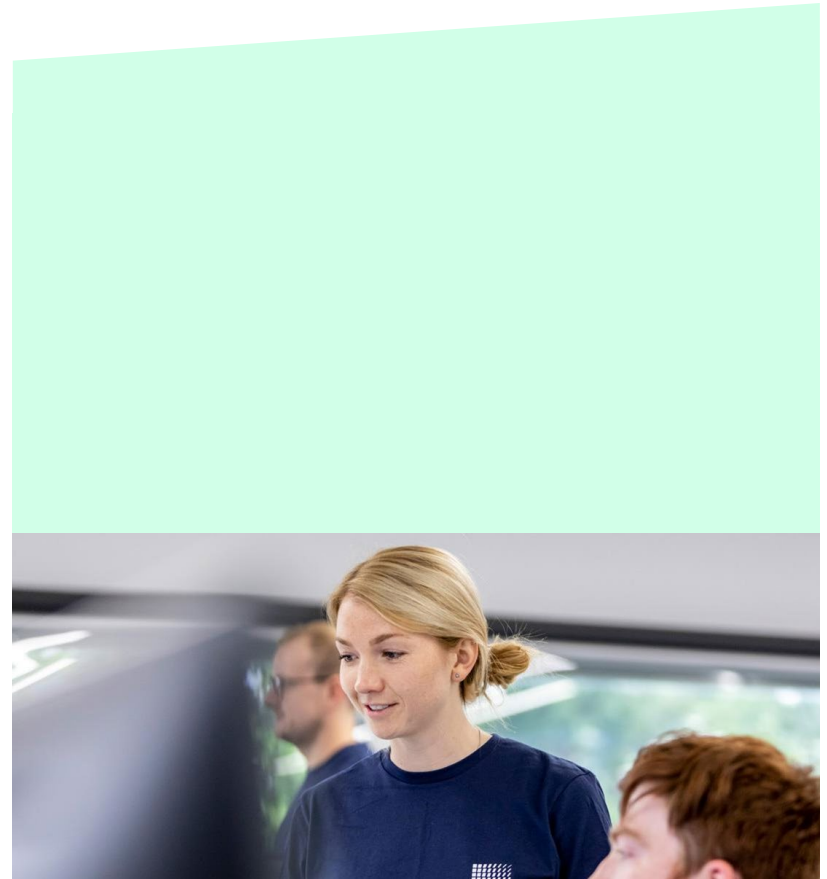
**Simon Mouncer**

MRN Vice President - Finance

# MK Gallery

## Main challenge

MK Gallery is a contemporary gallery in the heart of Milton Keynes, bringing the best cultural and art activities to the Buckinghamshire region. Their biggest challenge is to get visitors back to the space and rebuilding its income streams it had created pre-COVID-19.



## Our solution

Bluecube has supported the MK Gallery for over 15 years, providing ongoing IT support and managed services. Bluecube upgraded the MK Gallery to a new IT system ready for when the gallery reopened in September 2020.

The project migrated everyone to Microsoft 365 to provide a more professional and cohesive IT system, and save money in the long term. It also addressed the issue the gallery had with the storage of huge numbers of high-res images.



**We need suppliers that we can rely on and Bluecube's always been there.**

**Bluecube's delivered good service over a long period of time – over and above.**

**Kate Chadwick**

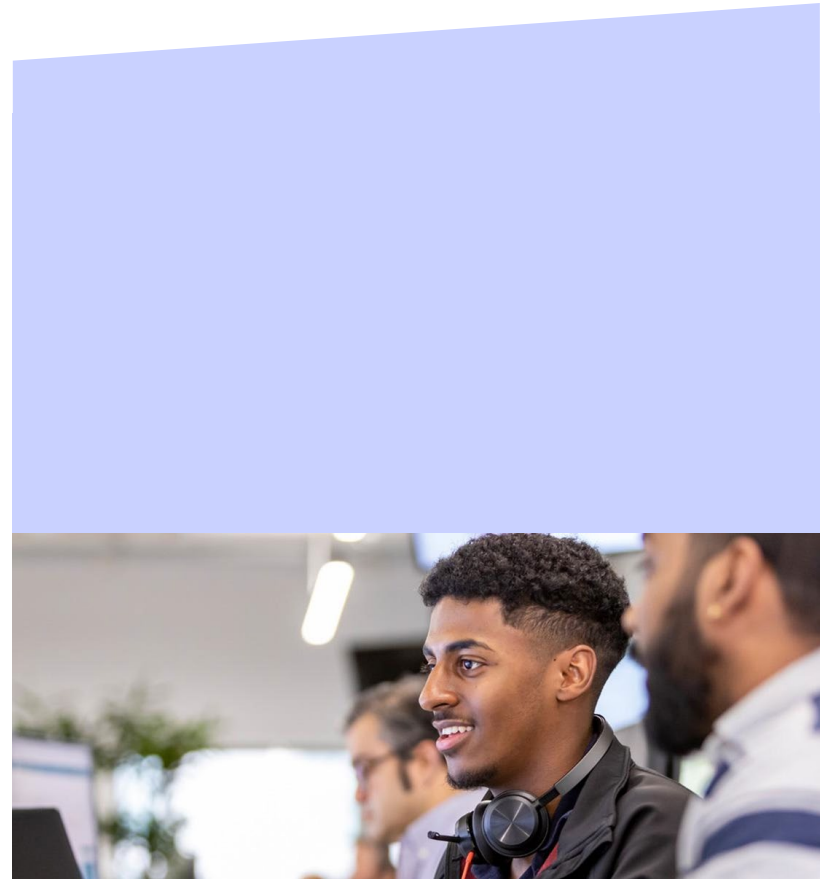
Deputy Director at MK Gallery



# Paul Hamlyn Foundation

## Main challenge

The Paul Hamlyn Foundation is an independent grant funding organisation, based in London, that enables people to overcome disadvantage and lack of opportunity. The foundation's biggest challenge is growth, and it is vitally important that the right IT infrastructure and IT support services in place to support the organisation's increased frontline activity.



## Our solution

Bluecube provides the Paul Hamlyn Foundation with IT support and 24-hour IT helpdesk services, looking after the needs of its people that work in the UK and India. One of the major projects that the Foundation implemented with Bluecube was setting up remote working, to enable all its people to work outside the office.

The Foundation is particularly grateful it did, as come COVID-19 lockdown everything was that much easier. Today, Bluecube provides IT support in London, plans future projects, and gets involved with a raft of IT-related activities, including helping with the prestigious Paul Hamlyn Foundation 'Awards for Artists' scheme.



**Bluecube care about you as a client, having the right IT solution for your needs.**

**Lucy Palfreyman**  
Chief Operating Officer







Get to *know*  
the Bluecube team



**James Hawker**

Chairman



**David Robinson**

Chief Growth Officer



**Ashleigh Gibson**

Chief Marketing Officer



**Richard Winter**

Chief Cyber Officer



**Connor Scarrott**

Chief Technical Officer



**James Gear**

Chief Financial Officer



**Dan Williams**

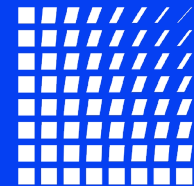
Chief Delivery Officer



Get in touch

[enquiries@bluecube.tech](mailto:enquiries@bluecube.tech)

0845 257 8010



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