



**Navigating the Cloud and Cyber Security  
Landscape: Addressing the Needs and  
Challenges of UK Government Organisations**

# Navigating the Cloud and Cyber Security Landscape: Addressing the Needs and Challenges of UK Government Organisations

“ Its not really about the technology



## Damon Crawford

Practice Director, SCC  
Hyperscale

Over 25 Years of experience building  
Cloud and Managed Services

Worked for some of the UK's leading  
Service providers and built capability  
across Commercial and Public  
Sectors.



## Paul Allen

Practice Director:  
SCC Cyber

Over 30 years of experience in  
communication systems and  
information security.

Originally trained in communication  
systems within HM Forces, and as a  
Technology Manager.

Most recently this has included over 12  
years working within cyber security  
enterprise managed services.

# About SCC



**Supporting customers** across Europe



Lending strategic partner to **50+** leading vendors



**Multi-award winning** Managed Services & Data Centres



Multi-lingual **service centres**



More than **6,500** colleagues



**45+** offices in the UK, France, Spain, Romania & Vietnam

**48 YEARS**  
EXPERIENCE

**TOP 5**  
PAN EMEA  
RESELLER

**TOP 5**  
UK RESELLER

**TOP 2**  
UK BUSINESS  
IN FRANCE

**LARGEST**  
PRIVATE TECHNOLOGY  
GROUP IN EUROPE

**£3.3BN**

GROUP REVENUE  
*Up 7% against prior year*

**£63.6M**

PROFIT BEFORE TAX  
*Up 43% against prior year*

**£383M**

SERVICES REVENUE  
*Up 11% against prior year*

**6,500+**  
COLLEAGUES

**LED BY**  
CEO JAMES RIGBY



**£1.802BN**

REVENUE  
In France  
*Up 6% against prior year*



**£0.777BN**

REVENUE  
In the UK  
*Up 7% against prior year*



**£74M**

REVENUE  
In Spain  
*Up 7% against prior year*

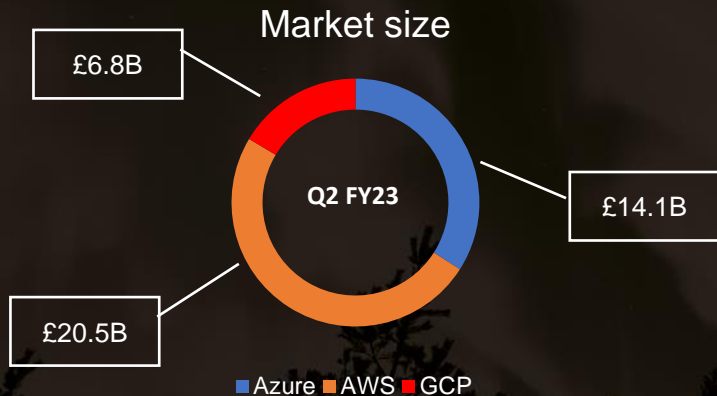


**1000+**  
COLLEAGUES  
In our Service Centers  
in Romania



**110**  
COLLEAGUES  
In our Service Centre  
in Vietnam

# Market Growth



Both Amazon and Microsoft said during their quarterly results calls that they plan to **increase capital spend** for their services this year, despite the “poor” results and ongoing economic turmoil. That’s the mark of a company that **expects lots of future growth**, not that a single sub-par quarter portends a longer-term trend.



Amazon AWS IaaS launch 2006



Microsoft Azure IaaS launch 2010



Google GCP IaaS launch 2013

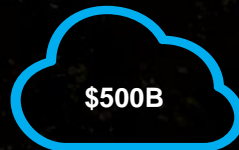
Global Market Share

33%

21%

9%

Global Market Size



\$500B

# Trends

## Security

Helping clients create confidence around their IT estate and users, including cloud platform and data. MDR, XDR, Zero Trust

## Skills – CoE

Helping clients to upskill and evolve operating models as well as plug short term skill gaps.

## Data

Drive impactful insights from data and use it to drive innovation.

## Key Trends for MSP's in 2023

## FinOps & GreenOps

Clients need to do more with less, helping optimise commercially and technically; supporting sustainability agendas and providing budget to innovate

## Automation/Self serve

Reduce repetitive tasks, human error and resolution times whilst saving resources for more critical tasks. IaC and DevOps.

## Artificial Intelligence

Intelligent monitoring to drive insight and foresight of behavioural patterns that drive security & performance.



**How do we unlock  
innovation faster?**

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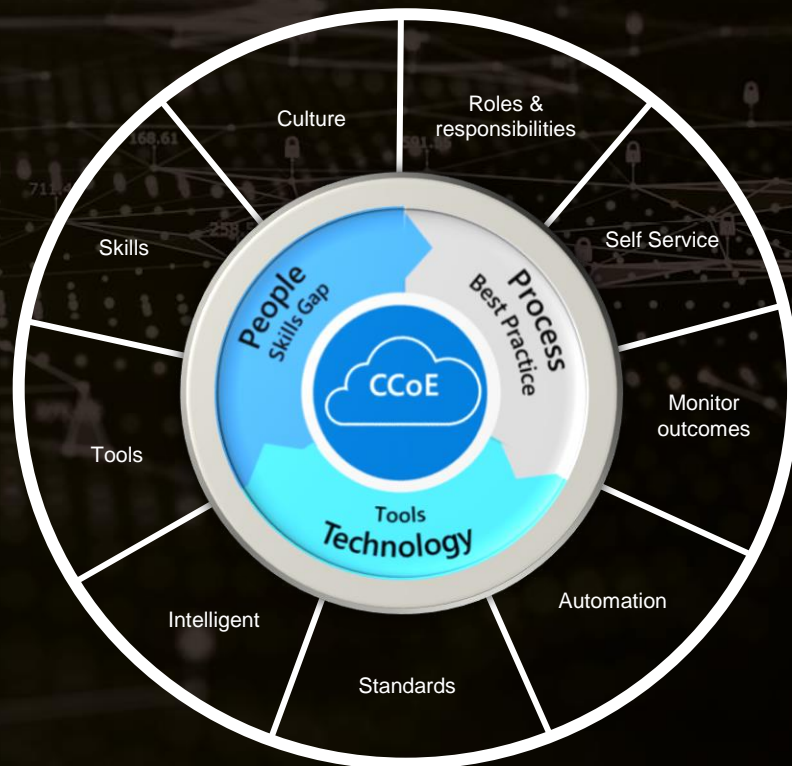
# What is a centre of excellence (CoE)

“

**A cloud CoE is the basis of a different way of working, supporting IT empowerment vs control.**

Its not about the technology....

Unlocking value comes from the People and Processes working towards the principle of empowerment of IT within the business.



# What is a centre of excellence (CoE)

Adding value beyond a Cloud Adoption Framework (CAF)

Most organisations don't have a mature CCoE

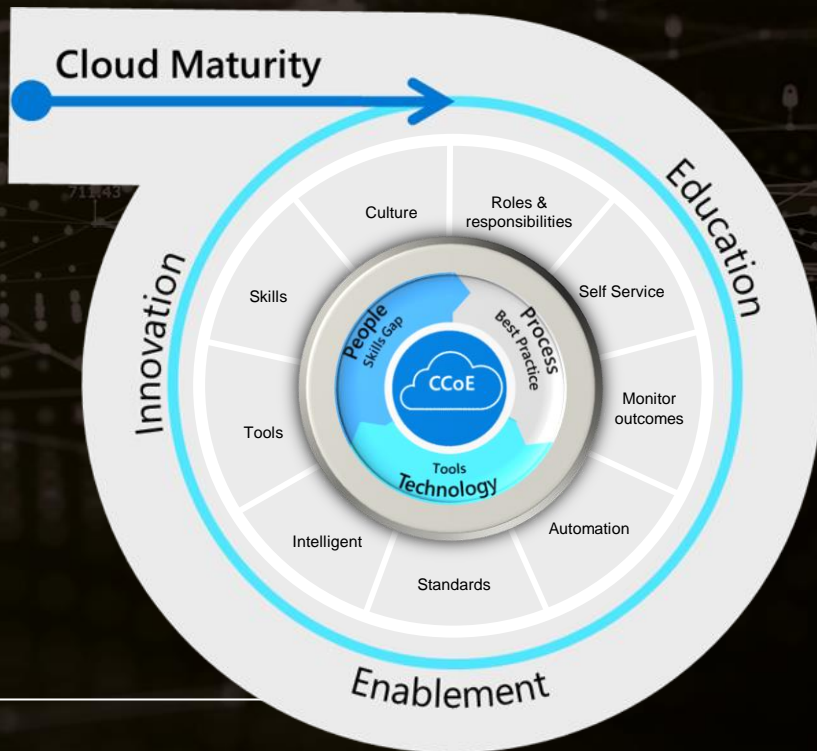
A CCoE approach is required to take advantage of Hyperscale technologies

SCC's Academy produces **Educated** people

SCC's Hyperscale Practice provide **Enablement**

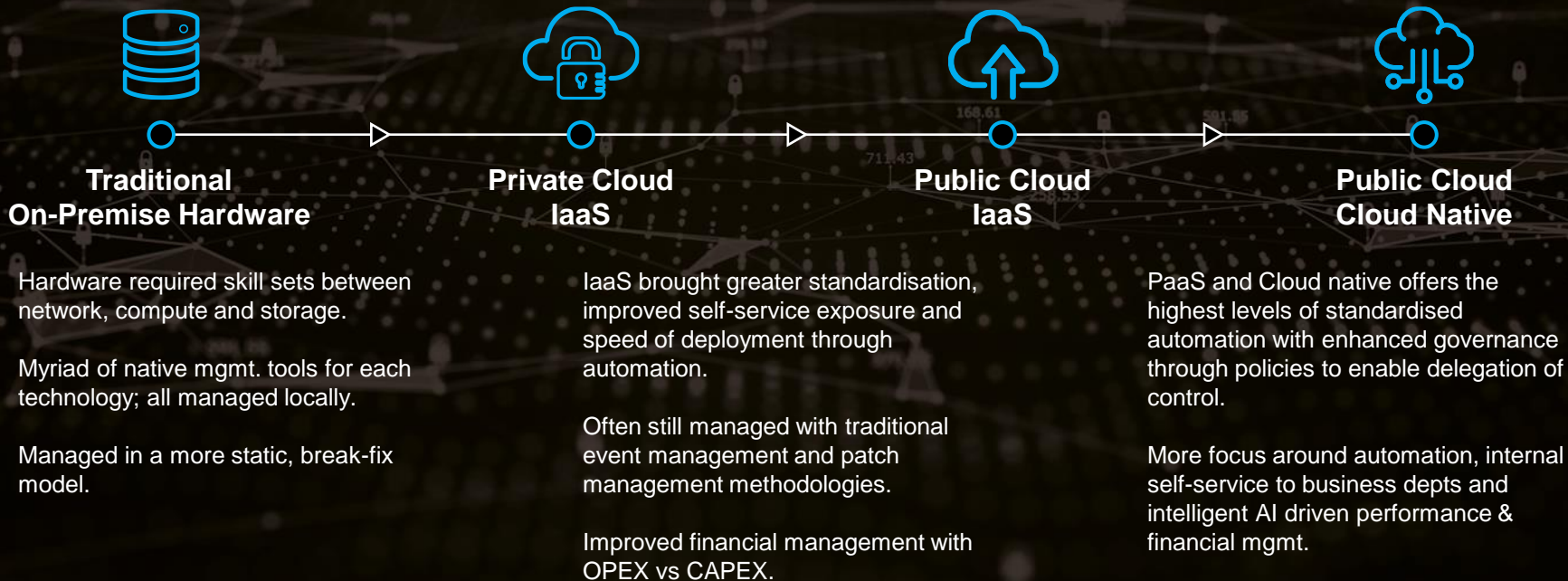
SCC's Strategic commitment provides **Innovation**

Cloud Centre of Excellence (CCoE)





# Evolution of Cloud Platform Managed Services





# Typical Organisation Cloud Platform profile.



## Organisational Challenges

- Lack of skills and maturity of a CoE operating model
- Limited budget
- Managing across Hybrid deployments.
- Concerns over Security.
- Speed of innovation
- Supporting the growth agenda of the business.
- Legacy, end of support

## Cloud Maturity



## Strategy

- Assess Cloud maturity
- Strategy workshop
- CoE Accelerator workshop
- Sustainability

## Progress



## Discover & Plan

- Health Assessments of existing platforms
- Cloud Readiness Assessments
- Secure cloud Assessment
- CoE Maturity

## Progress



## Build & Secure

- Migration services
- Secure Cloud - Landing Zones and policy definition
- Infrastructure as Code

## Progress



## Manage & Govern

- Tiered Cloud Platform Managed Services
- CoE as a Service
- Application Performance Monitoring
- Skills Enablement

## Progress



## Optimise & Innovate

- Well Architected reviews
- FinOps and GreenOps
- Cloud Native App Transformation

## Progress



**Located at Stratford upon Avon hospital, a radically different approach, that brings together Industry, an Acute NHS Trust and Accademia to create an Ecosystem for Innovation**

**Innovation Sprints include..**

- How digital can enable resilience in the Domiciliary Care marketplace through direct provision
- How to inspire and develop people to recover post covid and build resilience for the future
- How to achieve Net Zero Carbon
- How do we Embed prevention in every service
- Development of services out of hospital, supported by technology and collaboration

**Specifically**

*Remote monitoring – Early Discharge – Digital Pathways – 3D printing – Wearable technology*

*Predictive Analytics – AI in Radiology – AI in Cardiology – ED Triage – Automation - Sustainability*



**Security is critical to an  
evolving IT landscape**

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# Evolution of Managed Detection & Response



2013

2016

2018



**EDR**

**MDR**

**XDR**

EDR was introduced into the market to better protect endpoints and fill AV gaps.

As this development was implemented, many organisations found it complex, difficult to resource, and lacking in visibility outside of endpoints.

MDR was evolved to monitor logs from across the network enhancing the ability to detect and respond efficiently.

MDR captured the market in 2016 however, resulted in alert fatigue and organisations being unsure how to correctly remediate in the event of a breach.

XDR offers the ability to inject any log from any device and then correlate those logs to meaningful alerts that one can act upon.

Using machine learning and behaviour analytics, organisations can now identify the results presenting the highest business risk with the detail required to correctly remediate.



# Evolution of Managed Detection & Response





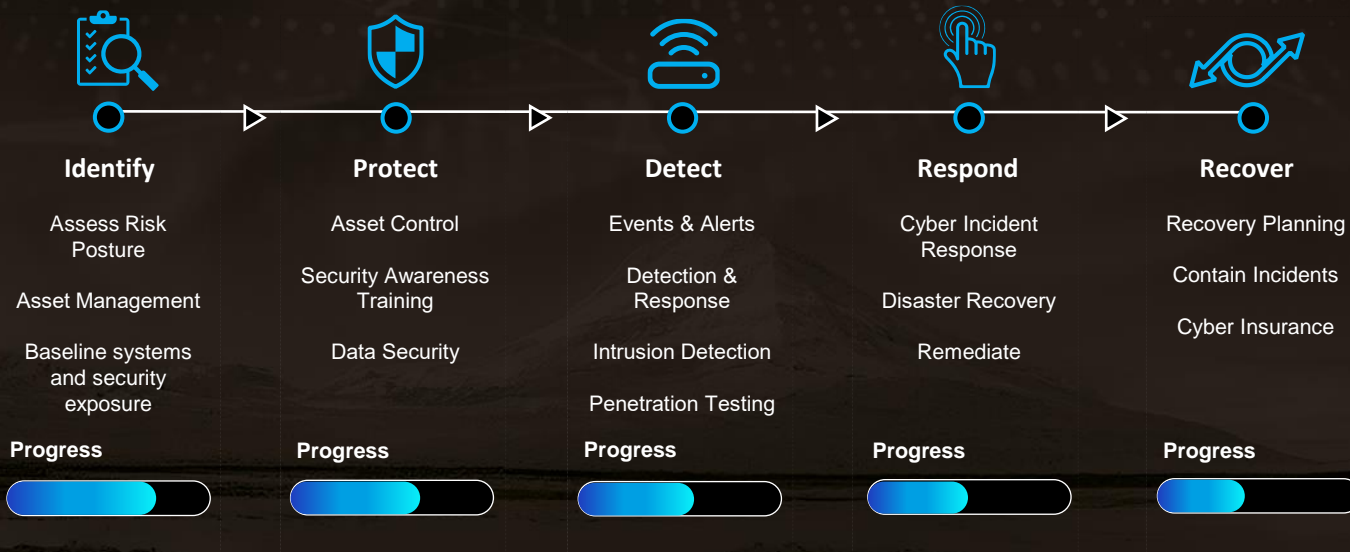
# Typical Organisation Cyber profile



## Organisational Challenges

- Lack of internal resources
- Limited budget
- Alert fatigue
- Vendor overload
- Evolution of sophisticated attacks
- Lack of visibility
- Speed of innovation

## Cyber Maturity



Managed Services span across many elements of a cyber strategy and pain points to boost cyber maturity and evolve with the attack surface.



Thank you

**Come and meet the SCC team @ Stand 36!**

