Sentinel
Keeping public sector data secure
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SCC
We make IT work

Assurance in the Cloud: Outsourcing Risk in a Shifting Landscape

You hold sensitive public sector data – Sentinel protects it.

Sentinel by SCC not only provides faster IT implementation but also keeps your data secure to UK Government security standards, as the most established and cost-effective Cloud solution from the first Pan-Government Accredited provider, SCC.

For 40 years, SCC has been the trusted IT partner for the UK's critical national infrastructure.

Sentinel: keeping public sector data secure.

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Assurance in the Cloud

After contending with a series of policy gear changes in recent years, Public Sector organisations around the UK will again have to undergo a shift in the way they procure Cloud services in 2015, with significant changes to the accreditation system leaving then uncertain as to how to make the right choice of provider.

Fundamental changes in the approval scheme for new Cloud services – which removes the absolute requirement for Pan-Government Accreditation (PGA) – will enable organisations to access a new generation of solutions.

While this offers many benefits, it has also created uncertainty over how to assess the credibility and security of the range of new services now hitting the market.

Under the new regime, public sector departments face three key challenges when selecting appropriate Cloud solutions:

1. **Bridging the Credibility Gap** – following significant relaxations in the requirement for all providers to achieve PGA, uncertainties over their credibility could lead to protracted procurement processes that slow the implementation and effectiveness of new solutions.

2. **Disguised Complexity** – with a multitude of factors required to underpin a fit for purpose Cloud solution, identifying providers with all the components required to underwrite a robust assurance strategy can be challenging.

3. **Avoiding Supplier Lock** – many organisations are wary of being forced back by uncertainty into the failed model of contracting their requirements out to giant ICT services companies, leading to the deployment of overpriced, generic solutions that are not fit for purpose.

Assurance Checklist

Working on Cloud solutions with leading public sector organisations across the public sector, SCC has learned that selecting effective and secure Cloud solutions relies upon answering a series of key strategic questions.

Financially Secure?

Is the Cloud environment in the hands of a company with the financial stability and pedigree to confidently underwrite its long term operation?

Strategically Local?

Is the solution and any accompanying data hosted in a UK data centre, securing it from interference or inspection by foreign authorities? Are help desk staff close by, or located across the world?

Transparently Credible?

Does the provider's track record bear scrutiny? Who are its customers, and does it have a pedigree of positive Cloud and data centre investment evidencing its long term strategic vision?

Information Assurance Guaranteed?

Does the Cloud solution provider have proven in-house expertise and the ability to lead a first class Information Assurance process, and is their service proven to provide adequate cover for sensitive or personal information?

Technically Appropriate?

Does the infrastructure provided by the service measure up to the latest available market standards? Can the provider assist with the Migration and Support process where required, and does it have competencies in place to provide wrap-around ICT services when needed?

Broader Capability?

How great are the provider's wider service capabilities? Does it offer credible expertise in network and security operations, project management and solutions design?

Industry Leading Pedigree?

Has the provider embraced best practices like monthly contracts and PAYG charging to drive down costs? What business accreditations does it have, and will it dovetail with CSR policy?

Information Assurance

The Evolving Landscape

The introduction of the Government Security Classification (GSC) Policy in April 2014 provided direction for Public Sector organisations, and suppliers of services to Public Sector organisations, with a 3-tiered approach to data labelling. This replaced the Government Protective Marking System (GPMS).

Cloud services by nature, have always been associated with the ability to deliver on demand services. Assurance of services on the Cloud Framework were achieved through successful Pan Government Accreditation (PGA).

This often created a tug of war between the functionality of the Cloud, versus maintaining PGA compliance. The mandatory requirement for Cloud Service Providers (CSPs) to achieve PGA Accreditation is now not a requirement of the G-Cloud 6 Framework.

SCC understand that change in any guise, brings with it challenges. Our Sentinel by SCC platform maintains the PGA accredited approach to provide its consumers with the confidence that SCC's environment is still, safe and secure, using products which have been evaluated against standards such as CPA.

We understand that independent evaluation of processes and procedures should be a requirement, which demonstrates IA maturity. SCC's cloud platform is within scope of it's ISO 27001 certification. Technical assurance of the platform is maintained through an annual CHECK ITHC.

Organic IA Team – Inside Out

SCC has built a wealth of experience helping public sector customers make sense of their approach to information assurance.

Our in-house security-cleared IA specialist team has worked with multiple agencies to help them design, build and deploy successful assurance strategies, and can help walk customers through the process, identifying key areas of concern and potential pitfalls not always obvious from the outset.

Our IA specialists hold certifications such as CLAS, CCP, CISSP, CISM and ISO 27001 to deliver IA guidance on PSN, PCI-DSS, SWAN, Cyber Essentials compliance and audit programmes.

SCC's IA professionals conduct intelligent security assessments as part of the on boarding process using a hybrid approach to identify security risks. Using the controls within the Cyber Essentials Scheme as the foundation, we have a bespoke approach to supplement the scheme. This delivers an output which is clear, easy to maintain, and manageable.

Secured by design, using organic CLAS consultants and built under CESG's exhaustive scrutiny, Sentinel by SCC has evolved to meet all of the challenges public sector organisations face when adopting the Cloud - offering a variety of solutions to the challenges posed by an increasingly flexible workforce.

The first UK provider to win Pan Government Accreditation for our G-Cloud platform, we also host services which are compliant to Public Sector Network (PSN) accreditation.

Technical Excellence

With a 15 year data centre track record, SCC has a strategy of continually investing to ensure the infrastructure provided by the Sentinel service measures up to the latest available market standards.

Our two Tier 3 data centres - separated by over 50 miles - are serviced by multiple carriers to ensure resilience. Dual centre operations with full PSN capabilities, they represent one of the most up to date technical environments available in the UK.

Offering both virtual and physical models, as well as Inter Domain Gateways and True Hybrid Modelling, we have the capacity to develop truly effective business solutions for any organisation.

When wrap-around ICT services are needed SCC has accredited competencies in Microsoft, Oracle, VMware and a range of other key solutions, while our dedicated technical pre-sales team is in place to help with the assessment, planning and migration stages.

Broader Capability

As Europe's largest independent technology solutions provider, SCC has a full range of Professional and Managed service capabilities to help public sector customers make things happen.

Irrespective of the complexity, we have the in-house expertise to help organisations consult, design, deploy, migrate to, and operate Cloud or Hybrid solutions tailored to their needs. Offering full service management, our state-of-the-art Network and Security Operations centres have been built to provide the levels of assurance and support government organisations need.

If you need it, we can also offer complete Project Management service, deploying our expertise to ensure a well-planned journey and smooth transition.

Established Pedigree

Built on technical excellence and best practice, SCC has a proven track record of adopting new paradigms and approaches to business.

Where traditionally organisations have been bound into long-term IT contracts with huge financial exit penalties, our contracts can be as short as 30 days, enabling organisations to buy into services on a pay-as-you-go basis when they're required and step away when they're not.

For us IT is not a simple matter. It's more than a price list, and we work hard to ensure our customers enjoy transparency over both services and costs. We have full ITIL accreditation, as well as ISO certification for Quality Management (9001), Information Security (27001) and Environmental Practice (14001).

With a corporate focus upon the people and communities we operate in, SCC maintains CarbonZero status for its data centre and recycling operations and is a winner of the Data Centres In Europe Green Grid Award For Sustainability.

IA Checklist

☑ 150 20000	☑ 150 9001
☑ 150 27001	☑ 150 14001
☑ CHECK ITHC	☑ CLAS
☑ CYBER ESSENTIALS	☑ CCP
☑ PGA-ACCREDITED	☑ CISSP
☑ GSC	☑ CISM
☑ GPMS	

Our Capability

In the Engine Room: Sentinel by SCC

With a proven track record delivering Cloud solutions from the simple to the complex to the UK public sector, SCC has been at the forefront of the Government's G-Cloud strategy since its inception.

Over the years we've encountered every one of the challenges facing organisations wishing to deploy services to the Cloud, building an offering designed to tick every box on the Public Sector Assurance checklist.

Financially Robust

SCC has been in business for 40 years, and is trusted to run infrastructure services for leading organisations across Europe.

Profitable and secure – with growth of 69% from data centre and Cloud services alone in 2014 – we have a history of positively investing in data centre technologies.

Last year's acquisition of a second Tier 3+ data centre in Hampshire took our total investment in data centres to more than £50 million, part of a declared strategy of continuing to building capacity in this area.

As one of the first UK providers to successfully make significant investments in Cloud infrastructure we have a history of strategic investment in the sector, and a proven track record of leading the industry in terms of both thought leadership and practical application.

UK Based

Part of Rigby Group PLC, SCC is entirely privately owned and headquartered in the UK.

Proud to be British, our status means that customers can be confident their information will remain entirely within the UK's borders, meaning that it is subject only to local law and is not – as is the case with data held by some international providers – vulnerable to foreign regulations such as the US Patriot Act.

This also means that when a user has a problem, they get directed straight to a UK call centre (not one in Ireland, Europe or the rest of the world), while our support teams all work on GMT, rather than some other random timezone.

Proven and Credible

Already supporting thousands of public sector users, Sentinel by SCC has a Public Sector track record few can rival.

We were the UK's first Pan-Government Accredited Cloud provider, and because of that experience understand the unique needs, pressures, risk mitigation strategies and deployment methodologies required to help organisations optimise and deliver the services they need.

While many of the providers appearing on G-Cloud 6 are debutants, SCC has had a place on the Cloud Store since it launched, working alone or alongside partners to deliver an array of IaaS, SaaS, PaaS and consulting services across complex multi stakeholder environments.

Whether it's simple Email as a Service solutions or via large ICT outsource disaggregation projects, SCC has been proven time and time again as the credible choice.

Checklist Completed: Sentinel by SCC

Financially Secure

SCC has a 40-year history of financial stability, long term investment and steady year-on-year growth. Backed by years of investment, Sentinel by SCC provides public sector services on one of the UK's most robust Cloud platforms.

Strategically Local

UK owned, SCC's data centres, sited in Hampshire and Birmingham, and our help teams are based in Britain.

Transparently Credible

Part of the G-Cloud since its inception, SCC already works with multiple public sector organisations on cloud infrastructure including The Highways Agency, Pensions Ombudsman, Cabinet Office, Home Office, Oxfordshire County Council, Scottish Qualifications Authority, GCHQ and NHS Trusts and agencies.

Information Assurance Guaranteed

SCC's expert in-house Information Assurance team has helped dozens of clients navigate the procurement process safely.

Technically Superior

Secure by design, Sentinel by SCC service was built under the scrutiny of the CESG, measuring up to the latest available market standards.

Broader Capability

As Europe's largest independent technology solutions provider, SCC can provide clients with a full range of wrap-around IT services on demand.

Industry Leading Pedigree

Backed by multiple accreditations, SCC works with clients to ensure they retain power and control over their IT, providing flexible support on demand. Our clear pricing strategy enables organisations to consume services on a PAYG basis, avoiding expensive contract lock-ins.

Need to Know More?

Moving any service to the Cloud takes a combination of expert technology management, strategic service management and solid transition planning to extract and maintain the value offered by cloud infrastructure services.

SCC is a services company, not just selling servers and other hardware, required to realise the potential that drew the UK Government to the Cloud in the first place.

Engaging with our specialist cloud team means you will receive acknowledged thought-leadership, together with access to the knowledge and experience gained from multiple engagements with the new disaggregated service approach currently being adopted across the Public Sector.

Why SCC

We enable people to do business by planning, supplying, integrating and managing their IT.

We make IT work through partnership, knowledge and passion: trusted to run IT infrastructure and services for leading business across Europe for 40 years.

- Europe's largest independent technology solutions provider
- The technology division of Rigby Group PLC
- Profitable track record since 1975
- SCC Group revenues: £1.74bn
- UK turnover: £751 million
- Over 5,000 employees
- Supporting more than 5 million users
- Leading strategic partner to all key vendors
- CarbonZero for data centres and recycling operations