



West Suffolk Council ensures continuous security and visibility with help from SureCloud

CASE STUDY

The Challenge

West Suffolk Council, based out of Bury St Edmunds, was formed in April 2019 from the merger of Forest Heath District Council and St Edmundsbury Borough Council. The council's IT team supports not only the council's core 640 users but also a further 600 users from across several partner organisations, including the local leisure trust and one of the UK's largest Revenues Partnerships.

Many elements of the council's IT infrastructure manage personal or highly sensitive data, so robust and resilient protection against accidental data loss or malicious infiltration by cybercriminals is essential. Additionally, the council's IT infrastructure is subject to robust regulatory frameworks, such as Department for Work and Pensions MoU and the GDPR, as well as the Public Services Network (PSN) standards mandated by the government for all public sector organisations connected to its secure network.

As such, the council needed a third-party provider who could not only validate the security and compliance of their network, but could also actively push it to continue identifying areas for improvement year on year. After a short period of using a 'light touch' provider who was overly reliant on automation. With a limited manual follow-up to try and exploit any identified vulnerabilities, the council began working with SureCloud in 2011.

At a Glance...

Customer: West Suffolk Council
Established in April 2019 from the merger of Forest Heath District Council and St Edmundsbury Borough Council, West Suffolk Council is based out of Bury St Edmunds. It looks after a population of over 170,000.

Industry: Government

Headquarters: Bury St Edmunds

Introducing SureCloud's Cybersecurity Services

After a competitive tender process West Suffolk Council selected SureCloud to conduct regular internal and external network scans, validating the council's protections against threats such as malware and ransomware, social engineering and DDoS attacks. While also ensuring it remains compliant with all relevant regulatory frameworks. These services include:

- An annual IT Health Check (ITHC), in line with government requirements for all organisations connected to the PSN. This check is conducted by SureCloud's expert consultants, with the core personnel changing year-on-year to ensure the fresh perspective and rotating expertise advised by industry.
- Cyber Essentials Plus assessments, ensuring the council's compliance with this key CREST-accredited scheme.
- More specialist work around simulated ransomware and phishing projects have also been conducted, with SureCloud's consultants actively emulating cybercriminals' tools and techniques to gain access to the council's infrastructure.
- All current and historic scan results, log management, compliance status and other key information is available, through SureCloud's Platform, giving the council instant visibility into its entire security and compliance posture.

James Wager, ICT Infrastructure Support Manager at West Suffolk Council, said: "SureCloud stood out at the competitive tender with outstanding experience, a truly proactive and innovative approach and the ability to ensure our compliance with the Cyber Essentials Plus scheme. The quality and expertise of their consultants are extremely high, and the cloud-based Platform is extremely easy-to-use and convenient, giving us unique access to all our scanning and compliance needs through a single platform."

The Results

Robust and resilient security and compliance

“As a public sector organisation processing a great deal of sensitive information, it is critical that we ensure the highest standards of security and can demonstrate our compliance on an ongoing basis. SureCloud’s high-quality scans, tests and assessments, and the fact that we can view the results at all times through the online Platform, give us the visibility and confidence we need, in real-time,” said Wager.

A regularly refreshed team

“Common industry advice is to change your security and compliance consultants every two years so you can be sure of a fresh approach. SureCloud has such depth and breadth in the team that they can send us new consultants with exceptional skills and experience each time after winning our competitive tender. This gives us the peace of mind that we are constantly examining and testing our network in new ways and spotting vulnerabilities we might not have noticed before,” commented Wager.

Continuous improvement

“We don’t just want our IT Health Checks or Cyber Essentials Plus assessments to be box-ticking exercises; we want to use them as a foundation for continually improving and strengthening our network,” said Wager. “This is where SureCloud’s consultants really come into their own; they are always finding ways for us to enhance our resilience, and are prepared to really push us to our limits to improve our standard of security. This is so important for continuous improvement.”

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Why SureCloud

SureCloud is a provider of Gartner recognised GRC software and Cyber & Risk Advisory services. Whether buying products or services your organisation would benefit from automated workflows and insight from the award-winning SureCloud platform. All of SureCloud’s service offerings are fully compatible with the GRC suite of products enabling seamless integration of information, taking your risk programmes to the next level. Visit us here: www.surecloud.com

We are Proud to Hold the Following Accreditations:



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