

SUCCESS STORY

Nottingham City Council

Nottingham City Council chose CyberLab for the team's expertise across all areas of cyber security and the personalised, professional approach.

Sector Local Government

People 1,500+

Solutions Penetration Testing

Following a rigorous and detailed RFQ process, Nottingham City Council chose CyberLab as their penetration testing partner.

CyberLab was selected on a range of criteria including competitive pricing, technical expertise, experience, and supplier fit. The Council's IT team particularly appreciated CyberLab's seamless professional approach, our engagement during the scoping and delivery phases, and how easy it was to work with the CyberLab team from start to finish.



The Challenge

As a member of the Government's Public Services Network (PSN), Nottingham City Council is required to subject its network security infrastructure to a thorough annual health check. The council has a policy of regularly rotating suppliers, and all new projects are put out to tendering or RFQ process by a minimum of three potential providers.

Learn more at [cyberlab.co.uk](https://www.cyberlab.co.uk)



SUCCESS STORY

Nottingham City Council

The Solution

As an existing supplier of security solutions to the council, CyberLab was invited to submit a proposal, along with two other potential penetration testing service providers. A key factor used to evaluate bids was the final price of the solution – in common with all public sector organisations – but others included the supplier's technical expertise, industry accreditations, track record, supplier fit and general approach to working with the council.

CyberLab won the bid on a combination of factors including its CREST accreditation, consultative approach, flexibility, track record and price competitiveness. After an exhaustive review of the competitive responses to the RFQ, which involved a second round of bids and a consultative negotiation, Mark selected CyberLab to carry out an intensive two-week programme of penetration testing.

"Once the testing phase was complete, CyberLab delivered the report quickly. A team from CyberLab including a senior director presented the results to senior executives at Nottingham City Council, answered questions and provided interpretation and context for the scores."

Mark Smith, Server Support Manager,
Nottingham City Council

SUCCESS STORY

Nottingham City Council

The Outcome

Mark was impressed with CyberLab's approach during the bidding process, in particular with responses to questions concerning the submitted proposal. The overall quality of response from CyberLab, the price point, which was competitively priced and 2-3x less expensive than rival bids, and the professionalism of the team involved all led Mark to conclude that CyberLab should be entrusted with the penetration testing work.

From the initial engagement on scoping and pricing to prepping the council team and delivery of the testing, CyberLab showed a willingness to fit in the testing work around the Nottingham City Council IT team's existing commitments.

While the technical work was being carried out – both on site at the council offices and remotely – CyberLab showed complete thoroughness and professionalism in its work. Around the time that CyberLab started the penetration test work, two new members of staff had started in the council IT security team. CyberLab's security engineer was happy to bring them in on the project and explain the testing process, the types of vulnerability being searched for and procedures for logging discrepancies and mitigating issues."

Asked whether they would use CyberLab for cybersecurity services again, the response from the Council's Mark Smith is an unqualified "Yes."

"We needed to find a way to meet very tight budget constraints. Of the suppliers we spoke to, only CyberLab demonstrated what we felt was a genuine desire to engage with us to reach a workable solution for both parties. I'd recommend CyberLab not just for their expertise in the whole cybersecurity area, but for their personalised and professional approach."

Mark Smith, Server Support Manager,
Nottingham City Council



ABOUT THE SERVICES AND SOLUTIONS FEATURED

Penetration Testing

Penetration Testing is a way to identify vulnerabilities before attackers do, evaluate how effectively you can respond to security threats, assess your compliance with security policies, and improve the level of security awareness amongst your staff.

Our team of CREST, CHECK, and Cyber Scheme approved engineers undertake ethical attack simulations to uncover areas of concern in your infrastructure, policies, and procedures.

Using a third party to test your systems allows them to 'think like an attacker' and bring a fresh perspective to pinpointing weak points in your defences and highlight areas that can be improved using your existing security technology.

Incorporating regular testing into your planning helps you to stay on top of your security posture, preserve your brand, and maintain regulatory compliance to standards and regulations including GDPR, PCI DSS, and ISO 27001.

Our People. Our Platform. Protects You.

CyberLab is a specialist cyber security company that provides a wide range of security solutions and services.

Your one-stop cyber security advisor, the CyberLab team is equipped with the right technology, knowledge, and expertise to help businesses of all sizes, including large public sector organisations.

By leveraging world-class technology, decades of experience, and our vendor partnerships, we have helped to secure thousands of organisations across the UK.

Our unique Detect, Protect, Support approach makes us the perfect partner to review and reenforce your cyber security defences.



Speak With an Expert

hello@cyberlab.co.uk | cyberlab.co.uk



Learn more at cyberlab.co.uk