



cyberlab

BLUEPRINT



I am pleased to present you with a copy of our blueprint, written by our people.

Our blueprint sets out the reasons why we want to grow, our vision for the future, our focus, our culture, our values and is the basis for our quality policy.

We use it every day to inspire, focus, motivate and guide us. Each year we review our goals and responsibilities. They are our quality objectives.

As proud as we are of our past success, the attitude, energy and performance of our people during this year, makes us all excited by our future plans.

Thank you for your support.

*All the best*  
A handwritten signature in blue ink, appearing to read 'Dan'.

C D Pollock DL  
FOUNDER AND CHAIRMAN



“ a great place to work  
a great place to be a customer ”

# Our People. Our Platform. Protects You.

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

A 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.

## Awards and Accreditations



Public Sector Partner of the Year UKI  
Education Partner of the Year UKI



Mid-Market Partner of the Year, EMEA North  
Public Sector Partner of the Year, EMEA North



12th in The UK's Best Small Companies to Work For 2024



Public Sector Partner of the Year UKI



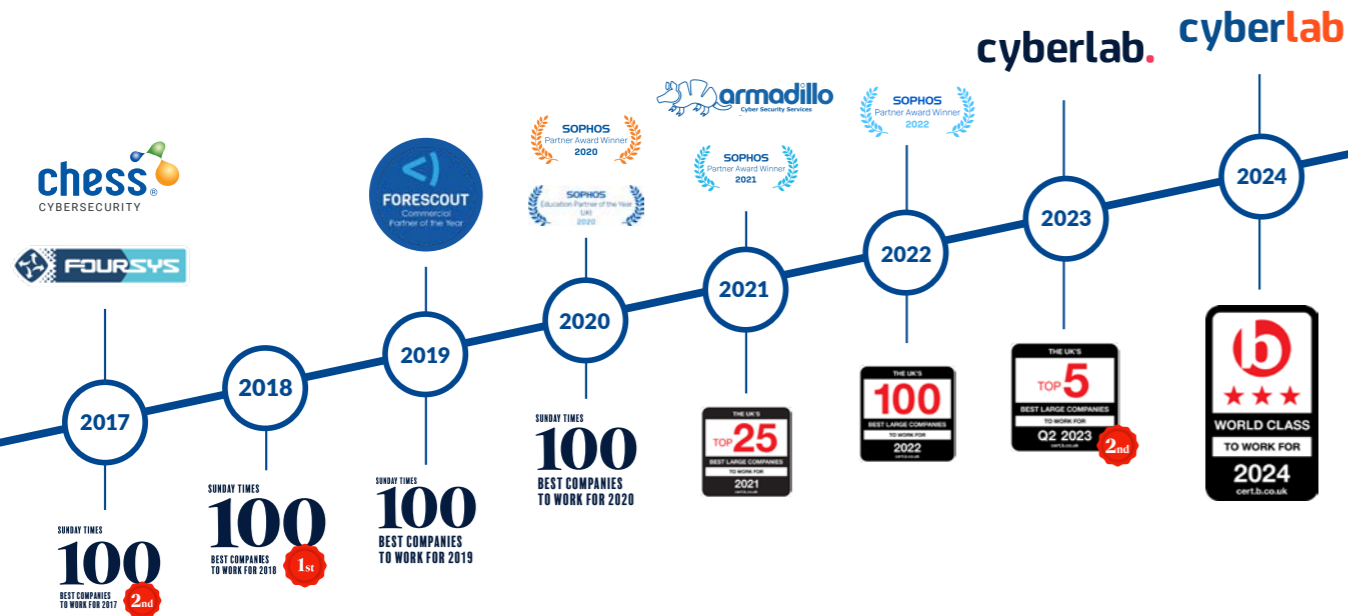
9th in Technology's Best Companies to Work For 2024



# Our History

Since the acquisition of Foursys in 2017, Chess has been on a journey to becoming a cyber security powerhouse. In 2021, through the acquisition of Armadillo Sec, 15 of the UK's highest accredited Penetration Test experts joined the company.

In May 2023, following the acquisition of CyberLab, Chess Cyber Security, became independent from the Chess Group, merging all security businesses into the CyberLab brand.



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# Growth Opportunity

## Market Opportunity

We are lucky to work in a fast-moving, dynamic, growth industry. Innovative products and services create new, exciting challenges and opportunities for our people.

## People Opportunity

Our growth creates opportunity for everyone to progress their career, to develop knowledge and skill, to gain reward and recognition and to maximise their potential. The growth and success of our people ensures the growth and success of our business.

## One Team Spirit

We are passionate about our unique team spirit. As one team, together, we own and nurture our vision, culture, values and customers.

## Maximising Our Potential

We have the talent, knowledge, skill, experience and drive to build a business we can be proud of. We are a significant player in our industry with the potential to be great. Striving to maximise our potential and that of our people will be a rewarding journey.

## Challenge

We are, and have always been, an ambitious organisation with a desire to grow and be great at what we do. We strive every day to be the best of the best. This is our challenge.

“our growth motivates our people”

# Our Values



## Simplicity

Make life easier for our customers and our people.



## Passion

Attitude, energy and performance of our people.



## Quality

High standards we set ourselves.

“passion **inspires** our people”

# Our Customers

The CyberLab team are proud to help protect over 1000 of the UK's blue-chip enterprise businesses, government departments, and household names.



"I've been very satisfied with everything that we've worked with CyberLab on."

Head of IT, NHS Trust



"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



"We know we are continuously protected around the clock, and with continued support from CyberLab we are able to ensure our solutions are always fit for purpose."

Andrew Chaplin, IT infrastructure Team Lead



# Our Solutions



## Detect.

Discover your vulnerable spots before they become an easy target for an attacker.

- Security Posture Assessment
- Dark Web Monitor
- Recon Scan
- Vulnerability Scan
- Penetration Testing
- Red & Tiger Team



## Protect.

Safeguard your organisation to keep the attackers out and your data in.

- CyberLab Control (CSaaS)
- Managed Detection & Response (MDR)
- Device & Network Security
- Secure Access Service Edge (SASE/ SSE)
- Identity & Access Management
- Cloud, Email & Web Security



## Support.

Get help when you need it most and improve your cyber security posture.

- Control Services (Managed Security Support Services)
- Incident Response
- Certifications & Accreditation
- Cyber Awareness Training
- Cyber Essentials
- IASME Assurance

## Our Vendor Partners

**SOPHOS** **mimecast**

**Microsoft** **Forcepoint**

**SecurEnvoy** **FORESCOUT**  
A Shearwater Group plc Company

**RAPID7** **LOGPOINT**

**Delinea** **flexera**

**chess** **egress**

**CLOUDFLARE** **proofpoint**

**vicarius** **LastPass**

# Our Focus

## Customers

To listen, talk and be our customers trusted technology partner.

## Financial Control

To control costs, maintain positive cash flow and invest in our future.

## Relationships

To nurture strong relationships with our customers, partners, people and suppliers.

## Systems and Procedures

To develop and improve simple, secure, reliable, accurate, data driven systems.

## Compliance

To adhere to all aspects of legal, regulatory and business standards.

## Brand

To promote and build a trusted brand.

## Performance

To measure, manage and consistently achieve targets.

## People

To improve the knowledge, skill and performance of our people.

## Products and Services

To deliver reliable technological solutions that meet our customers' needs.

## Leadership

To inspire, focus, motivate and guide our people.

## Acquisitions

To maximise value with smooth integration, to make a great first impression.

## Culture

To help protect and nurture our culture.

"Our focus **improves our performance**"







# Our Culture...

## One Team

To help maintain a friendly, positive atmosphere where everyone feels valued and cared for. To provide a healthy, happy, energetic, safe place to work. To help others – one team.

## Growth

To take responsibility for our performance and personal development. To enjoy, and learn from, the challenges created by our growth. To help improve the way we do things and embrace change.

## Energy

To work hard, have fun and celebrate our successes. To acknowledge the contribution and celebrate the achievements of others – gimme 5. To encourage, motivate and support others in their quest for success.

## Communicate

To communicate openly, positively, honestly and constructively. To challenge those whose behaviour or attitude does not support our culture.



“the **attitudes** and behaviours we expect of our people”

# ...Playing Our Part

We're passionate about playing our part in the wider community by supporting charities, minimising our impact on the environment, and creating opportunity.

## Environmental

We've made great strides in reducing our carbon footprint, with over 95% of our workforce now operating from home.

## Social

Our culture prioritises a healthy, happy, safe workplace, offering benefits like private healthcare, wellbeing days, life assurance, and more.

## Governance

We're focusing on promoting ethically produced suppliers, products, and services to minimize environmental and social impact, as 95% of our ESG impact comes from our suppliers.

## Diversity & Inclusion

We expect our team to treat everyone with respect and inclusivity, valuing all forms of diversity.

## Charitable Giving

We support various charities, including the Prince's Trust and local Hospices, and match team member donations up to £100.

## Data Security & Privacy

We adhere to data protection laws and ethical standards, providing secure-by-design cyber security solutions to help protect data.

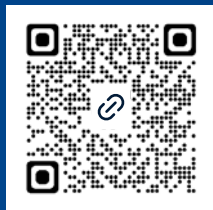
# Our Vision

“a **great** place to work  
a **great** place to be a customer”

## we will achieve this by...

- Being an energetic, hard-working, success driven, fun and exciting place to work that attracts, retains and inspires people.
- Being easy to deal with, meeting customers' expectations.
- Having a performance culture where everyone achieves their target.
- Working with our people, customers, partners and suppliers for mutual success.
- Delivering growth through sales, acquisitions and retaining customers.
- Winning awards for excellence and customer service.
- Delivering technological advantage to our people and customers.
- Being a performance benchmark and a trusted brand.
- Optimising reward and recognition systems to motivate our people.
- Sharing ownership with our people.
- Playing our part in the wider community.





**cyberlab**

[cyberlab.co.uk](https://cyberlab.co.uk)