

Success Story

Inverclyde Council

Enhancing Cyber Resilience Across a Modern Public Service Environment

Inverclyde Council is responsible for delivering a wide range of essential public services to communities across the west of Scotland. As their digital environment continues to evolve, the council recognises the importance of maintaining a resilient and forward looking security posture that protects residents, staff and critical services.

The council has invested significantly in modernising its technology landscape, ensuring services remain accessible, secure and efficient. With cyber threats becoming increasingly sophisticated and targeted towards public sector organisations, Inverclyde Council identified the need for improved visibility, operational responsiveness and a security model that could scale with their digital ambitions.

After evaluating several providers, the council selected CyberLab to support the implementation of Sophos Managed Detection and Response (MDR). CyberLab's expertise, responsiveness and alignment with the council's existing Sophos estate were key factors in their decision, alongside the benefit of predictable, fixed pricing that reduced financial uncertainty.



The Business Challenge

A Need for Greater Visibility, Budget Certainty and Operational Confidence

Inverclyde Council sought to strengthen their ability to detect and respond to cyber threats across a diverse IT landscape, particularly as they continued to expand digital services and modern working practices.

Key challenges included:

- Limited internal capacity to maintain 24/7 threat monitoring
- A requirement for clearer and more consistent visibility across their security estate
- The need for expert support capable of guiding incident response activities
- A desire to reduce the operational burden associated with managing complex security tooling
- The importance of fixed, predictable pricing to support long term budgeting and avoid consumption based costs
- Ensuring any new capability aligned with and enhanced their existing investment in Sophos technologies

Inverclyde Council needed a trusted partner capable of delivering a reliable, scalable and cost certain managed detection and response service.



The Solutions

Implementing Sophos MDR for Comprehensive Threat Detection and Response

CyberLab worked closely with Inverclyde Council to adopt Sophos MDR, providing a fully managed 24/7 monitoring and response service designed to elevate their security operations.

Support from CyberLab included:

- Guiding the council through the evaluation and selection of MDR providers
- Demonstrating how Sophos MDR could maximise value from their existing Sophos deployment
- Facilitating a smooth and efficient pre onboarding engagement with Sophos
- Preparing the council for a streamlined transition into full MDR onboarding

Sophos MDR brought several distinct advantages to Inverclyde Council's security strategy:

- **Predictable, fixed pricing** that eliminated consumption based billing concerns and offered complete budget clarity
- **Faster time to value**, avoiding the overhead of SIEM deployment, EPS tuning or complex ingestion configuration
- **Broader visibility** through more than 350 native integrations, enabling the council to retain existing cyber security tools while gaining deeper insight across the estate
- **Expert 24/7/365 monitoring** from Sophos analysts, enhancing investigation and response effectiveness
- **Improved threat detection capability**, ensuring suspicious activity is rapidly escalated and addressed
- Together, CyberLab and Sophos provided the council with a security operations foundation designed for long term resilience and operational maturity.

The Outcome

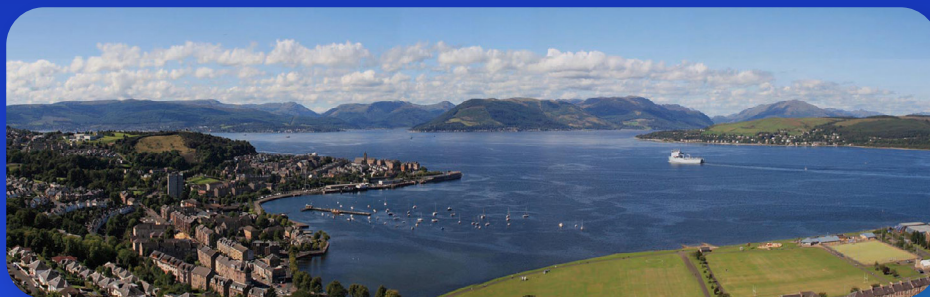
Greater Assurance, Improved Visibility and a Stronger Security Operations Model

Inverclyde Council has already seen clear value from the collaborative approach taken by CyberLab and Sophos.

Key benefits include:

- A more confident approach to monitoring and managing cyber threats.
- Stronger alignment between technology investments and operational requirements.
- Greater predictability in long term security costs.
- Early visibility into how Sophos MDR will enhance detection and response.
- A knowledgeable and responsive CyberLab team providing clear guidance throughout the engagement.

The council is now positioned to progress into full MDR onboarding with the assurance that their environment will be supported by an experienced, highly capable security operations service.



Conclusion

A Collaborative Partnership Delivering Predictability and Operational Value

For Inverclyde Council, the partnership with CyberLab and the adoption of Sophos MDR represents a significant step towards a more resilient and proactive cyber security posture. The combination of expert support, predictable pricing and advanced MDR capabilities ensures the council can continue modernising services with confidence.

“CyberLab has been a good partner throughout the engagement to date. Their team has been responsive, knowledgeable, and straightforward to work with, and the Sophos MDR platform stood out during our evaluation process. The initial engagement with Cyberlab and Sophos was positive and responsive. The fixed and predictable pricing model was a crucial factor in our decision, building on our existing investment in our Sophos estate and providing greater budget certainty compared with alternative consumption based proposals.”

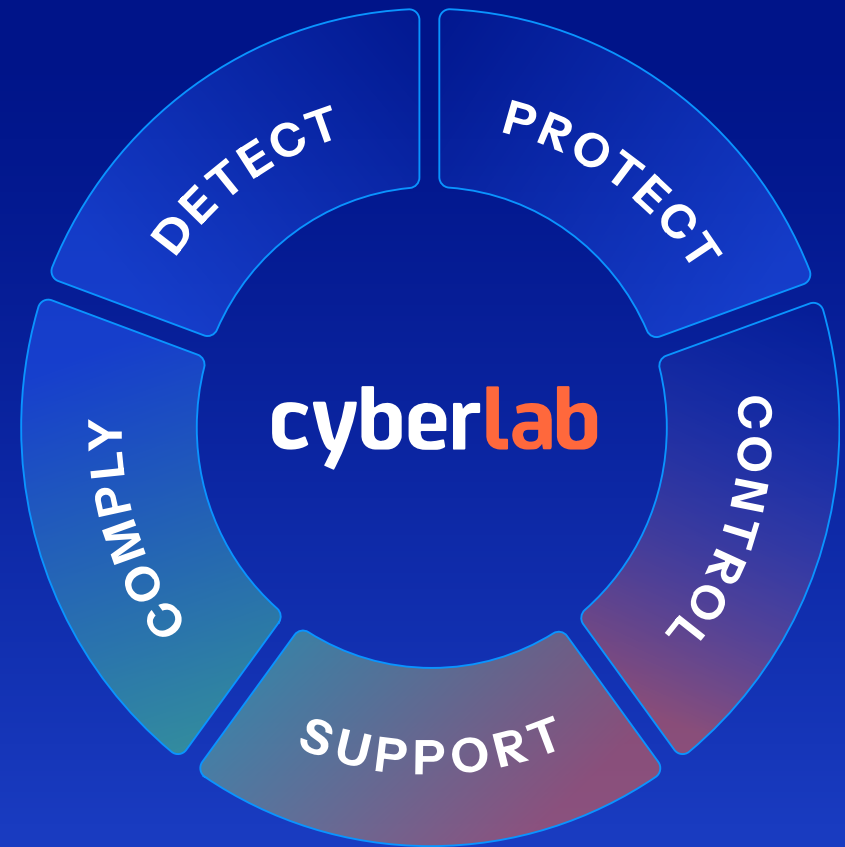
Allan McDonald
Digital and Customer Service Manager
Inverclyde Council

Protecting the Nation, Business & People.

CyberLab is the UK-leading cyber security consultancy and managed services provider, trusted by over 1,200 enterprise businesses, government departments, and household names to secure their operations, systems and data. With more than 30 years of combined expertise, we take a deeply consultative, partnership-led approach guiding clients at every stage of their cyber journey.

Our strength lies in our people - highly accredited consultants, CREST and CHECK - approved penetration testers, and cyber specialists who don't just assess risk, but turn it into clear, strategic action. We combine technical rigour with practical, hands-on support through assessments, long-term advisory, and fully managed security services.

As an NCSC Cyber Advisor, Cyber Essentials certification body, and CREST-accredited partner, we've successfully delivered 1,500 Cyber Essentials and Cyber Essentials Plus certificates, helping businesses meet compliance and build long-term resilience. Protecting the nation, business and people.



Speak With an Expert

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