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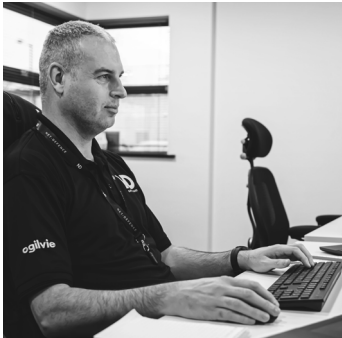
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Welcome to Net-Defence

Hello – I'm Debra Cairns, Managing Director at Net-Defence.

Our mission is simple: secure your business, simplify your technology journey, and support your future – whatever your sector or stage.

As part of the Ogilvie Group, we've built our reputation on offering accessible, affordable and effective protection through integrated cyber resilience, IT support (MSP), and telephony services.

We support organisations ranging from ambitious startups to established SMEs, IT teams, board members, and operations professionals. Every solution is tailored – whether that's safeguarding your infrastructure, enabling seamless communication, or building lasting resilience.

Recently, we introduced Business Resilience as a Service – a flexible, all-in-one offering combining core essentials like Cyber Essentials certification, IT MSP support, and staff awareness training, with supplementary options such as cyber assurance and telecoms – all delivered with zero upfront capital and a clear, predictable monthly cost.

Let's work together to build a more secure, connected, and resilient future.





Who We Are

We're all about accessible, practical, jargon-free advice tailored to your organisation.

And with the upcoming end of landline technology and the continuous rise in cyber threats, you need a team on your side who can give you tried and tested support.

Here's a quick guide to our incredible team:

Debra Cairns, Managing Director

Leverage's 19 years of experience with global firms like P&G to make business resilience accessible for everyone.

John Hay, Head of Cyber Resilience

Is passionate about demystifying cyber security to help businesses operate securely and protect their data.

Craig Hester, Head of Operations

Draws on 25 years of IT expertise from various sectors to guide customers and ensure their business resilience.

Craig Hamilton, Head of Business Development

Is all about jargon-free communication, understanding customer needs and fostering relationships.

Dean Oxnard, IT Operations Manager

Oversees our support team and leverage's years of experience in backup, server, storage and cloud services.

Randall Bell, Sales Support Executive

Applies his 10+ years of sales and admin experience to support the whole team and build relationships.

Graeme Turner, Business Development Manager

Brings a decade of experience in sales, marketing, and events across a range of sectors, including manufacturing, health and textiles.

Craig Wightman, Business Development Manager

Focuses on building strong relationships and providing cyber, IT and telephony advice to UK businesses.

Julie Harrison, Finance Manager

brings over 25 years of finance experience to provide clarity for strategic decision-making across the whole business.

Partner with our reliable team for peace of mind, reduced risk, safeguarded data, and guidance toward key industry certifications.





Cyber Resilience

Build your digital defences and protect your business from cyber risk. We'll help you adapt and evolve to create an informed, secure, and resilient business.

Cyber Essentials Certification

As an IASME certifying body, we simplify your Cyber Essentials and Cyber Essentials Plus accreditation, helping your organisation defend against common cyber threats.

Security Operations Centre

Our SOC provides 24/7 security, offering real-time monitoring, advanced threat intelligence and rapid response to maintain your digital infrastructure's integrity.

Cyber Risk Assurance

We use IASME Cyber Assurance to assess your Information Security Management System (ISMS), complying with UK laws and protecting your data's confidentiality.

Certification levels:

Level 1: Risk-based appraisal of key security aspects.

Level 2: Independent audit of processes and procedures.

ISO 27001 Certification

The "gold standard" for IT security, this helps your organisation manage information security risks, ensure legal compliance, protect data, and achieve global recognition.



Compliance

Achieve compliance through security testing, including penetration & vulnerability assessments, and cyber security awareness training with phishing simulations.

CIS Benchmarking

Secure your SaaS platforms by aligning their configurations with globally recognised CIS benchmarks, reducing cyber attack risk and ensuring complete compliance.

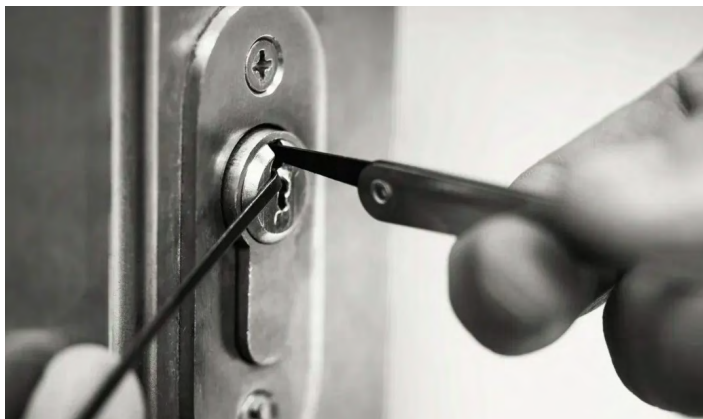
Cyber Security & Resilience Bundles

Bringing together relevant certified protection measures tailored to your unique requirements.

Our cyber security & resilience bundles help your business combat cybercrime through prevention and preparation, providing a clear pathway to reduced risk and protected operations.

These bundles include well-known certifications like Cyber Essentials, which safeguards against common cyber threats and ensures best practices, and Cyber Essentials Plus for independent assessment.

They also feature IASME Cyber Assurance, a government-funded standard designed for smaller organisations that assesses people, processes, technology, and assets to demonstrate cyber security, privacy, and data protection.



Beginner Bundle:

- Cyber Essentials
- Cyber Assurance
- Basic Policies

Advanced Bundle:

- Cyber Essentials
- Cyber Assurance Level 1
- Cyber Essentials Plus
- Cyber Assurance Level 2
- Basic Vulnerability Testing
- Basic Policies
- Cyber Assurance Toolkit

These bundles show the world you prioritise cyber security controls. They also ensure compliance with relevant legislation, open doors to new public and private sector customers, and significantly reduce both external and internal threats.

"I'd like to express my sincere thanks to the entire team for their excellent service. Their support has been consistently reliable, fast, and genuinely helpful. A special mention goes to Craig Hester, Dean Oxnard, and Simon Richardson, whose professionalism and dedication have made a real difference. Each of them has gone above and beyond to ensure everything runs smoothly, and their expertise is clear in every interaction. Thank you for providing such a high standard of support – it's truly appreciated. We look forward to continuing our working partnership."

Samantha Gent, IT Manager - McKeag & Co Solicitors



Case study

Reinforcing client data security for a high-profile North East law firm

The client

Richard Reed Solicitors is a well-established Sunderland-based law firm offering a complete range of legal services.

With client confidentiality at the centre of their work, the firm recognises the importance of cyber security in protecting sensitive information and maintaining trust.

The challenge

To continue demonstrating their resilience against cyber threats, Richard Reed sought support with renewing their Cyber Essentials and Cyber Essentials+ certifications.

These government-backed accreditations provide recognised frameworks for defending against common online risks, making them a perfect fit for the firm's requirements.

Our approach

Simon Richardson and John Hay collaborated closely with the Richard Reed team, streamlining the recertification process with tailored guidance and practical support at every turn.

By simplifying the requirements and addressing questions along the way, we ensured the journey was both smooth and efficient.

The outcome

Richard Reed successfully retained their certifications and maintained their IASME listing, reinforcing confidence among clients and stakeholders.

These renewed accreditations not only strengthen their defences but also highlight their dedication to best practice in the legal sector.

Ready to strengthen your security with Cyber Essentials certification? Contact us today.

IT Support

IT systems are the foundation of any business. We can help you to manage your technology infrastructure, enabling your business to operate efficiently and securely.



IT Support MSP

We offer comprehensive IT support services tailored to your business needs, ensuring continuity, resilience, and security for your operations. These include:

- **End user support:** Proactive management of employee devices, providing peace of mind with safeguards and easy data access.
- **Infrastructure management:** Continuous support for your IT infrastructure, including hourly cloud-based backups, remote monitoring and more.

- **Co-managed support:** Partnering with your internal IT team to bridge knowledge gaps, provide expert guidance and boost your overall IT capabilities.

Data Backup and Data Loss Recovery

Our team delivers timely, tested, and secure backup solutions for physical, virtual and M365 environments. Here's a quick rundown of your options:

- **Virtual Server Package:** Offers daily offsite backup of virtual servers with 2TB included, 30-day retention and optional hourly backups, and restoration testing.
- **Physical Server Package:** Provides daily offsite backup for physical servers, including 2TB storage, 30-day retention, and a monthly backup archive.
- **M365 Server Package:** Enables fine control over retention and recoverability for Microsoft 365, Exchange, Teams, SharePoint, OneDrive and more.

Secure Server Hosting

Benefit from flexible and cost-effective cloud hosting (AWS & Azure) and dedicated secure server room hosting to maintain the confidentiality, integrity and availability of your data and applications with an end-to-end security approach.

We were looking for a straightforward, responsive, and supportive IT partner – and Net-Defence has delivered exactly that. From day one, Dean and his team made the transition smooth and hassle-free. Their solution-driven advice has been invaluable, giving us the confidence that our IT environment is being managed safely, proactively, and with the right guidance. Any queries or issues are dealt with quickly, and their clear communication has made the whole process easy for our team. We've also achieved meaningful cost savings without compromising the quality or reliability of our IT services. Net-Defence has proven to be a dependable partner, and we're pleased to recommend their managed IT support."

Lee Gilder, Director - Cooklaw Solicitors



Case study

A cutting-edge hosting solution for a life-saving local charity

The client

SCAA is Scotland's only charity air ambulance. Like many organisations, they rely heavily on IT to ensure their life-saving work runs smoothly and securely.

However, their ageing on-premises infrastructure was beginning to show strain, leading to increased support calls and operational challenges.

The challenge

SCAA needed a more reliable, secure, and scalable IT solution that would allow them to reduce downtime and focus their resources on their core mission.

Their existing setup was no longer fit for purpose, and a modern alternative was essential.

Our approach

Craig Hester worked with SCAA to design and deliver a hosted solution that would replace their on-premises services. All systems were virtualised and migrated to the Net-Defence Secure Server Room. We also collaborated with third-party software vendors to ensure applications were configured correctly and optimised for WAN connections.

The outcome

Following the migration, SCAA was fully operational with improved stability and reduced reliance on day-to-day IT support. The transition exceeded their expectations, giving them the confidence that their IT is secure, reliable, and in safe hands while they focus on their incredible mission.

Is your old infrastructure slowing you down? Get a speed boost from Net-Defence.



Telephony

Continuous communication through secure cloud technology. We'll help keep your business connected with our scalable and customisable cost-effective telephony solutions.

PTSN Switch-Off

With the PSTN switch-off in 2027, we offer VoIP cloud-based telephony solutions that ensure business continuity, reduce costs, enable remote working, and provide scalable communication infrastructure with local support.

Mobiles and Mobile Phone Security

Streamline your workplace's communication with mobile phone solutions and Mobile Device Management (MDM), offering a flexible and secure alternative to traditional telephony. Benefits include:

- **Cost savings:** Preferential pricing and customisable contracts reduce communication expenses.
- **Enhanced security:** MDM provides an additional layer of security, data encryption and remote wiping capabilities.
- **Simplified management:** Centralised control of device settings and security updates, freeing up IT resources.

Cabling Installations

Our team delivers durable and reliable structured cabling solutions using copper and fibre to form the resilient backbone of your IT infrastructure and communication systems for present and future needs.



Broadband Satellite Internet

No 4G? No problem. Enjoy cost-effective, high-speed, and reliable internet connectivity in areas lacking 4G or fibre. We offer quick installations with low upfront costs and flexible 30-day rolling contracts for primary or backup solutions.



Case study

Seamless communication for a leading sports manufacturer

The client

Daiwa Sports is a leading name in the manufacturing sector, producing high-quality fishing equipment for customers worldwide.

With offices in Glasgow and Finland, reliable IT infrastructure is critical to their operations. However, their outdated on-premises systems were causing frequent support calls and slowing down productivity.

The challenge

The business needed a modern and dependable solution that would reduce downtime and empower their teams to focus on innovation and delivery.

Their existing setup was restricted in both scalability and resilience, making the transition to a hosted infrastructure the clear next step.

Our approach

Craig Hamilton worked with Daiwa to design a tailored hosting solution that replaced their outdated infrastructure with a modern, secure environment.

The migration involved virtualising and transferring all services into our secure server room. We then configured each application to perform across a wide-area network. We also implemented strong, reliable links between the hosted environment and Daiwa's offices in Glasgow and Finland for seamless global collaboration.

The outcome

By the following Monday morning, Daiwa was fully operational with minimal disruption. The new hosted solution has improved stability, reduced reliance on support, and given the business confidence that their infrastructure is secure.

Looking to make the move to more secure, professionally managed IT infrastructure? Get in touch.



Business Resilience as a Service

Introducing our flexible, all-in-one resilience solution combining prevention, recovery, and connectivity to keep your business secure, supported, and always connected.

Why BRaaS?

BRaaS delivers a turnkey, cost-effective resilience package with zero capital outlay. It's a streamlined, scalable way to stay protected, connected and prepared for evolving threats.

By blending core and supplementary services into one manageable solution, it ensures continuous operations, stronger security, and complete organisational readiness.

Core services

Our core services provide essential protection tailored to your organisation. Together, they create a robust foundation for secure, resilient daily operations.

They include Cyber Essentials certification without upfront costs, IT MSP support for device management and remote monitoring, IT infrastructure management for proactive safeguarding, and workforce training with cutting-edge phishing simulations.

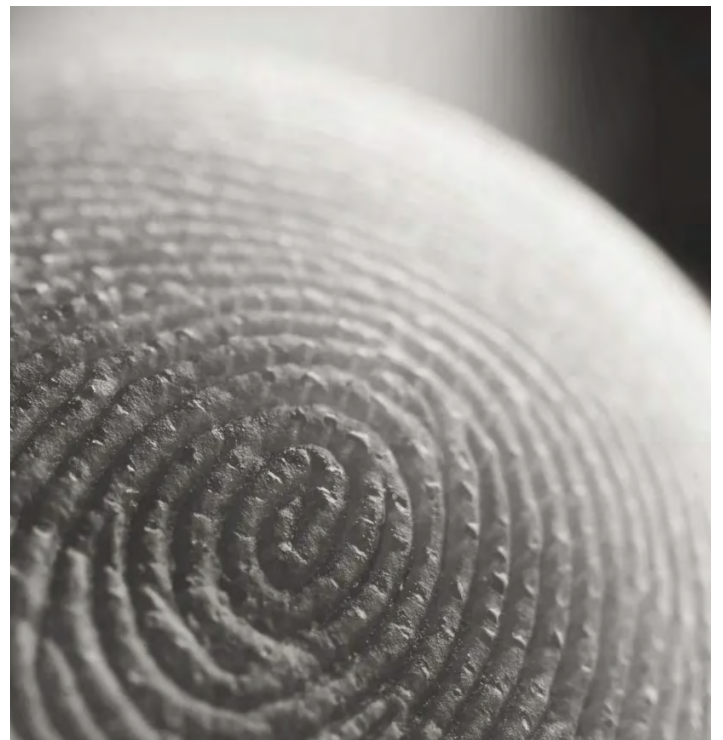
Supplementary services

Our supplementary services enhance your resilience with advanced protection and connectivity. Businesses can pick and mix them to suit their specific needs.

Options include Cyber Assurance certification, telecoms and mobile solutions, a scalable 24/7 Security

Operations Centre, connectivity, and network support, plus licensing and hardware procurement.

Each add-on strengthens prevention, detection, and continuity, giving your business the flexibility to scale securely. Find your ideal combination to create the ultimate package.





Case study

Strengthening HR resilience with affordable full-service support

The client

Cultura HR is a full-service HR consultancy based in the North East dedicated to supporting businesses of all shapes and sizes create successful cultures. Handling sensitive client information means that strong IT systems and robust cyber security are essential to maintaining professional standards and client trust.

Our approach

Craig Wightman recommended Business Resilience as a Service (BRaaS) - a turnkey flexible solution with no upfront capital costs. We provided IT MSP support, including device management, remote monitoring, cloud backups, patching, antivirus, and EDR. Cultura HR was also guided through achieving Cyber Essentials certification, enhancing both security and credibility.

The challenge

The business needed corporate-level protection without the typical overheads. Limited internal IT capacity and rising cyber risks made it difficult to secure affordable, scalable solutions that could safeguard data and support day-to-day operations.

The outcome

Cultura HR now operates to a corporate-level standard without additional management overhead. The Cyber Essentials certification defends against common threats, reinforces client trust, and includes cyber liability insurance for added protection.

Staff benefit from reliable IT support, while the business enjoys scalable, resilient systems designed for growth.

Looking to strengthen your IT security and resilience? Contact our team to explore a tailored BRaaS solution.

Business resilience
starts with us.

Get in touch



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