



Fully Managed Security Operations Centre (SOC)

In today's rapidly evolving digital landscape, the frequency and sophistication of cyber threats continue to increase. Organisations of all sizes now face daily attempts at data theft, disruption, and extortion. Traditional security measures — even when well-implemented — are no longer sufficient to provide full visibility or ensure timely response. The reality is that continuous detection, rapid response, and expert guidance have become essential components of any mature cybersecurity posture.

Overview

Innovate's Fully Managed Security Operations Centre (SOC) has been developed to address precisely these challenges. Operating as a seamless extension of your internal IT function, it provides 24/7/365 monitoring, threat detection, and incident response capabilities delivered by a team of certified security professionals. The service transforms complex security telemetry into actionable intelligence, enabling your business to stay ahead of attackers while meeting regulatory and governance obligations.

By partnering with Innovate, you gain not only access to industry-leading tools and expertise but also a strategic ally committed to continuously strengthening your organisation's cyber resilience. Our SOC service ensures that every alert is analysed, every incident is managed, and every improvement opportunity is acted upon — all with the goal of protecting your business, data, and reputation.

Scope of Services

The Innovate Managed SOC Service provides complete visibility and defence across your entire technology estate. Designed to deliver enterprise-grade protection to organisations of all sizes, it integrates people, process, and technology into a unified security framework.

At its core, the service encompasses continuous log collection and analysis from key sources such as servers, endpoints, firewalls, cloud services, and identity providers. These data streams are centralised within an advanced Security Information and Event Management (SIEM) platform, enriched with threat intelligence and behavioural analytics to identify suspicious activity in real time.

When a potential threat is detected, Innovate's analysts assess and triage the event using automated playbooks and human investigation. Where action is required, incident containment steps — such as isolating affected devices, revoking compromised credentials, or blocking malicious IP addresses — are executed promptly under agreed escalation protocols.

The service also incorporates proactive threat hunting, vulnerability analysis, and security posture management to identify emerging risks before they can be exploited. All findings and responses are logged, audited, and presented in monthly and quarterly reporting packs, ensuring complete transparency and accountability.

Compliance and governance form a cornerstone of the offering. Innovate's SOC operates in alignment with leading frameworks including ISO 27001, NIST, and Cyber Essentials Plus, providing assurance that security operations are conducted under rigorous and repeatable processes.

Value Proposition and Strategic Benefits

- **Full-scale, enterprise-grade SOC** without the cost and complexity of building one internally.
- **Immediate access to specialist expertise, cutting-edge technology, and round-the-clock coverage** — all delivered as a predictable, subscription-based service.
- **Faster detection, shorter response times, and improved visibility** of your entire environment.
- **Empowers your business to move forward with confidence**, assured that your cybersecurity framework supports rather than hinders your growth.
- **Simplifies compliance obligations** through structured reporting and audit-ready documentation, while leadership benefits from data-driven insights and clear risk metrics.
- **Evolves alongside your organisation.** As new threats emerge and your business transforms, our analysts continuously refine detection models, update response playbooks, and introduce enhancements that keep you protected and compliant at all times.

Features, Benefits, and Value to the Customer

Feature / Service Element	Direct Benefit to the Customer	Business Value and Strategic Outcome
24/7/365 Threat Monitoring and Response	Continuous visibility and protection across all systems, endpoints, and users.	Prevents breaches and minimises downtime, ensuring business continuity and resilience.
Managed SIEM and XDR Platform	Centralised event correlation and real-time analytics.	Improved threat detection accuracy and faster incident identification.
Automated Incident Response (SOAR)	Rapid containment through automated playbooks and workflows.	Reduces mean time to respond (MTTR) and limits business impact.
Threat Intelligence and Proactive Hunting	Early identification of targeted attacks and emerging threats.	Enables proactive defence and strengthens overall cyber resilience.
Vulnerability and Configuration Management	Continuous assessment of system weaknesses and patch recommendations.	Reduces attack surface and improves compliance with industry standards.
Dedicated Security Analysts	Expert oversight and escalation management by certified professionals.	Confidence and assurance that incidents are handled by specialists.
Security Posture and Compliance Reporting	Monthly and quarterly reports detailing incidents, vulnerabilities, and trends.	Demonstrates governance maturity and supports audit readiness.
Quarterly Threat Landscape and Strategy Reviews	Regular evaluation of evolving risks and technology roadmap alignment.	Continuous improvement of defences and strategic alignment with business objectives.
Integration with Existing Security Stack	Seamless connection to current firewalls, EDR, and M365 environments.	Maximises prior technology investments and operational efficiency.
Executive-Level Dashboards	Clear visibility of security KPIs and incident metrics for leadership.	Empowers data-driven decisions and enhances board-level reporting.



Service Governance and RACI Framework

Strong governance underpins every managed service delivered by Innovate. Our RACI (Responsible, Accountable, Consulted, Informed) framework ensures clear lines of responsibility between Innovate's SOC and the client's internal teams, supporting consistent communication, rapid escalation, and defined ownership of all operational activities.

Activity	Responsible	Accountable	Consulted	Informed
24/7 Threat Monitoring and Triage	Innovate SOC Analysts	Innovate SOC Manager	Client IT Security Lead	Executive Team
Incident Response and Containment	Innovate Incident Response Team	Innovate Service Delivery Manager	Client IT Manager	End Users
Threat Hunting and Intelligence Analysis	Innovate Threat Intelligence Team	Head of Cyber Defence	Client CISO	IT Governance
Vulnerability and Patch Advisory	Innovate Security Analysts	Service Delivery Manager	Client Infrastructure Team	Compliance Officer
Compliance and Audit Reporting	Innovate Governance Lead	Client Compliance Officer	Legal Counsel / Risk Team	Senior Management
Quarterly Reviews and Strategic Roadmapping	Innovate Account Manager	Client Project Sponsor	Department Heads	Board Members

This governance structure is formally reviewed at onboarding and revisited quarterly to ensure continued alignment with business operations, security requirements, and evolving regulatory obligations.



Our Core Values

Our commitment to continuous improvement and innovation is at the heart of everything we do. We believe that true progress comes from challenging the status quo, embracing change, and relentlessly pursuing better ways to serve our clients and communities. By fostering a culture of curiosity, collaboration, and accountability, we empower our teams to explore new ideas, learn from setbacks, and translate insights into meaningful action. Whether through cutting-edge technologies, streamlined processes, or bold strategic thinking, we are constantly evolving—driven by a shared purpose to create long-term value and stay ahead in a rapidly changing world.

Why Our Clients Trust Us

From SME to enterprise, from on-premise to fully cloud-native environments, we remain committed to helping organisations innovate, operate, and grow with confidence. Our mission is simple: to deliver technology that drives your business forward.

- 🔗 **Established Heritage:** 20 years of proven success across sectors
- 🔗 **Client-Centric Approach:** Long-term partnerships based on trust, transparency, and measurable outcomes
- 🔗 **Technical Excellence:** Certified experts across all major platforms and technologies

Book a Free Consultation

No matter if you're after managed IT services, interested in making the move to the cloud or IT consultancy, we're here for you.

We guarantee our impartial advice will already be the first step towards making IT your strategic differentiator.

✉ info@thisisinnovate.co.uk

☎ 0330 999 1000

🌐 thisisinnovate.co.uk