



A RICOH Company

Cyber As A Service

London Local Authority

Case Study

The Challenge

Like many local authorities, the council faced a growing cyber threat landscape without the internal capacity to manage it effectively.

- Limited in-house cyber expertise (primarily policy-focused)
- Increasing volume and complexity of threats
- Difficulty prioritising large volumes of security data
- Pressure to improve reporting, governance, and maturity
- Challenges recruiting and retaining specialist cyber staff

Industry benchmarks indicated they would need a significantly larger internal team to manage cybersecurity effectively.

"To build this internally we'd have needed around ten cyber specialists. The cost was astronomical, and realistically, hiring and retaining that many people just wasn't going to happen."

Head of Infrastructure & Architecture

At the same time, communicating cyber risk to leadership proved difficult.

About the London Local Authority

A London local authority delivering critical public services to thousands of employees across a complex technology environment.

Its infrastructure and architecture function oversees multiple disciplines spanning architecture, cyber operations, networks, databases and infrastructure, supporting a broad and business-critical technology estate.

Why MTI

MTI was selected for its ability to combine deep technical expertise, a UK-based 24x7 SOC, and a highly collaborative, relationship-led approach. What set MTI apart was:

- **Proven experience** – over 35 years delivering enterprise IT, data centre, cloud and cyber security solutions and services across public and private sector organisations.
- **UK-based 24x7 SOC** – providing continuous monitoring, rapid response, direct access to security analysts and SC-cleared security expertise when required.
- **Depth of relationships** – access to multiple subject matter experts across MTI, supported by a dedicated, sector-experienced account management team, rather than relying on a single account manager.
- **Strong cultural fit** – a responsive, collaborative approach that integrates seamlessly with internal teams.
- **End-to-end cyber capability** – spanning security operations, governance, supply chain risk, and strategic advisory.

This combination enables MTI to deliver more than a traditional managed service. By combining the scale of a 24x7 UK SOC with direct access to named experts across multiple disciplines, MTI operates as a true extension of the council's internal team - providing both capability and confidence in managing cyber risk.



I can sleep at night now. If I'm worried about something, I know I can speak to someone at MTI and they'll either have the answer or go away and find it. The expertise is important, but what really sets MTI apart is the relationships. I don't just know an account manager, I know four or five people across MTI. That level of trust and accessibility is very rare, and it's why they genuinely feel like an extension of our team.

Head of Infrastructure & Architecture
London Local Authority

Results & Benefits

Significant Cost Savings

Significant annual cost savings compared with building and maintaining an equivalent in-house cyber team.

Improved Security Posture

Microsoft Secure Score increased to ~80%, significantly above typical organisations.

Clearer Executive Reporting

Monthly managed service reporting provides a simple, high-level view of progress, enabling leadership to track improvements in cyber posture without being overwhelmed by technical detail.

Stronger Cyber Culture

Cyber security is now embedded across the organisation, with increased awareness and more proactive engagement from staff.

Measurable Reduction in Risk

Phishing simulation results improved from 10–15% user interaction to effectively zero, demonstrating a clear improvement in user awareness and resilience.

Reduced Operational Burden

Internal teams are no longer required to manage large volumes of alerts and security tooling, allowing them to focus on core infrastructure responsibilities.

Access to Specialist Expertise

Direct access to a broad range of cyber specialists enables the council to quickly address gaps in capability without the delays of public sector recruitment.

Improved Leadership Confidence

With continuous monitoring, expert support, and clearer reporting, leadership now has greater assurance and visibility over cyber risk.

Solution

MTI implemented a phased Cyber as a Service model:



Foundation

- Microsoft Sentinel deployment
- Improved visibility and monitoring



Managed Security Operations

- 24x7 Managed SIEM
- Microsoft Security XDR Suite
- Threat intelligence and incident response
- Continuous KPI-driven service



Cyber As A Service

- Managed Microsoft Defender XDR
- Vulnerability management
- Third-party risk management
- Penetration testing programme
- Secure Web Gateway
- Virtual CISO and governance report

A key focus was helping the council prioritise and act on what matters, reducing noise and improving effectiveness.

Outcome

The council has moved from a position where building a fully resourced cyber function internally was neither practical nor affordable, to operating with a mature, continuously improving cyber security capability.

Through MTI's Cyber as a Service model, the councils now benefit from 24x7 monitoring, access to specialist expertise across multiple disciplines, and a structured approach to risk reduction - all delivered as an integrated extension of their team.

This has not only strengthened their overall security posture, but has also improved internal alignment and enabled faster, more informed decision-making across the organisation.



About MTI

MTI Technology is a leading provider of end-to-end data centre, cloud and cyber security solutions and services, with a strong presence across the UK and Europe. For more than 35 years, we have helped organisations harness technology securely and effectively, guided by our mission to build a secure digital future for our customers. Combining deep technical expertise with a comprehensive services portfolio, we work closely with customers to deliver resilient, business-focused outcomes - a commitment reflected in the long-standing relationships and recommendations we continue to earn.

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