

THE **EXCELSIOR** PROGRAMME

INTRODUCTION

TOSG is an **end-to-end provider of business resilience services** designed to help our clients achieve their objectives and exploit opportunities.

Our services are delivered through a **structured approach** based on international standards and decades of practical experience in first-world and emerging markets.

We offer a **cost effective, one-stop solution** that enables our clients to focus on their core business.

OUR APPROACH

We believe that **sustainable** and **cost-effective resilience** is best delivered through layered and mutually supportive systems.

We always look at **how our solutions fit into the bigger picture** so that the benefits can be felt as widely as possible.

Based on this philosophy, we created the **Excelsior Process** which integrates aspects from various disciplines to deliver a holistic approach. This **forms our operating model**, encompassing all of our services and guiding our development of solutions.

Bespoke solutions

Every situation is unique which is why we take the time to understand the dynamics and your aims before crafting a tailored approach.

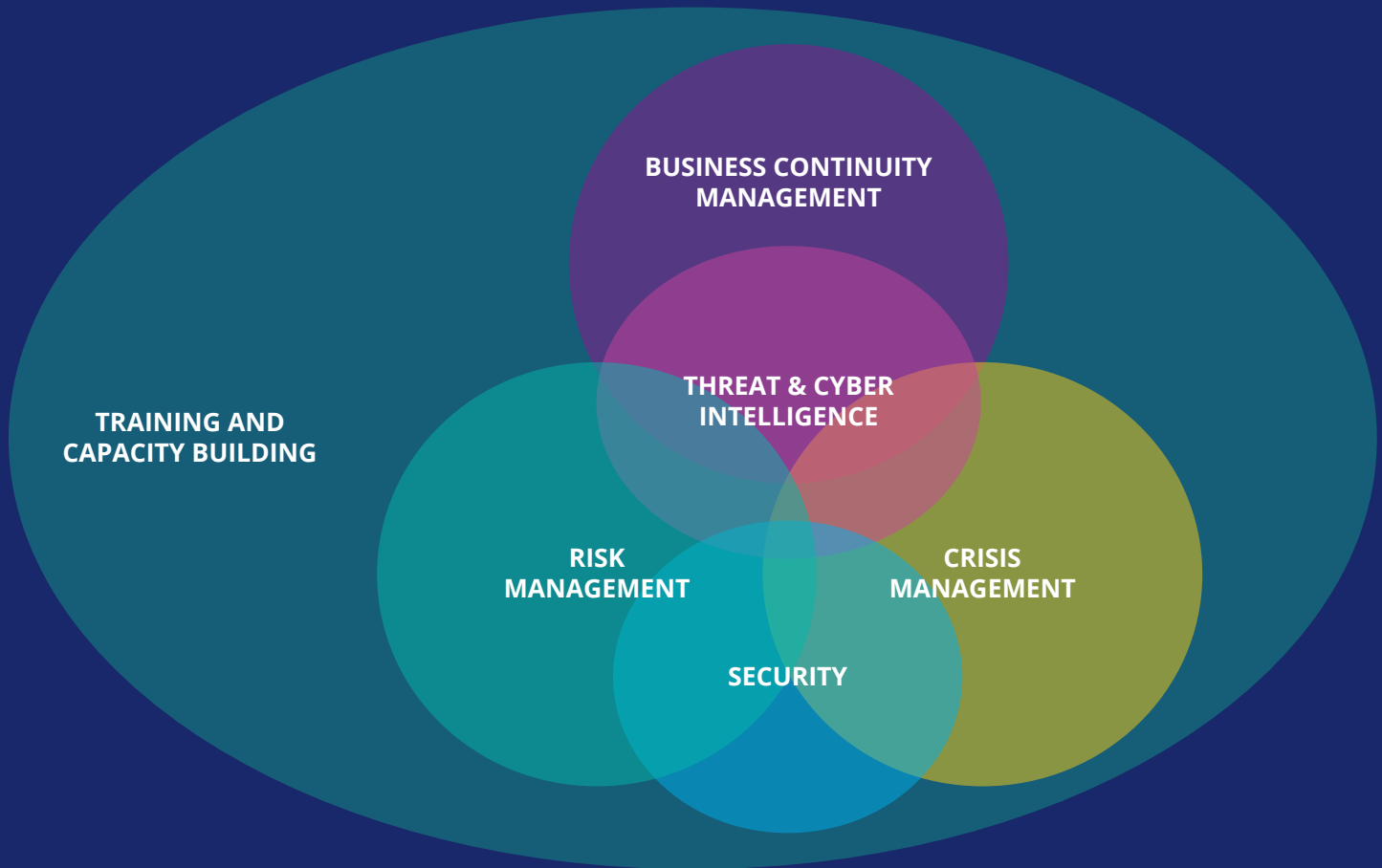
We focus on results, not ticking boxes

We deliver results with meaningful impact while ensuring compliance.

Measurable value

We measure the effect of our solutions against desired outcomes, allowing us to demonstrate our value and effectiveness.

OUR APPROACH



TYPES OF SERVICE

Our services can be delivered through a **combination of remote working and on-site visits** by specialists using the best available technology.



IDENTIFICATION //
EVALUATION //
ANALYSIS



MITIGATION //
PREVENTION //
SAFEGUARDING



RESPONSE //
RECOVERY



QUALITY
ASSURANCE

IDENTIFICATION //

EVALUATION //

ANALYSIS

Timely and accurate understanding
of threats and opportunities leads to
more informed management decisions
and better outcomes.

This is where our **expertise in collecting
and analysing information** to create
actionable intelligence adds value.

IDENTIFICATION // EVALUATION // ANALYSIS

Risk and Threat Assessments

We pinpoint sources of risk, understand the impact and provide a comprehensive range of mitigation options. Working with you, we can professionally manage the implementation of control measures to deliver a safer and more efficient working environment.

Business Impact Assessment

We quantify critical data needed to develop recovery strategies in the event of disruption to key business functions. Effective planning can then take place to ensure the quickest and most cost-effective recovery in the event of an incident or emergency.

Human Terrain Mapping

This service provides a detailed understanding of the social and cultural dynamics in your operating environment. Strategies can then be refined and developed to influence key stakeholders and engage populations to support your objectives.

Country Analysis

In-depth national and regional analysis regarding political, economic, social, technological, legal, environmental and security trends. Analysis is focused to support your information priorities and fill in gaps to support decision-making processes.

IDENTIFICATION // EVALUATION // ANALYSIS

Specialist Cyber Threat Insights

We provide in-depth insights of tactics and methods used by advanced cyber threat actors. With an understanding of your critical assets and business functions, we provide (and can implement) tailored countermeasures to ensure business resilience.

Investigations

Our specialists have a wealth of diverse investigative experience including asset tracking, cyber threat attribution, corruption, fraud and due diligence. Our findings will help you to understand what happened and can be used in legal and disciplinary proceedings, while our recommendations will mitigate the risk of it happening again.

Bespoke Research

Our team is experienced at deploying into regions of instability to directly gather first-hand information on under-reported issues, providing organisations with a competitive advantage in emerging markets.

Insider Threat Analysis

We identify and analyse possible threats from within your organisation to critical information systems. Working with you, we create and implement measures to refine access control and mitigate potential compromise.

MITIGATION // PREVENTION // SAFEGUARDING

The implementation of protective measures should be a **proactive process designed to prevent incidents** from occurring while enhancing value for the organisation.

The **measures we recommend are always proportional** to the threat and intended to support existing operational processes.



MITIGATION //
PREVENTION //
SAFEGUARDING

Threat Intelligence Programme Development

We deliver a tailored in-house threat intelligence fusion capability to identify and understand all potential threats. This capability provides advanced notice of threats to your business enabling enhanced prioritisation of risk mitigation actions and investment.

Security Engineering and Cryptography Assurance

Through understanding your information and communications system requirements, we will ensure that your systems are protected from cyber threats. This will provide security confidence and allow you to demonstrate compliance.

Security Programme Advisory

We provide expertise on how best to establish and mature your security programme. Based on your organisational goals, we will advise, guide and mentor your team to deliver a strategically aligned security programme.

MITIGATION //
PREVENTION //
SAFEGUARDING

Travel Security Management

We have extensive experience of managing all security and travel arrangements for high-net-worth individuals and teams into unstable regions. This professional service greatly reduces your travel risk and allows you to focus on the task at hand.

Stakeholder Engagement and Conflict Resolution

Our impartial involvement in liaison and mediation can be beneficial to help resolve specific issues or act as a long-term conduit to foster good relations. Acting as a third-party, our balanced insight allows greater flexibility to implement solutions and offers you greater protection against reputational risk.



RESPONSE //

RECOVERY

The **way an organisation reacts** during the initial stages of an incident often dictates the outcome.

It is therefore critical that **response plans** are in place and people know what to do. Our **experience in real-life crises** enables us to prepare organisations to continue delivering in challenging situations and exploit opportunities that might arise.

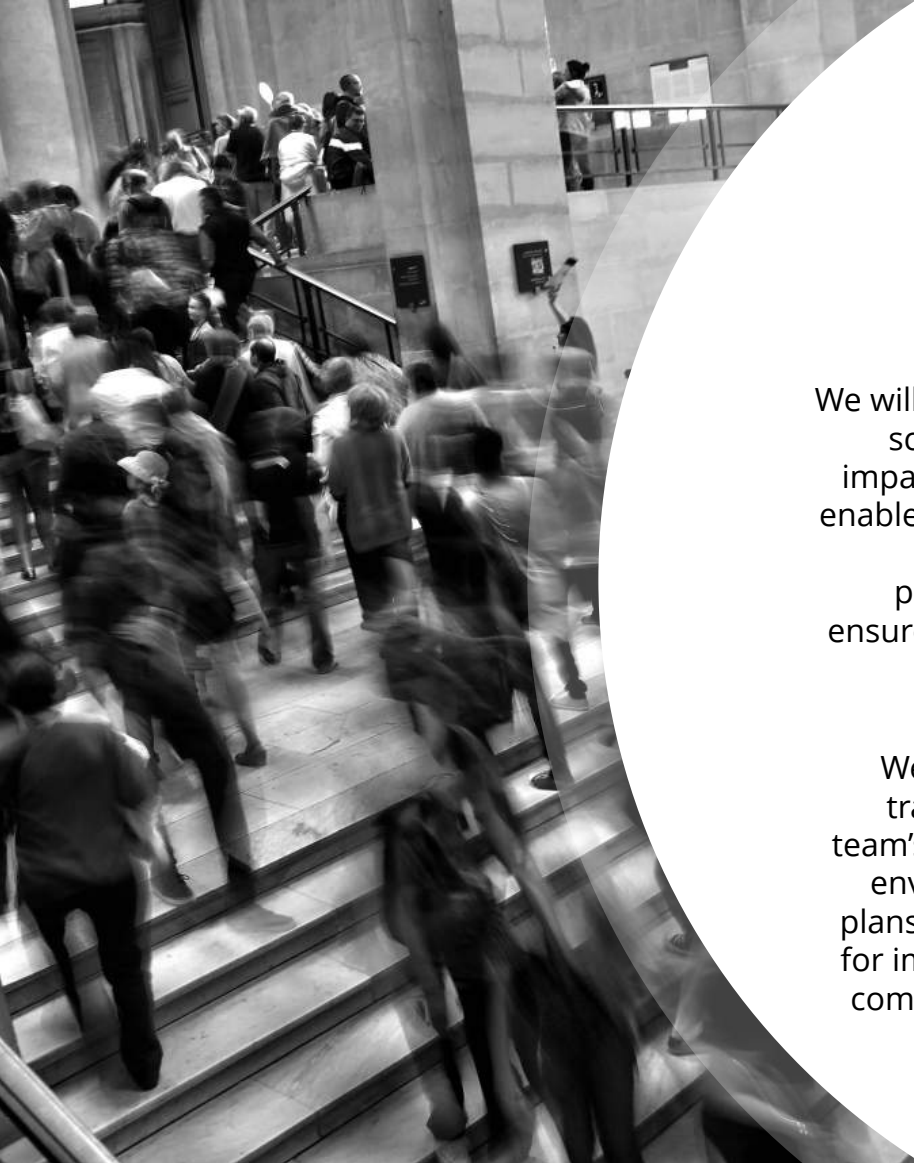
RESPONSE // RECOVERY

Digital Forensics and Incident Response

In the event of a cyber incident, our experts will deploy at short notice to close any breaches and conduct root cause analysis. This will help you to understand the cause of incidents, identify persons involved and implement measures to enhance your cyber preparedness.

Incident Management Systems

These systems are embedded within business-as-usual processes to identify, monitor and manage incidents which arise within expectations of a project or function. This enables a structured response to minimise operational disruption when incidents occur.



RESPONSE // RECOVERY

Incident Response and Disaster Recovery Planning

We will devise response plans against potential scenarios which could have a catastrophic impact on your organisation. These plans will enable proactive measures to be implemented that preserve critical business functions, provide a framework to guide actions and ensure that necessary resources are available.

Simulations and Exercises

We provide realistic crisis, risk and security training scenarios that are tailored to your team's level of maturity and specific operating environment. These familiarise people with plans and their responsibilities, identify areas for improvement, enable you to demonstrate competence, and provide confidence in your ability to respond to a real-life situation.

QUALITY ASSURANCE

The **operating environment is constantly changing**, staff members leave and new technologies are always being introduced.

This means that **systems need to be constantly reviewed** to ensure that processes are being followed and identify what could be done better.

QUALITY ASSURANCE

Audit

We offer an impartial third-party option to review existing processes, policies and procedures against the latest threat intelligence and international standards. This process identifies areas which can be strengthened and we will work with your team to implement changes in line with your existing operating frameworks.

Implementation Review

We evaluate policies, processes and procedures to ensure that they are being effectively implemented. This identifies if gaps exist, whether training is required, and provides assurance that controls are properly designed and implemented.

Cyber Security Assurance

We offer a suite of services from vulnerability assessments to Open-Source Intelligence (OSINT) investigations to identify potential weaknesses in information systems. The mitigation measures we recommend enable vulnerabilities to be remediated before breaches occur.



QUALITY ASSURANCE

Information Management Systems

We review existing information storage, accountability, access and security practices against operational requirements and relevant legislation. We then supply recommendations to maximise effective information use, enhance performance and demonstrate compliance.

Training Needs Analysis

We identify gaps in staff training and recommend additional skills to enhance job performance, allowing you to prioritise training budgets for maximum returns.

WWW.TOSG.IO

11 PARK SQUARE
NEWPORT
NP20 4EL
UNITED KINGDOM

 email: info@tosg.io

TOSG The Operational
Solutions Group