Our work in
Defence
NCL
DRIVING DIGITAL VIGILANCE

“We use the best available technology to deliver the best possible outcomes.”

Alan Lavis, CTO
NCL

NCL performed at a significant pace, were very responsive & agile, and never once let their high level of standards slip.

NCL went above & beyond to meet a challenging deadline whilst mitigating risks to ensure there was no service disruption.

“We solve technical problems in an ethical, collaborative, agile & unbureaucratic way, focussed on delivering customer success.”

Paul Thomas, CEO,
NCL

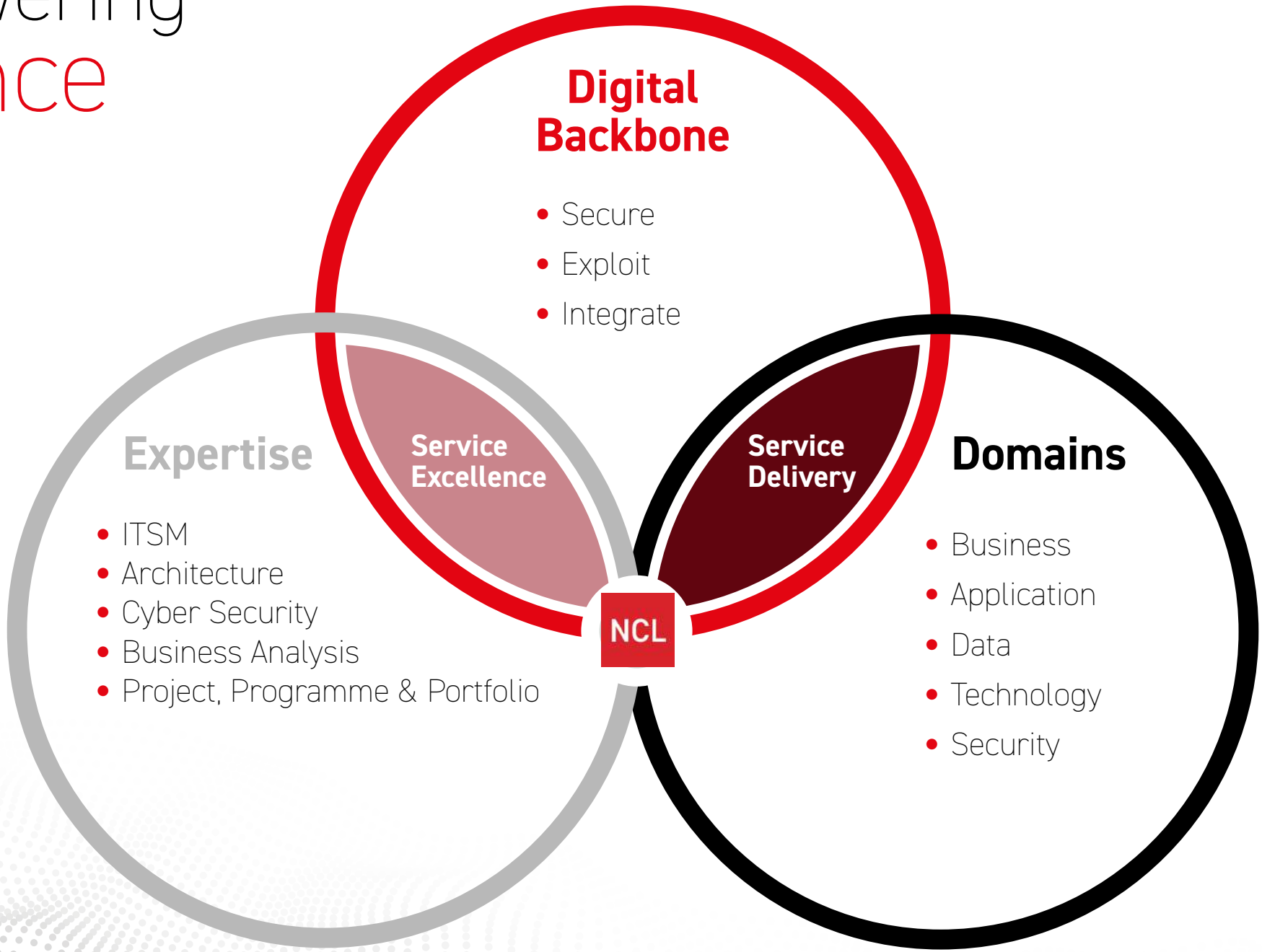
NCL enabled the GOSCC operational teams & front-line commands to track the end-to-end performance of mission critical devices involved in Op Fortis & provide proactive remote support at an increased pace.

The visibility NCL provided enabled us to pinpoint root cause and promptly implement remedial measures, leading to a significant improvement in application performance and strengthening mission assurance.

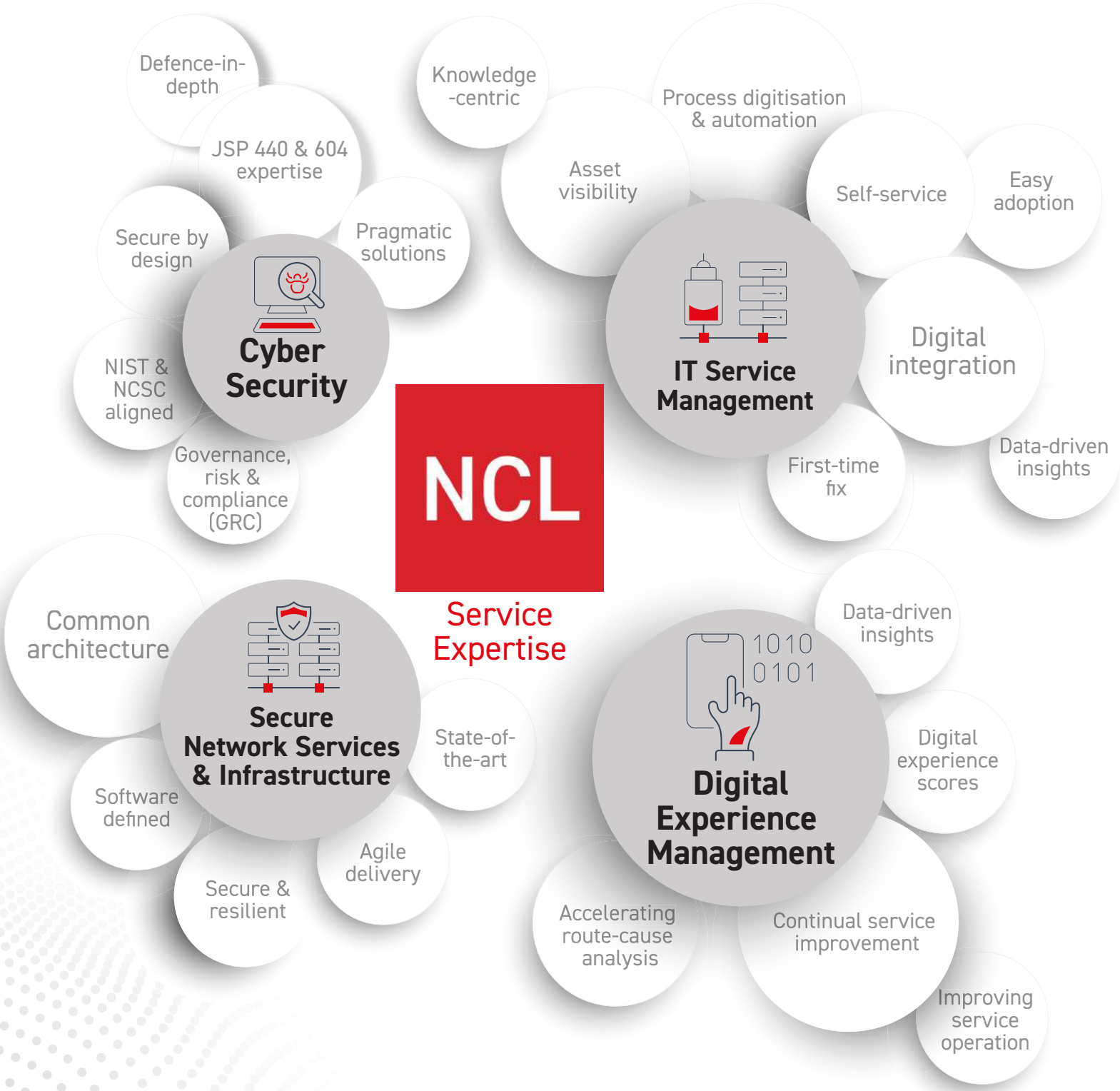
Optimising Defence Delivery

- 210+ successful deliveries over 15 years
- Driving digital strategy & realising business benefits
- Deep understanding in MOD & supplier ways of working
- Holistic approach to projects & programmes
- Embedding ‘secure by design’
- Delivering at pace
- Working with an operational mindset
- Nurturing trusted relationships

Empowering Defence



Our Expertise



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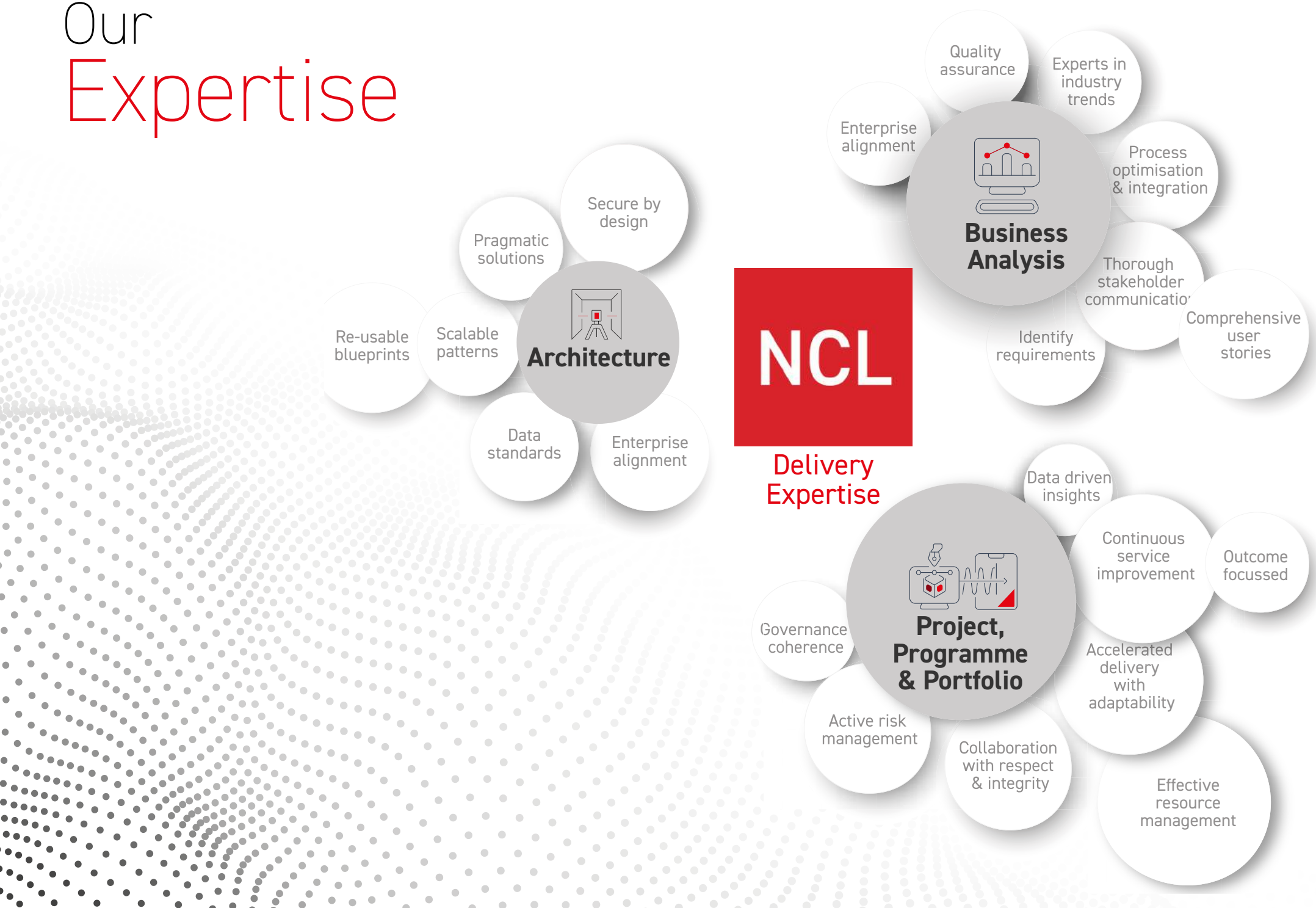
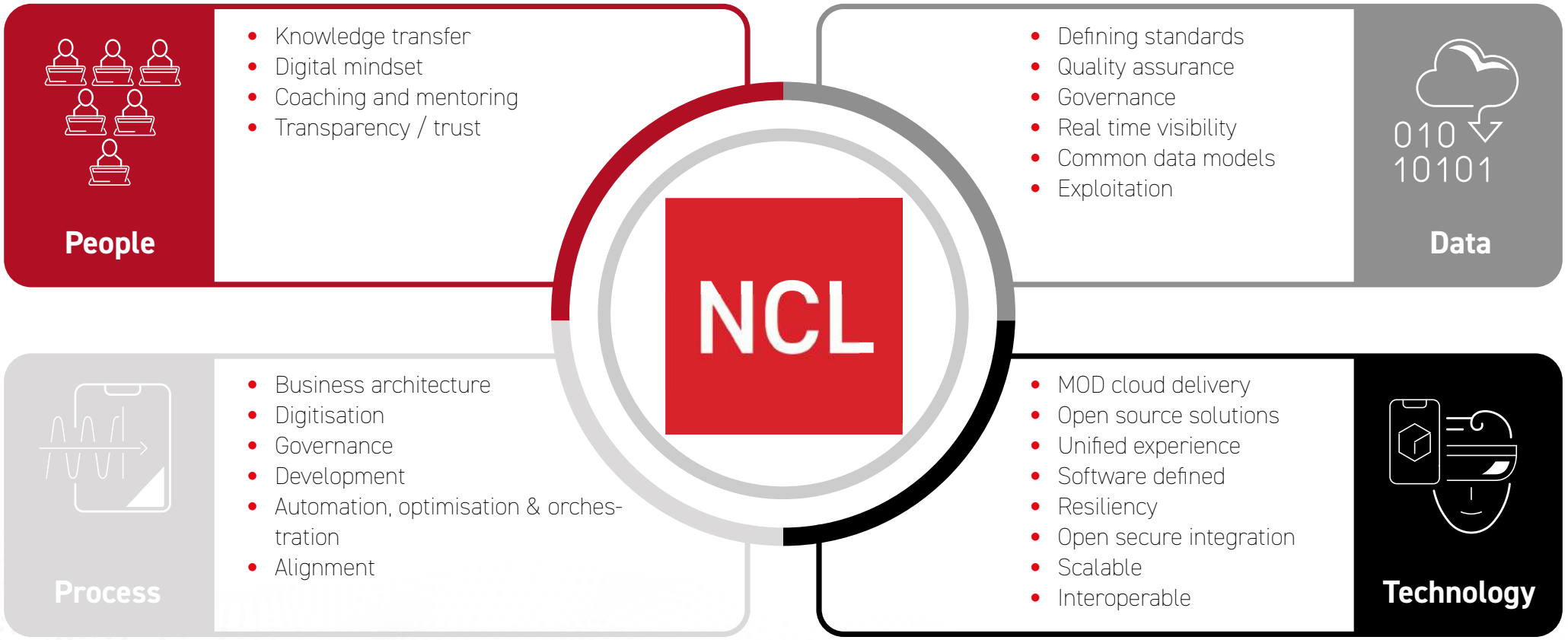
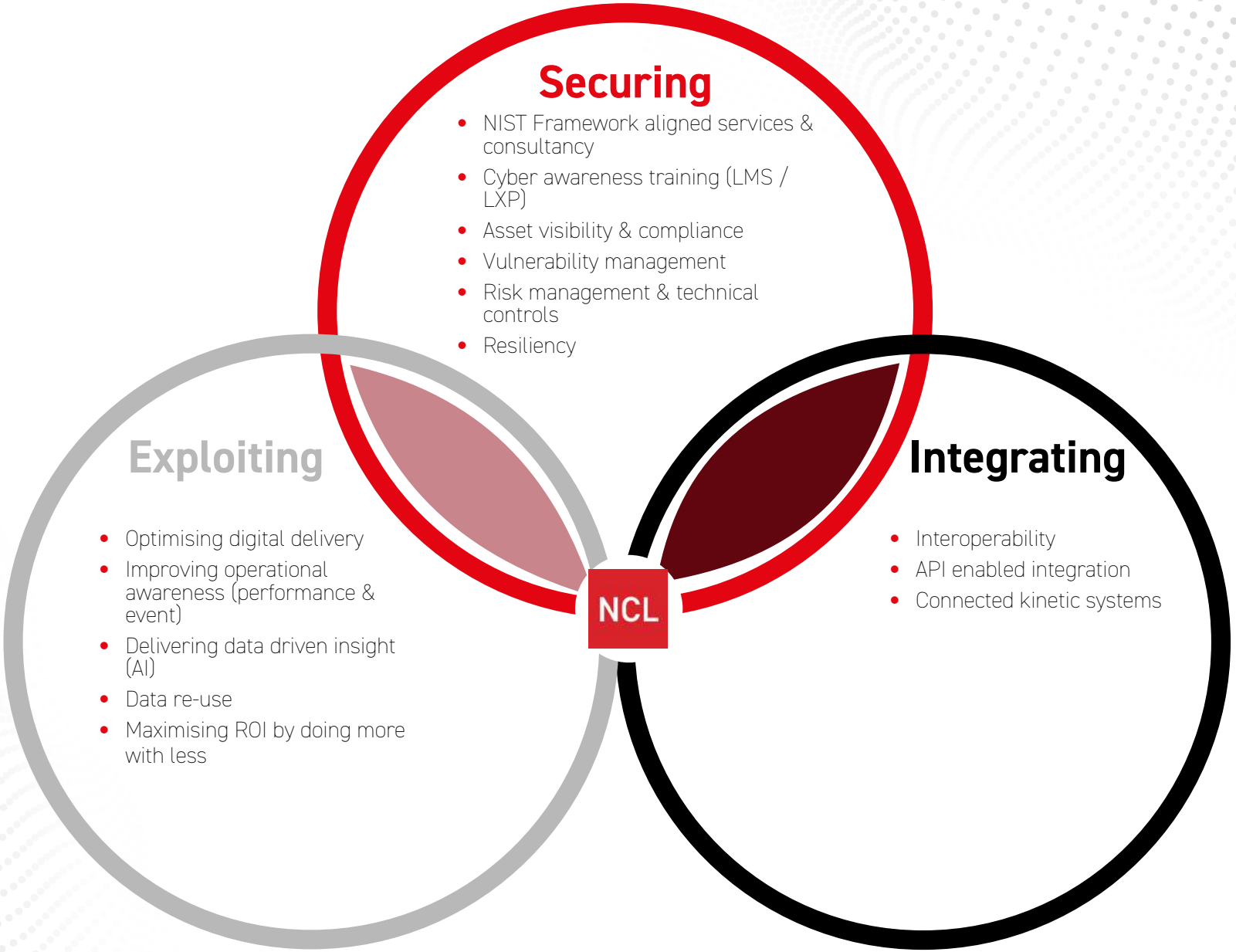


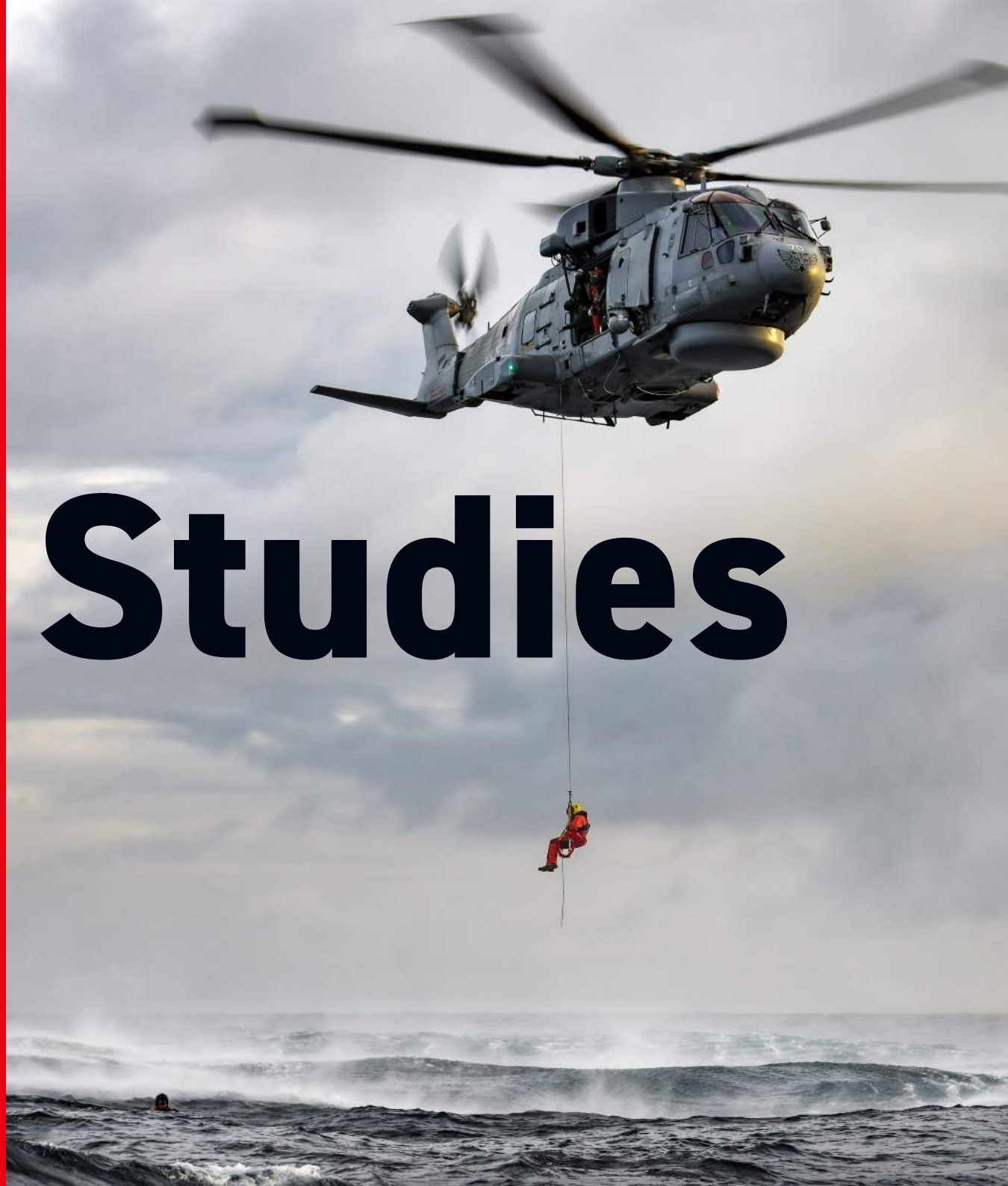
NCL | Underpinning the Digital Backbone



NCL | Enabling the Digital Backbone



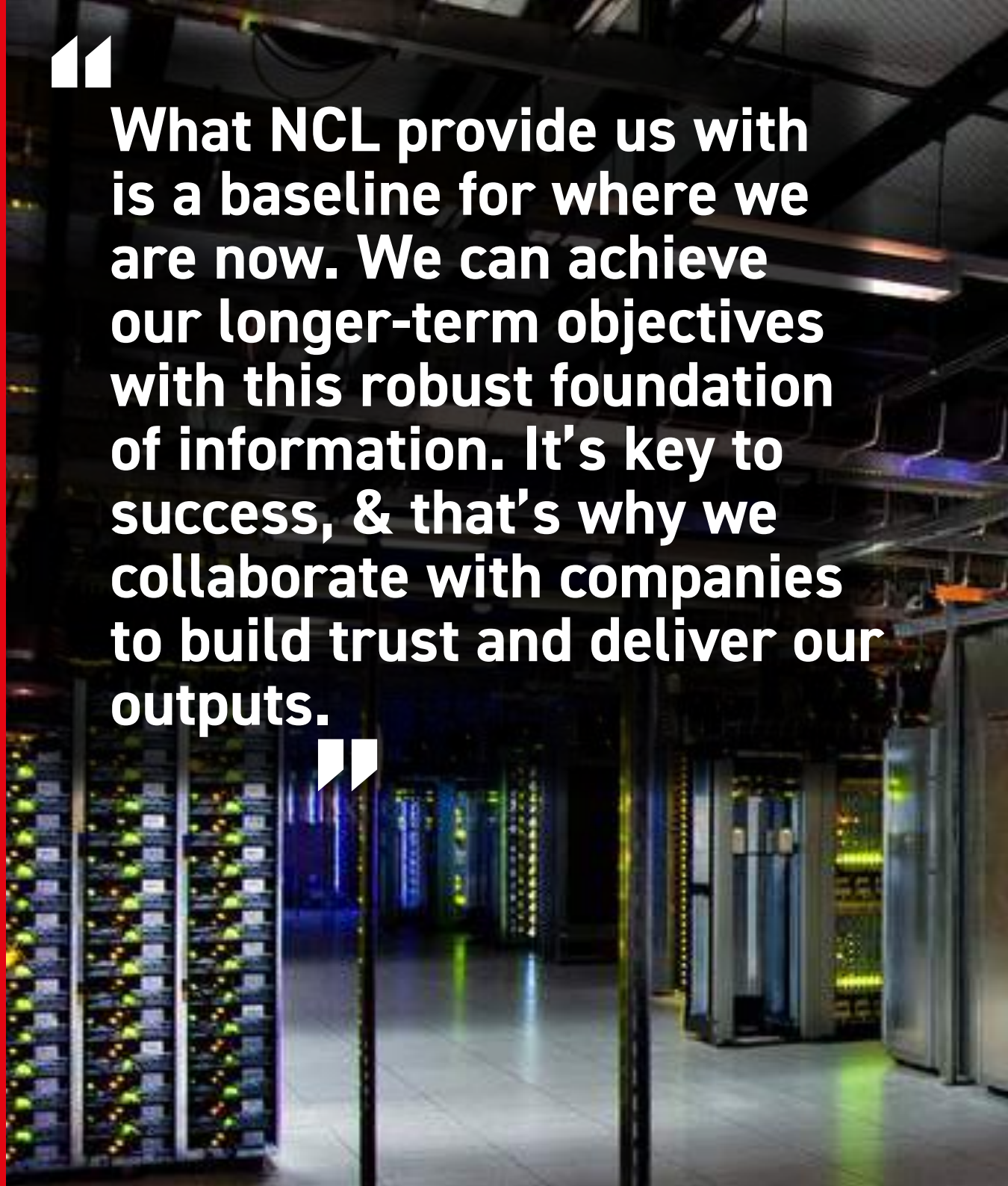
Case Studies



Case Study:

Data Centre Rationalisation – Digital Transformation

- Specialist technologies provided an in-depth look at all the applications running across the data centre infrastructure.
- We provided complete visibility of the MoD Enterprise, revealing redundant equipment or ineffective applications.
- We enabled informed decisions to move the current data centre infrastructure to a more resilient state.
- We provided Informed strategic planning around migration to a cloud hosting environment.



“What NCL provide us with is a baseline for where we are now. We can achieve our longer-term objectives with this robust foundation of information. It’s key to success, & that’s why we collaborate with companies to build trust and deliver our outputs.”

Case Study:

MoD Core Network (MCN) Discovery

- Defence Digital & GOSCC Operations lacked visibility and understanding of MCN architecture.
- We integrated with the 3rd Party MCN provider & used specialist technology to facilitate holistic visibility of all network devices.
- We also enabled network discovery of the Wide Area Network and 1500+ MoD sites driving improved operational awareness and data-led decision making.
- This resulted in the automation of network topology diagrams and enhanced ability to troubleshoot performance challenges.
- Finally, we integrated enriched data with Authority OSM CMDB for accelerated root cause analysis.

“NCL provided holistic visibility of MoD Core Network driving improved operational awareness & data-led decision making for accelerated root cause analysis”

Case Study:

OSM Realisation

- NCL Leadership played a key role within the Gold command structure for OP BLUEBILL.
- We enabled the successful launch of Defence Digital's Service Centre.
- This created an Authority owned single-source-of-truth Service Management structure, ensuring the Authority could never again be locked into a single large supplier.
- We designed & implemented a Service Management Common Integration Layer between Supplier end-points.
- Delivering Enterprise level service management data, never before accessible under stove-pipe separated services.

"NCL were instrumental in helping to successfully launch Defence Digital's Service Centre. The work they did helped to streamline the Service Management Structure, which in-turn made data much more readily available."

Case Study:

OSM E.A.R.T.H

- Early Adoption Representative Test Harness (EARTH) was an NCL lead strategic construction of a cloud-based environment.
- We gave Authority 3rd party integration & sandbox dev capability.
- This enabled development with industry partners via cloud-to-cloud networking.
- We derived a valuable test of Authority readiness for cloud-first approach.
- We realised OSM EARTH through deep understanding of MOD Cloud architectures and practices.

“NCL provided accelerated delivery cycles for OSM aligned MSPs to enable service go-live on time & within budget”

Case Study:

SMITS Digital Transformation

- We overhauled the OSM DD ITSM tooling infrastructure.
- This was done through a rapid deployment of technology on exceptionally tight time-scale with minimal downtime.
- The revamp modernised the storage, compute & networking architectures in-line with vendor best practices whilst retaining platform and design accreditation.
- We radically increased the data capacities and throughput for more demanding workloads, thereby future-proofing the platform against projected growth.
- Increased security by implementing next-generation firewalls with additional capabilities.

“NCL’s team worked tirelessly to modernise our systems, improve efficiency & future-proof our platforms as we grow and evolve our IT estate. Our platforms are now much faster & more secure than before.”

Case Study:

Digital Health & Care Wales - Cyber Security

- We reviewed technical, process & procedural documentation that was provided for each technology area.
- We selected appropriate cyber security frameworks to measure against.
- We also created structured questions to guide workshops & interviews.
- Our consultants analysed data & identified areas of risk & opportunity.
- For each technology area, the final report provided:
  - an overview of associated methodology
  - a prioritised risk-based gap analysis
- Finally, we road-mapped recommendations for potential reconfigurations, scope increase, or alternative solutions needed to cover the gaps.

“NCL were given a very tight deadline & they performed at a significant pace, were very responsive and agile, and never once let their high level of standards slip.”

Case Study:

Common Operational Picture (COP)

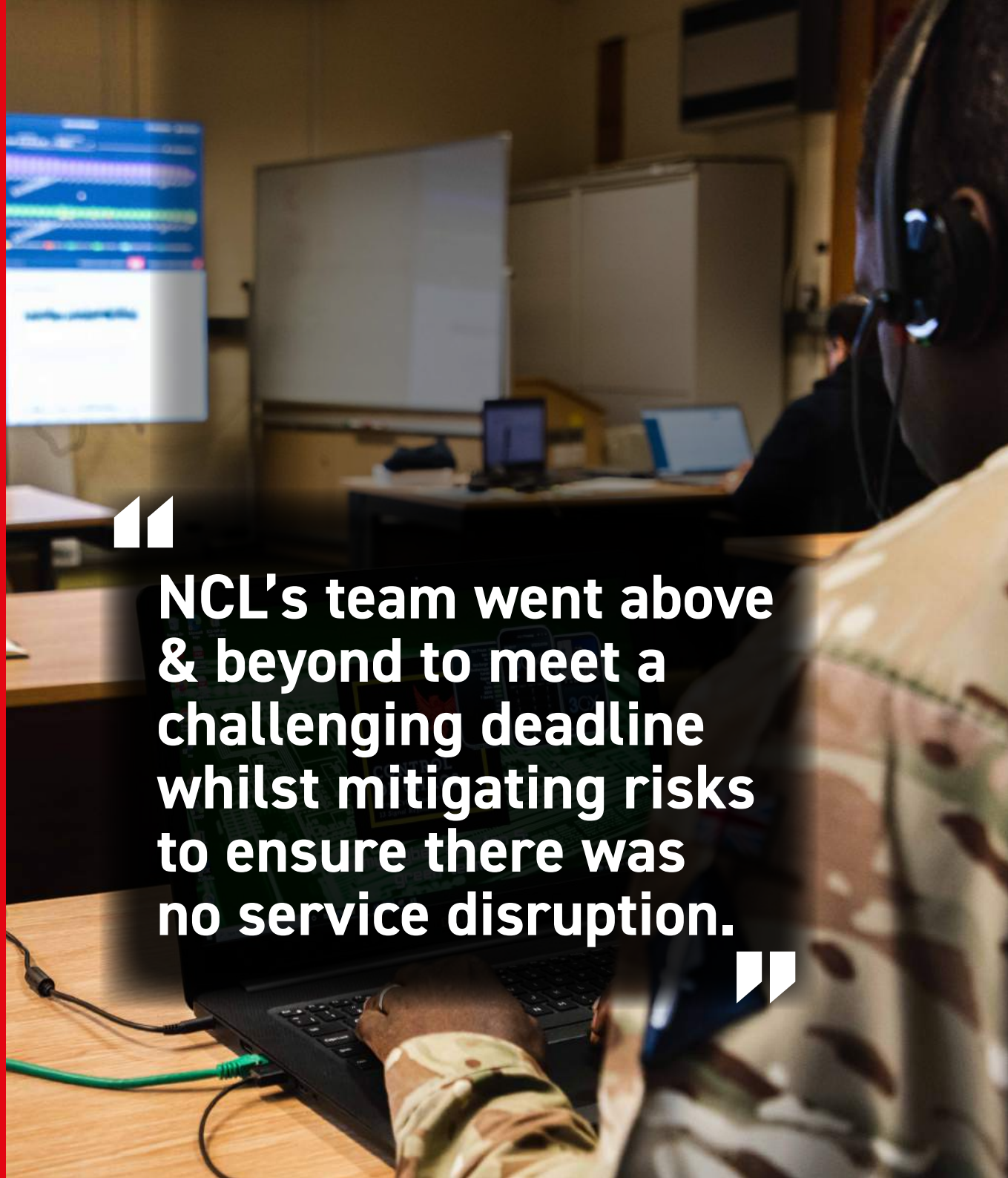
- GOSCC initiated the Common Operational Picture (COP) project to improve application & network performance visibility for live Operations.
- We were engaged to deliver real-time insight for deployed operations, enhancing situational awareness & improving mission assurance.
- We identified gaps in visibility & deployed MoD tooling to key deployed gateways.
- We developed command & control dashboard views to monitor operation health.
- This enabled GOSCC operational teams & frontline commands to track end-to-end performance of mission-critical devices involved in Operations such as Op Fortis and provide proactive remote support at an increased pace.

“This initiative enabled the GOSCC operational teams & front-line commands to track the end-to-end performance of mission-critical devices involved in Op Fortis & provide proactive remote support at an increased pace.”

Case Study:

Accelerated Patch Compliance

- The MOD CIO had an enterprise directive to improve visibility & patching response of all sites, services, and systems.
- An aggressive target of 72 hours was set for patching of critical vulnerabilities published by open-source intelligence .
- We assessed the current SMITS infrastructure using integrated discovery tooling, identifying the servers at risk from the Exchange vulnerability.
- We downloaded the patches from Data Out-of-Band Update Service, applied them to the SMITS pre-production environment and conducted tests to validate their service operation.
- With audited change control & Authority sign-off, the changes were then successfully implemented in the production environment.
- We were one of few suppliers successfully implementing the patching within 48 hours with no service disruption.



“NCL’s team went above & beyond to meet a challenging deadline whilst mitigating risks to ensure there was no service disruption.”

Case Study:

CSG21 Mission Assurance

- Ahead of her maiden operational deployment on Operation Fortis in 2021, HMS Queen Elizabeth (QEC) faced significant digital performance challenges - including crashes and slow performance of mission-critical applications.
- With significant risk to operational effectiveness the MoD assembled a taskforce to investigate, which included SMITS personnel provided by us.
- SMITS deployed Riverbed AppResponse, offering real-time, end-to-end visibility of application performance across QEC's complex multi-bearer architecture.
- Using the full fidelity data provided by AppResponse, SMITS successfully identified specific services suffering severe packet loss & recommended a fix leading to improved performance.

"The visibility we received enabled us to pinpoint root cause & promptly implement remedial measures, leading to a significant improvement in application performance and strengthening mission assurance."

Case Study:

Nightingale Hospital Network & Infrastructure

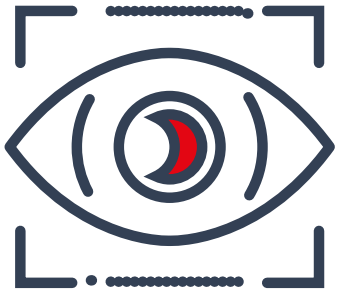
- We worked closely with the Ministry of Defence while they were setting up the infrastructure behind the emergency Nightingale Hospitals.
- When the remote MoD communication system & the remote NHS video consultation system failed to connect properly.
- Using ‘App Response’ technology, our technicians were able to exploit the data flow & quickly pin-point where the traffic was being blocked.

“The communication link was quickly re-established ensuring the remote consultation system worked as planned, ahead of the hospital admitting its first patients.”

What we're Known for

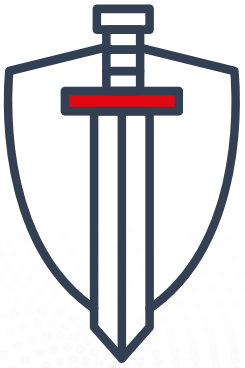
Delivery at pace

Getting to the heart of the problem



Transparency

Doing the right thing



Going above & beyond

Procurement Routes.

Crown Commercial Service

Technology Services 3

Crown Commercial Service Supplier

- Lot 3a: End User Services
- Lot 3b: Operational Management
- Lot 3c:Technical Management
- Lot 3d: Application and Data Management

Digital Outcomes & Specialists

GOV.UK

- Lot 1: Digital Outcomes

Cyber Security Services 3

Crown Commercial Service

- Framework Wide

HM Government G-Cloud Supplier

- Public Sector Online Catalogue: Lot 3 - Cloud Support
- G-Cloud 13 - CCS

Digital And IT Professional Services (DIPS)

AtkinsRéalis

Ecosystem Partner

- Lot 1:Solution, Enterprise & Technical Architecture, Data, Innovation, Technical Assurance & Knowledge & Information Management
- Lot 3: Cyber Security, Crypto, Sec Ops & Integrated Systems
- Lot 5: Project, Portfolio & Programme Management (P3M)

AURORA ENGINEERING PARTNERSHIP

QinetiQ | Atkins | BMT

- Aurora's Provider Network Partner

Social Values

We are committed to providing long lasting value for the communities in which we work. We work with our customers and supply chain to maximise the economic, social and environmental well-being of local communities. The Government has a significant opportunity and responsibility to maximise Social Value benefits effectively and comprehensively through its commercial activity and as a result, it forms part of our requirement for most contracts.

Promoting equal opportunities

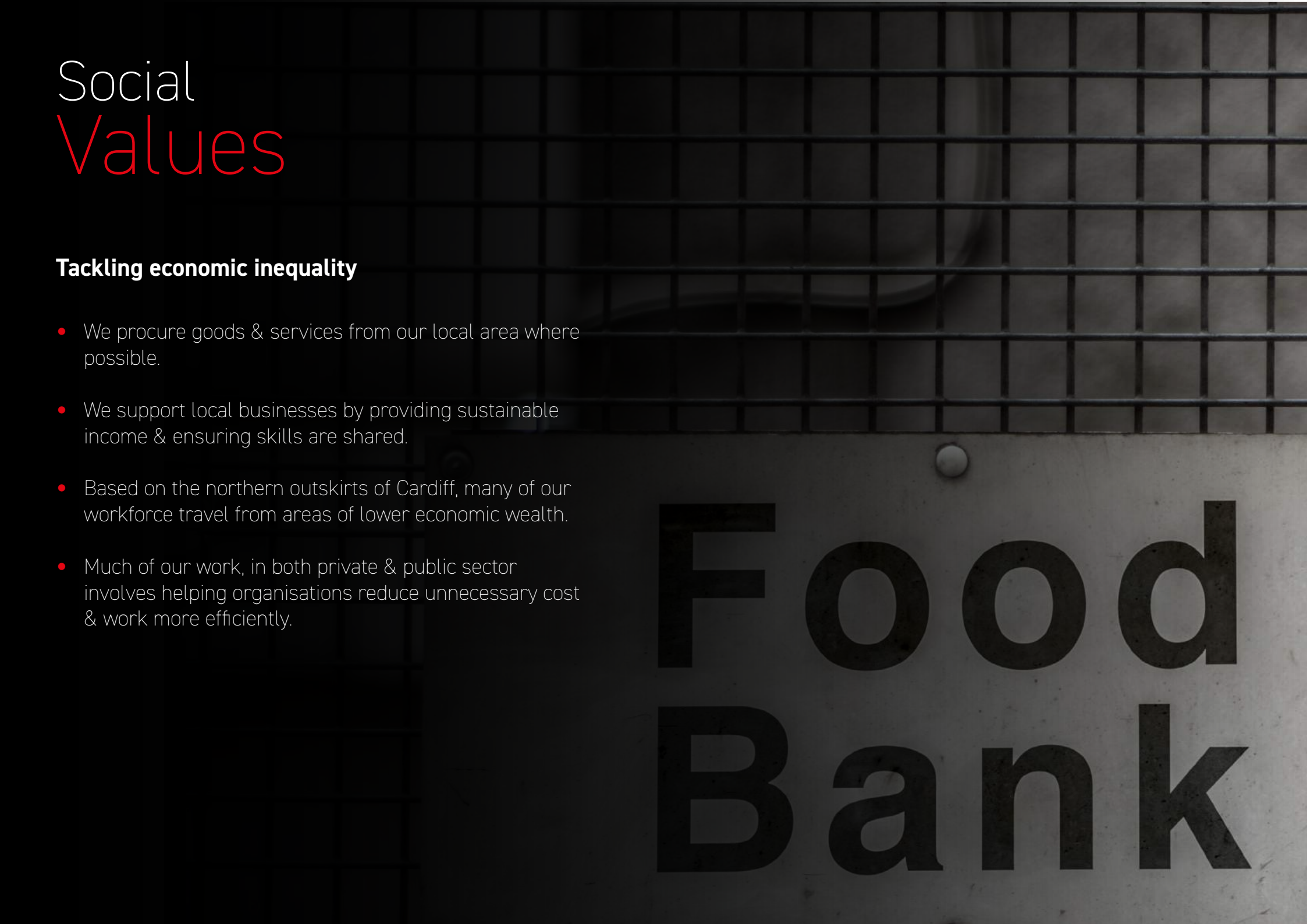
- We create opportunities for employment in our local communities.
- We train & invest in our staff to provide continuing professional development.
- Work to remove barriers to employment for under-represented & disadvantaged groups.
- Our office is fully accessible for people of all abilities.

disability confident COMMITTED

Social Values

Tackling economic inequality

- We procure goods & services from our local area where possible.
- We support local businesses by providing sustainable income & ensuring skills are shared.
- Based on the northern outskirts of Cardiff, many of our workforce travel from areas of lower economic wealth.
- Much of our work, in both private & public sector involves helping organisations reduce unnecessary cost & work more efficiently.



Social Values

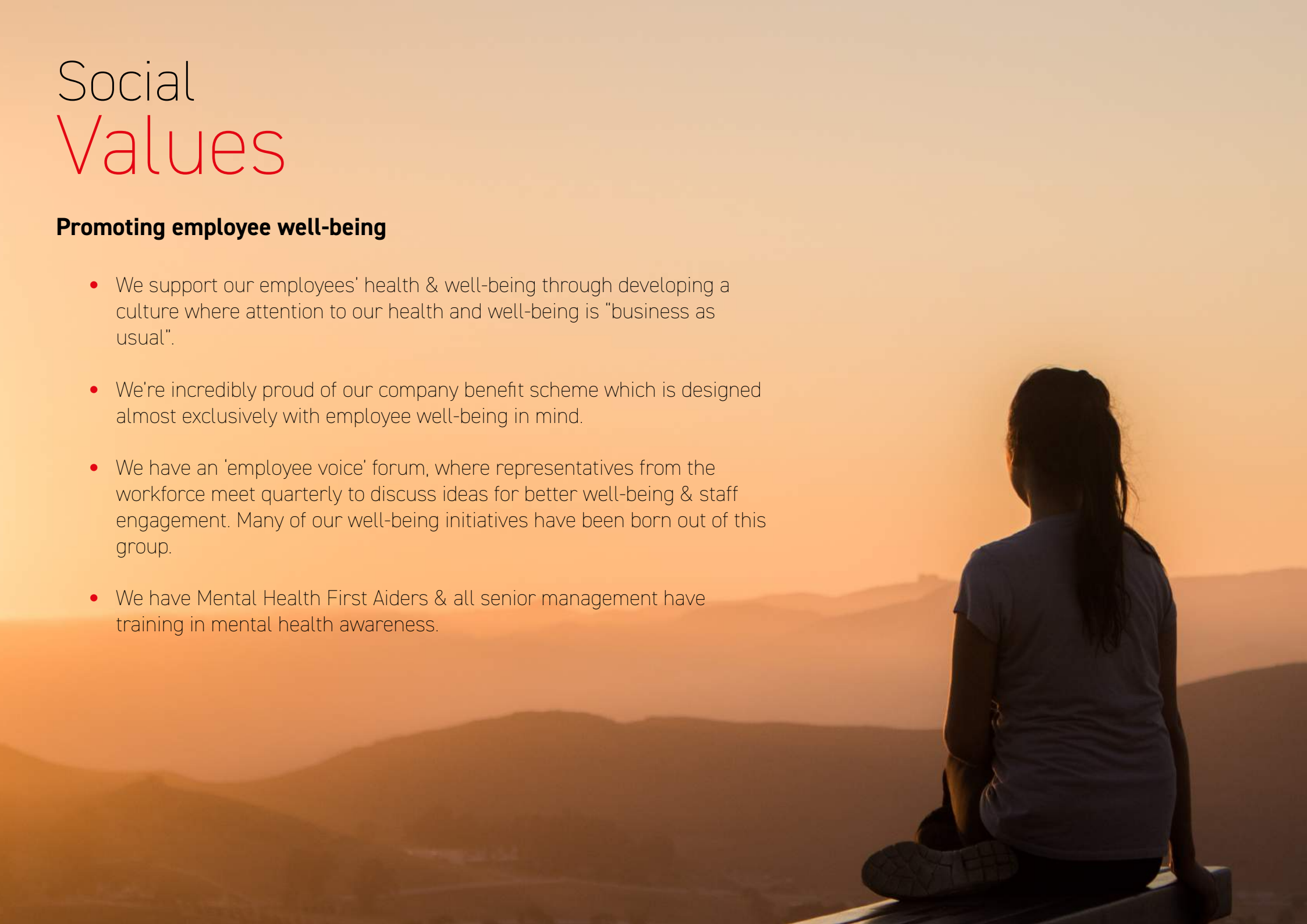
Fighting climate change

- We are proud to hold the ISO14001 certification, demonstrating our ongoing commitment to protecting the environment.
- We promote ethical & sustainable procurement.
- We actively try to reduce our company emissions including keeping an up-to-date carbon reduction plan & we will continue to monitor our carbon footprint.
- We reduce, use & repair where we can.
- Our staff have access to electric vehicles via a salary sacrifice scheme.

Social Values

Promoting employee well-being

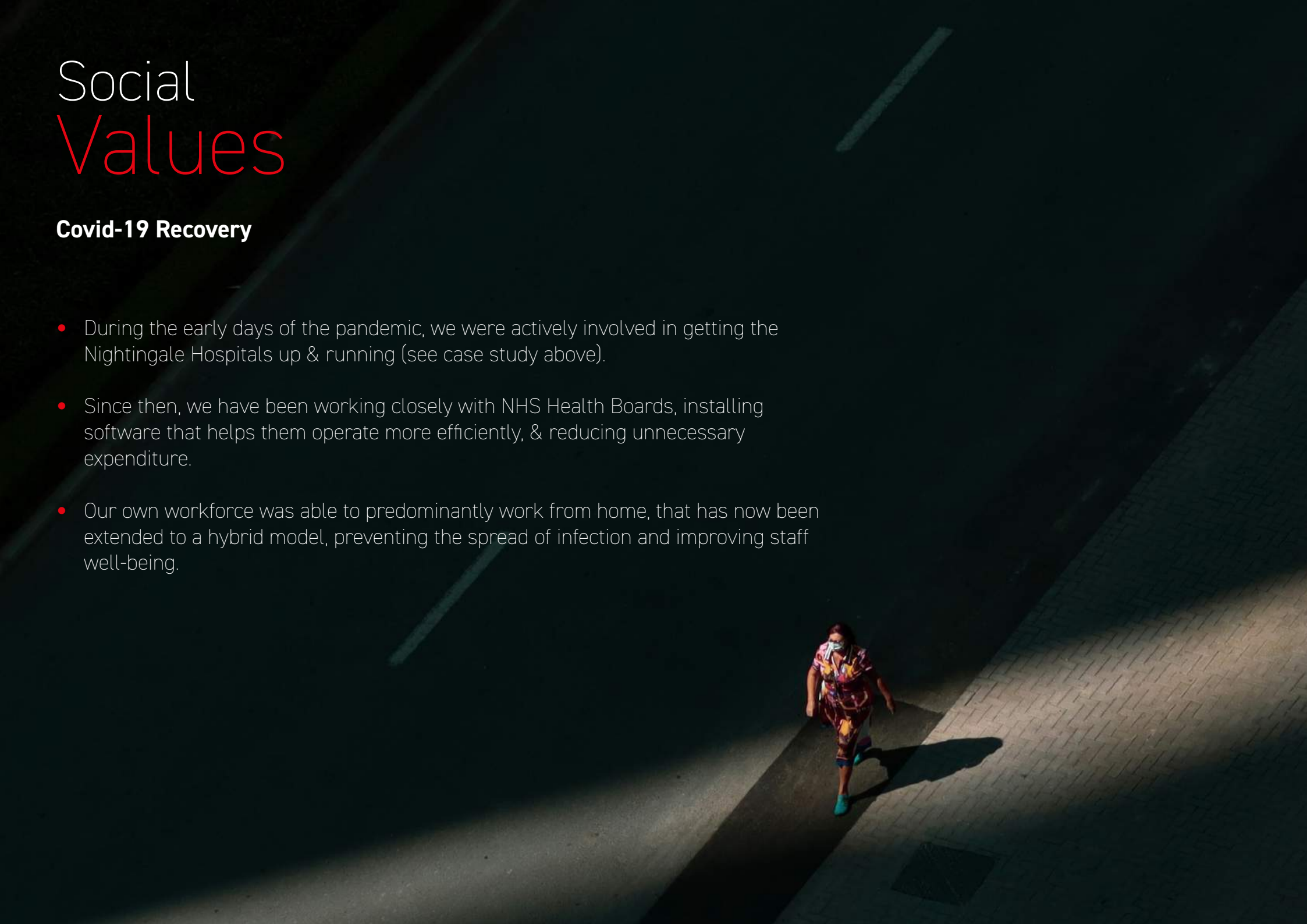
- We support our employees' health & well-being through developing a culture where attention to our health and well-being is "business as usual".
- We're incredibly proud of our company benefit scheme which is designed almost exclusively with employee well-being in mind.
- We have an 'employee voice' forum, where representatives from the workforce meet quarterly to discuss ideas for better well-being & staff engagement. Many of our well-being initiatives have been born out of this group.
- We have Mental Health First Aiders & all senior management have training in mental health awareness.



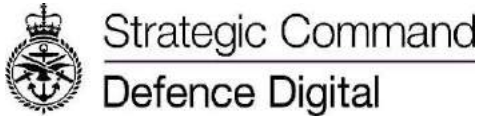
Social Values

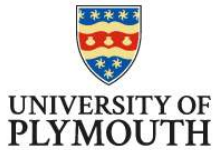
Covid-19 Recovery

- During the early days of the pandemic, we were actively involved in getting the Nightingale Hospitals up & running (see case study above).
- Since then, we have been working closely with NHS Health Boards, installing software that helps them operate more efficiently, & reducing unnecessary expenditure.
- Our own workforce was able to predominantly work from home, that has now been extended to a hybrid model, preventing the spread of infection and improving staff well-being.



Who we've Worked with.





Who we Collaborate with.

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| 4C Greenmeadow Springs Business Park, Village Way, Cardiff, CF15 7NE

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