

# Cyber Social Innovator of the Year 2023

Helping clients gain and retain cyber security certifications whilst protecting their business with their security-as-a-service Managed Cyber Team is the focus of Cool Waters Cyber. Serving clients across three continents from their base in the UK, their award-winning cyber apprentices scheme is bringing new high-tech careers to some of the UK's most deprived areas.

Cool Waters Cyber isn't like other companies within the cyber security industry. Where most businesses deliver a mixture of varying technologies and products, Cool Waters Cyber's Managed Cyber Team service provides clients with an integrated set of products and services that're designed to work together and meet all the cyber security needs of any business or charity. Whether your company is only small, or you're a worldwide corporation seeking cyber security assistance, Cool Waters Cyber will arrange all of the necessary means to keep your business or charity secure.

When we spoke to Cool Waters Cyber about the way in which it runs its business, the team had this to say: "Most of our clients come to us because they need a security accreditation to facilitate a new commercial opportunity, such as Cyber Essentials to work in the UK public sector or ISO 27001 or PCI-DSS, because their prospective clients require it from their suppliers". However, though most clients initially begin working alongside Cool Waters Cyber for accreditation, its friendly person-based service keeps them coming back for more.

This approach towards customer service is what makes Cool Waters Cyber so appealing to clients. Unlike many technical organisations that hide their staff behind an anonymous helpdesk, the team at Cool Waters Cyber is on first name terms with all their clients – to the point that they often get invited to their clients' social events and Christmas parties. Says founder and CEO Mark Faithfull: "We strive always to feel like part of the team and often represent our clients in meetings with their customers covering topics like data protection and GDPR compliance."

As Cornwall's only IASME Certification Body able to issue Cyber Essentials and Cyber Assurance certificates, Cool Waters Cyber offers a full service to get their clients businesses secure and then achieve the certificate on the wall to prove it. This comprehensive service includes the cyber skilled people, the technical tools and the services needed to protect businesses in the 21st century.



Organisations can struggle to piece together the necessary tools and skills to make their business cyber secure – often requiring multiple contracts with different vendors to acquire all the tools. Cool Waters Cyber is different, offering a carefully curated set of best in class products and services that are installed and run by Cool Waters own staff – allowing their clients to get on with running their business while Cool Waters keeps them safe and secure. They have recently launched a new Security Operations Centre which monitors and protects their clients' networks

24 hours a day, seven days a week alongside their anti-ransomware and backup solutions which protect their clients' data.

From their base in Cornwall, Cool Waters Cyber protects businesses around the globe and targets their growth and investment where it will benefit the local community bringing new jobs and careers where they are most needed.

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