



Thurrock Council - Case Study

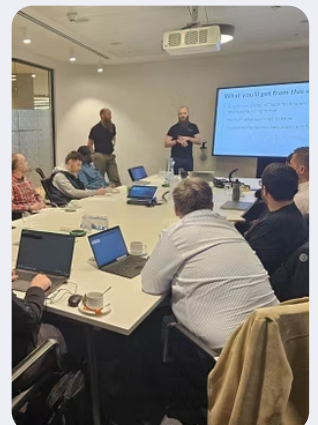
Thurrock Council delivers a wide range of public services with roughly 2,500 users across over 30 sites and a multitude of endpoints, operating, in Infrastructure Manager Joe Gregory's words, "almost like 30 businesses under one roof". With such a breadth of operations comes a complex digital estate and, as with many public sector organisations, an imperative to do more with less. Thurrock Council's internal IT team is strong but understandably lean, while expectations from residents and regulators continue to rise.

Against this backdrop, Thurrock Council sought a cyber security partner to help them simultaneously maximise and simplify their existing Microsoft investment and environment, continue to build upon security maturity, utilise secure AI solutions where appropriate, and transfer knowledge to the in-house team for continued, confident security success.

Threatscape's Involvement

Threatscape and its award-winning Microsoft Security Practice partnered with Thurrock Council to carry out two Microsoft Customer Success Initiative (CSI) funded engagements on their behalf: Threat Protection and Data Security. Delivered alongside a Cyber Security Assessment Tool (CSAT) analysis, the engagements provided the council with immediate learnings as well as clear evidence of the benefits and cost saving opportunities of consolidating within Microsoft's E5 licence, strengthening the business case for adoption and displacing existing third-party solutions that no longer aligned with the council's move towards a more simplified, manageable posture.

Threatscape's Solution Architect, Ewelina, worked closely with Thurrock Council's internal team during the funded engagements to demonstrate the practical use cases, tangible benefits, and applications of tools both within their existing Microsoft suite, and within Microsoft's E5 licence tier. Thanks to this insight and knowledge transfer, the council decided to go ahead with investment in an E5 licence upgrade, now fully prepared to maximise its advanced capabilities once the engagement had concluded. The success of their Microsoft-funded projects led to further collaboration post-E5 upgrade, with Threatscape supporting Thurrock in securing a \$30,000 Microsoft FastTrack voucher for additional services to fund the council's migration to their new E5 licence, enabling continued security advancements without increasing operational costs, a key motivator behind the project overall.



Threatscape delivered a structured, results-focused programme. With maximisation of capabilities and value for money from Microsoft 365's suite front of mind, workshops clarified and addressed further priorities: consolidating email security, improving endpoint visibility, enforcing policies (such as USB usage) via technical measures, and introducing changes without disrupting essential services. Throughout, enablement was central, with Threatscape transferring knowledge and skills so that the council's in-house team could confidently manage their environment post-engagement.

- ✓ The council successfully retired third-party tools, centralising incident management and reporting within Microsoft 365. This reduced the need to switch between consoles, improved operational efficiency, and created a streamlined experience for both the IT team and end users. Consolidating endpoint and email telemetry into a single portal also allowed for faster correlation of alerts and overall, a more proactive security posture.

Ongoing Business Benefits

The engagement between Thurrock Council and Threatscape delivered measurable operational, financial, and security gains, all underpinned by a sustainable boost in capabilities within the internal team. By consolidating security activity, incidents, and reporting into Microsoft 365-native controls, the council gained a single, coherent view of its security environment. This streamlined workflows, removed potential inefficiencies from switching between systems, and provided richer data to inform decision making.

Enhanced visibility has also enabled faster, more confident incident response. With centralised data that can not only be viewed, but crucially interpreted and actioned, the team can quickly identify and remediate issues in a way that may have once been challenging. Improved end-user device performance and clearer security baselines have also delivered tangible benefits for staff, contributing to a smoother, laptop-centric way of working. These changes have boosted both security and usability.

Financially, the programme achieved cost neutrality while meaningfully increasing capabilities, a critical outcome for public sector organisations. This was achieved by retiring duplicate systems and overlapping services, freeing up budget for reinvestment in enhanced Microsoft capabilities, while simultaneously reducing risk by converting older policies and tooling into new, streamlined technical controls and processes that can be actively and confidently applied.

Crucially, the engagement has strengthened Thurrock Council's internal capability. Through structured handover, detailed documentation, and targeted skills transfer, Threatscape ensured the team could maintain and evolve improvements as needed long after the project's conclusion. These were not one-off gains, but a foundation for ongoing modernisation delivered with best practice and real-world use cases in mind.

“What I liked the most is it felt like an extension of my team, which is what I want when I work with a partner.” –
Joe Gregory, Infrastructure Manager

Thurrock Council's partnership with Threatscape demonstrates how focused, collaborative engagement can achieve strategic change and a shift to more appropriate, scalable technologies without placing unrealistic demands on IT spend or disrupting the delivery of essential services.

Why Threatscape?

We are one of very few specialised security companies with a dedicated Microsoft Security Practice. Our Microsoft consultants and engineers work exclusively within the Microsoft suite, guaranteeing a reliable depth of knowledge and technical excellence in a constantly evolving feature set.

As now five-time winners of the Microsoft Security Partner of the Year Award, including the global award in 2020, Threatscape's expertise in this space is backed by Microsoft's own stringent frameworks for partner success.

Threatscape's experience and technical capability has been validated through five Microsoft Advanced Specialisations, demonstrating the breadth of our Microsoft skill. Advanced Specialisations are subject to an external audit of subject-related processes, methods, documentation, and reporting, considering both the knowledge and professionalism of in-house staff, along with the organisation's overall expertise in relevant areas. In order to be awarded an Advanced Specialisation, all facets of the audit must be met, without exception.

We are also positioned to deliver Microsoft funding through the Partner Programme, including both FastTrack and the Enterprise Agreement Security Accelerate programme (formerly Partner Cybersecurity Investment Program, or CSI).

Microsoft's FastTrack programme assists customers in planning, onboarding, managing, and driving value and satisfaction from their Microsoft deployment. FastTrack partners are trusted by Microsoft, on the back of their engineering expertise and proven track record of delivering guidance and service enablement.

Similarly, EA Security Accelerate is an invitation-only programme created by Microsoft to offer funding to eligible organisations to enable them to expand their deployment through preliminary engagements with new services.

Where appropriate, Threatscape may deliver a Microsoft Sentinel Engagement, a Cybersecurity Assessment, a Threat Protection or Data Security Engagement, or a tailored Overwatch Initial Assessment, utilising our leading Microsoft Security technologies to create a real-time baseline based on 350+ security controls to enable prioritised, evidence-based security optimisation.

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