

Our journey to CyberEssentials+

A customer story

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Director of Transformation

withyou



About withyou

WithYou is a charity providing free, confidential support to people experiencing challenges with **drugs, alcohol or mental health**.

We work with individuals, families and communities to support recovery, reduce harm, and improve lives.

With over 80 services across England and Scotland, we provide support and advice to **more than 100,000 people** a year.



Established in 1967
by Mollie Craven



More than 1,800 staff
and volunteers



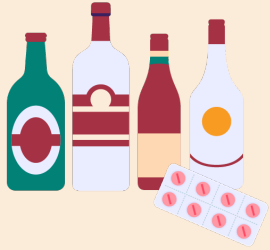
Operating in approx. 80
services across England
and Scotland



A future free from harm,
where people feel
welcomed, not judged

We offer **practical , person -centred** support tailored to each **individual's needs** .

Our services include:



Adult drug and alcohol services

This includes many different kinds of support from information and advice to treatment, recovery and community support, to supporting Armed Forces communities.



Young person's services

We provide holistic support, focusing on reducing risk-taking behaviour, building resilience, self-esteem and wellbeing in order to make positive change.



Mental health services

We run NHS Talking Therapies in Surrey and Kent for adult anxiety disorders and depression. We also integrate a trauma-informed mental health approach to all of our services.



Digital services

We offer confidential webchat support to anyone in the UK, helping people find the right services and information. Our website also provides digital tools and guidance around drugs, alcohol and mental health.

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How we partner with Kocho

Professional Service



Identity

Building and monitoring the WithYou Entra environment



Cyber Security

Implementing Defender across the estate



Transformation

Planning for change

withyou

Managed Service



Network & Devices

Supporting WithYou via the Kocho support desk



3rd line support

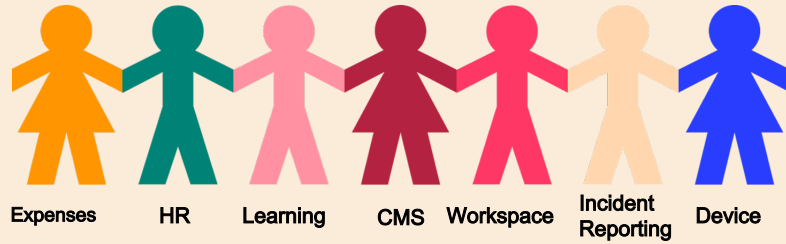
24/7 support in partnership with the WithYou desk



Managed Security

24x7 XDR service with proactive and reactive support

Taking us back to January 2024



Our goal

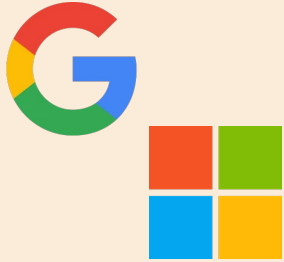
Achieve **Cyber Essentials Plus**

by

1 April 2024

withyou

The challenges we faced



Balancing Google and Microsoft

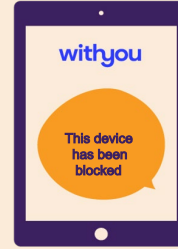
- Chromebooks and laptops
- Multiple device management tools



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Working remotely

Remote IT team supporting over 50 locations



Handling non - compliance

Setting boundaries that achieve our goal whilst keeping staff able to work

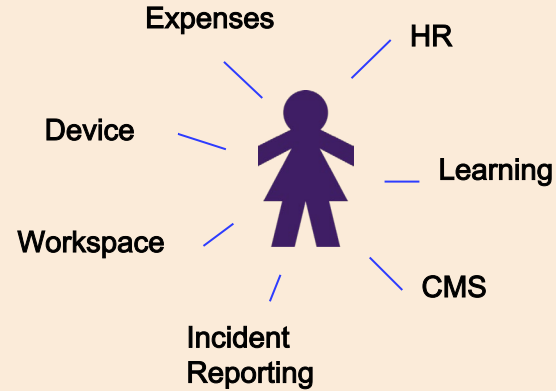


Secure setting

Introducing MFA tokens in a place where anything leaving or entering has to be approved

The result

June 2024



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Today - celebrating progress

- 🎉 2025 renewal of Cyber Essentials +
- 🎉 Microsoft secure score focus
- 🎉 Strengthening conditional access policies

Next up:

- 🔍 Upskilling our staff
- 🔍 Working securely with our partners
- 🔍 Secure Access Service Edge (SASE) technology

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Final thoughts

1. Security improvements can also improve staff experience
2. Strong partnerships make complex projects possible
3. Sustaining Cyber Essentials Plus matters just as much as achieving it

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Thank you

withyou