How the engagement works.

We are structured the way a law firm is structured, and for the same reason. You deal with a partner. The partner is accountable. What sits behind them is ours to manage. You are buying a result and someone who answers for it — not a number of people for a number of days.

01

You get a partner, by name.

One partner owns your account and does the client-facing work personally — the board room, the audit committee, the regulator conversation, the judgment calls. They do not rotate off, and you are not handed to a delivery manager after signature.

02

Work is agreed as outcomes, with dates.

Nothing is scoped in hours. Each piece of work is defined as a result — *board metrics pack, produced monthly, board-ready*; *audit evidence current across four frameworks by 30 June* — with a date against it. We agree what “done” means before we start, so there is no argument about it afterwards.

03

How we resource it is ours to manage.

Whether an outcome takes two people or twenty in a given month is our cost, not your line item. Where your access controls require named, badged individuals, we assign and disclose them — the commercial arrangement is still never per head.

04

A standing pool for the unplanned.

Security quarters do not go to plan. A supplier is breached, a regulator writes, an acquisition lands. Part of the engagement is held for exactly that, drawn down without a new statement of work or a procurement cycle.

05

The rhythm.

Quarterly, we agree the outcomes and what comes off your desk first. Monthly, a written review — what shipped, what moved, what is at risk, and what we got wrong. Weekly, working contact with your team rather than a status call with you. The partner is reachable in between.

06

We report to you. Only.

The work goes out under your name and the reporting line is to you. We do not brief your CIO, your chief executive or your board around you — not as a courtesy, as a rule.

07

What you can hold us to.

Dates, because we set them. If we are going to miss one, you hear it from us before you notice it, with what we are doing about it. If an outcome is not delivered, it is not invoiced as though it were.

08

Discretion and conflicts.

What you tell us stays inside your engagement. If we are asked to take work that could conflict with yours, you hear about it before we take it, not afterwards.

09

How it starts.

Fifteen minutes, peer to peer. Then a scoping conversation about what is actually on your desk. Then one thing comes off it completely — usually whatever is nearest a deadline — inside the first thirty days, so the value is visible before the second invoice.

10

How it ends.

[Three months’] notice, either side, and no exit fee. Everything built for you — the control register, the evidence library, the dashboards, the runbooks — is yours, and is handed over. You should not be locked in because your evidence lives with us. It doesn’t.

This note covers **how we work and what you can hold us to.** What it deliberately does not cover is price — that depends entirely on what is on your desk this quarter, and quoting a number before that conversation would be guesswork. Fifteen minutes will settle it.