

Cybershield

Case Study

Summary

Cybershield, a fast-growing cybersecurity firm based in Ghana, joined the CREST CAMP programme to strengthen their capabilities, improve operational excellence, and achieve **CREST accreditation**.

Through close mentorship from PGI, Cybershield were able to grow from a technically focused provider into a **global, competitive cybersecurity partner**.

The Brief

When Cybershield joined CREST CAMP, they already had strong technical capabilities but wanted to achieve “**operational excellence**” to compete confidently on an international scale.

The client's objectives in joining CREST CAMP were to:

- Identify and close gaps in operational processes across PT, SOC, IR, and VA.
- Build internal capability to deliver globally recognised cybersecurity services.
- Achieve CREST accreditation within a structured, achievable timeframe.

Our Solution

Cybershield was partnered with PGI, where our experts provided hands-on mentorship throughout the programme. We worked closely with the client to design a clear roadmap with practical steps to strengthen their operational processes, close maturity gaps across their service areas, and build capabilities for growth and CREST accreditation.

The engagement included:

- A detailed **self-assessment** review to identify gaps and priorities across their key service areas.
- **Tailored mentorship** with practical guidance, frameworks, and tools to address identified gaps.
- Stage-by-stage **reports** that captured decisions, actionable next steps, and progress tracking.
- **Interactive workshops** to build internal capability and embed best practices in real-world scenarios.
- Developing a **sustainable roadmap for operational maturity** aligned with CREST and international standards.
- Future planning, including process documentation, ongoing professional development, and quarterly reviews to ensure Cybershield can continue growing in maturity.

The Results

Through the CREST CAMP programme and PGI mentorship, Cybershield were able to see tangible improvements to their service offering and overall **operational maturity**.

Cybershield were able to progress from a technically capable specialist to a globally competitive, client-trusted cybersecurity provider. The programme and mentorship from PGI helped to strengthen their **security posture** and provide a clear path to CREST accreditation.

We supported the introduction of practical controls and processes tailored to Cybershield's size and budget, including:

- **Penetration Testing:** We introduced a formalised methodology and structured reporting for consistent delivery.
- **SOC-as-a-Service:** We helped to implement clear workflows, faster triaging, and enhanced threat detection aligned with MITRE ATT&CK.
- **Incident Response:** We supported automation of key processes, introduced structured post-incident reviews.
- **Vulnerability Assessment:** We supported the adoption of a risk-based prioritisation approach, ensuring clients receive actionable remediation guidance.
- **Operational Maturity:** We helped establish consistent tools, controls, and processes across teams.
- **Internal Capability:** Through hands-on workshops, the Cybershield team gained practical skills and confidence to apply new practices independently.
- **Strategic Clarity:** Stage-by-stage reports and future planning gave leadership a transparent, actionable roadmap, improving decision-making and focus.

Testimonial

“Before CREST CAMP, we were just technical specialists trying to handle cybersecurity without a clear operational framework. PGI came in and put the lights on—they set the track and gave us a roadmap we could follow.

Today, we have structured processes, stronger methodologies, and a clear path to CREST accreditation. We're not just a local provider anymore—we're confident in our ability to operate on a global scale. CREST CAMP has truly been our boot camp for cybersecurity, and we're excited for the future.

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-ABDALLAH TOUTOUNGI, FOUNDER, CYBERSHIELD