



Wingman Insights

Tech Driven. People Powered.

March 2026

2 minute read

Welcome to March's edition of Wingman Insights! This month, James Woodward takes a thoughtful look at Secure Access and the growing role of identity in modern security. His latest piece explores how the landscape is shifting and what that means for organisations who are reassessing their approach. You can read the full blog, [Secure Access: 3 Critical Lessons for the Identity-First Perimeter](#), to dive deeper into the insights he shares.

I'm pleased to share that last month our ESG Committee achieved a [Bronze EcoVadis rating](#), placing SEP2 in the top bracket of organisations assessed for sustainability and responsible practice. It is a fantastic reflection of the work happening across the business, and I am grateful to everyone involved. This gives us a strong foundation to keep building on throughout the year.

We are also only a month away from Google Cloud Next! I will be heading out with Tim Ward and several members of Team SEP2, and if you are planning to attend, I would love to catch up and hear what you are hoping to achieve in 2026.



Paul Starr

Co-Founder and CEO

[3 Critical Lessons for the Identity-First Perimeter](#)

Identity-driven attacks surged again in 2025 and 2026, and the pattern is hard to ignore. Modern breaches are no longer about breaking into the network but about compromising a person instead. That shift has highlighted three things every organisation needs to reassess:

- **MFA alone won't stop modern social engineering**
- **Context must be tied to every access request**
- **Validation needs to continue throughout the session**

Secure Access tools already give us this capability, yet many organisations still use them only for connectivity rather than security. When identity becomes the control plane, access gets smoother for users and significantly harder for attackers.

If you want to explore how these lessons play out in real environments, you can read the full blog, [Secure Access: 3 Critical Lessons for the Identity-First Perimeter](#), where I break each one down in more depth.



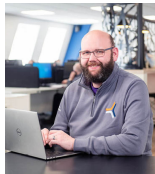
James Woodward

Head of Technology

SEP2 Achieves Bronze EcoVadis Rating

I am proud to announce that SEP2 has earned a Bronze Medal in our latest EcoVadis Sustainability Assessment, placing us in the top 35% of companies globally. Our commitment to “doing good” is one of our core principles, and as we pass 100 employees, the need for a more defined and robust approach to our commitment to ESG principles is paramount.

Over the last year, our ESG committee has worked with all areas of the business to capture their input and bring these values into our day to day. My sincerest thanks to everyone involved!



Mike Goodwin

Co-Founder, Director, Technical Presales

Your Customer Success Team

As the Head of Customer Success at SEP2, I would like to share why we believe in delivering our services the right way for all of our Wingman customers.

To start with, let's discuss my role:

- **Defining and measuring the customer experience**
- **Developing and delivering comprehensive service reports**
- **Leading monthly technical and Quarterly Business Reviews**
- **Optimising service performance and problem resolution**

- Empowering our WSO team to achieve technical excellence

We provide a proactive service aligned to every account through our Wingman Services, covering MDR, EDR, MXDR, and Secure Access. We identify the best solutions for our service delivery and ensure they become scalable updates that benefit all SEP2 customers.

Unlike many reactive organisations in our industry, our Customer Success Team does not only appear during a crisis. I work closely with Tim Ward, our Customer Success Champion and Board member, to ensure our customers have direct access to our executive leadership as well as the full depth of our WSO delivery team.

As a SEP2 customer, you always have direct access to us. We are here to address issues, support improvements, and recognise your successes. We act as the 'Wingman' that strengthens your security posture.



John Tammaro

Head of Customer Success

News

See you tomorrow at Cloud Expo

Team SEP2 will be at Stand C256 on the 4th and 5th of March. Drop by our stand and say hello!

Are you headed to Google Cloud Next?

The SEP2 team and I will be attending Google Cloud Next from April 22nd to 24th at the Mandalay Bay Convention Center in Las Vegas. If you're planning to be there too, let me know. It would be great to connect!

Join us at SEP2 Cyber Summit 2026

The SEP2 Cyber Summit is back for its third annual event at CodeNode in London on 30th April 2026! Join us for a full day dedicated to the most pressing challenges in enterprise security, featuring expert-led sessions and actionable strategies.

[Save your spot](#)

"We're a mission-critical service provider to the industry, and having SEP2 supporting us is vital. It's refreshing to have open and honest conversations about what works best for us."

- Jamie Jones, Operations Director and CTO at GTMaritime

[Wingman Human Risk Case Study](#)

Thank you for reading this edition of Wingman Insights!

I'd really value your feedback on how you're enjoying it so far. What's working, what could be better? [Share your thoughts](#).

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