

CYBER
SECURITY

KHIPU Networks

G-Cloud 14 Service Definition Document

Professional, Support and Managed Services for Palo Alto Networks Solutions



Crown
Commercial
Service

VERSION:
DATE:

1.1
7th May 2024



By Appointment to
Her Majesty the Queen
Network Security Provider
KHIPU Networks Limited
Hampshire

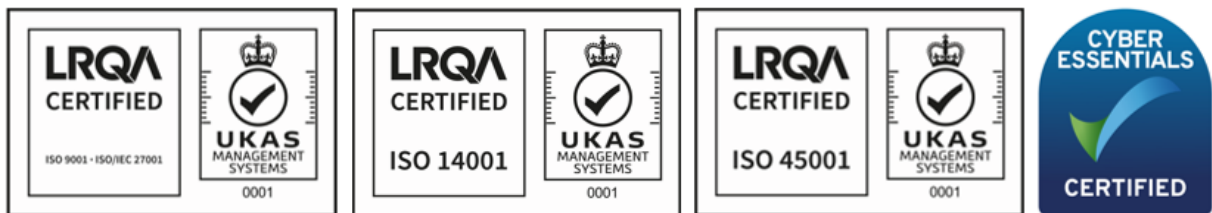
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KHIPU Networks is a fully certified company to the following quality standards:

- ISO9001 Quality Management
- ISO27001 Security Management
- ISO14001 Environmental Management
- ISO45001 Occupational Health and Safety Standard
- Cyber Essentials

KHIPU Networks supports the National Apprenticeship Scheme and employs and develops apprentices within all sectors of the company.

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What is the Service?

Service Name

Professional, Support and Managed Services for Palo Alto Networks Solutions

Service Description

KHIPU services deliver the following elements:

- 1) Design – Initial & Expansion consultancy including workshops
- 2) Configuration – Initial/Expansion configuration and validation
- 3) Deployment – Installation and go-live assistance, initial troubleshooting
- 4) Support – Ongoing support/troubleshooting
- 5) Managing – Configuration and service management post go-live

Service Features

- Installation services
- Configuration services
- Support services
- Software/Firmware upgrades
- Knowledge Transfer
- Design services and Project Management

Service Benefits

- Professional services in line with vendor accreditations and standards.
- Break-fix services to keep systems up and running.
- Protection of existing investment by utilising qualified engineers.

Levels of Data Backup and Restore and Disaster Recovery

N/A

Service Constraints

Constraints

None

Service Levels

Email or Ticketing Support

KHIPU delivers support packages with associated SLAs. The response time SLA is linked to the priority of the incident. Response times can vary from 30 minutes (Priority 1) to 4 hours (Priority 4), depending upon the severity of the support call logged. We can also offer bespoke support packages that allow the initial response time to be tailored to the environment if required. The initial response time does not differ based upon the time of day nor day of the week.

Phone Support

Yes, phone support is available 24x7.

Web chat Support?

No

Onsite Support

Onsite support is available but at an extra cost.

Support Levels

KHIPU's ethos is to provide outstanding technical and after sales support, both during and after a project implementation. To evidence this, we have a number of exceptional customer references should customers wish to speak with them. For all supplied solutions we provide maintenance and support services, with all of the proposed equipment being supported and maintained by KHIPU to the required level based upon the customers' cover. The following is included within our available support/maintenance services:

- Maintain Services is KHIPU's 'break fix' level of support.
- Monitor Services offer "Pro-Active" monitoring and alerting via KHIPU's "KARMA" service.
- Fully Managed Service, KHIPU assumes full responsibility for the running of your devices.
- Co-Managed Service, KHIPU assists with the running of your devices.
- KHIPU SOC Service offers a complete, detection and response service protecting your critical infrastructure from cyber-attacks.
- All services are available 8am to 6pm Monday to Friday, or 24x7x365(366)
- Telephone, Email, Secure Portal and Remote Access Support

KHIPU would also assign a Technical Account Manager to every customer, who would be responsible for ensuring that SLA's are met in the event that customers call upon the agreed support service.

Support Available to Third Parties?

Yes

After Sales Support

Traditional Services

As with all of our supplied and installed solutions, we provide maintenance, support and managed services with a number of different levels (SLA's) available to our customers. The following is available within our support, maintenance and managed service options:

- Network Operations Centre (NOC) Service desk: Monday to Friday, 24x7x365(6) and bespoke days / hours of cover.
- Security Operations Centre (SOC) Service desk: Monday to Friday, 24x7x365(6) and bespoke days / hours of cover.
- Pro-active monitoring, alerting and support "KARMA™".
- Telephone, email, SMS and remote access support.
- Next Business Day, 4-hour hardware replacement (with / without engineer) options.
- Flexible tailored managed services "adds, moves and changes" of a customer's environment (OPEX, CAPEX and flexible models).
- Configuration management and change control.
- Updates, upgrades and software releases (major and minor).
- Quarterly health checks and preventative maintenance.
- Professional services / Support Tokens such as for onsite and offsite (remote) configuration, changes and upgrades, assistance to cover staff shortages, an "extra pair of hands" etc.
- Annual or Multi-year 'Pre-paid' Service packages.

Using our unified communications platform, our 24x7x365(6) manned network operations centre (NOC) and security operations centre (SOC), our service desk provides a single point of contact for the following;

- Reporting issues and faults.
- Technical queries and general requests for information.
- Progress updates on support calls.
- Remote problem investigation e.g. remote support.
- Upgrades / Software Releases (major and minor).
- Advanced hardware replacement
- Escalating issues to the Manager - Escalations and Manufacturer Liaison.

After Sales Account Management

Account management is one of our key strengths when working in partnership with our customers, to support the commercial and technical aspects within the service delivery team. For all projects, we allocate the following senior account management team to the customer:

- **Chief Commercial Officer**; responsible for future strategies and overall relationship between KHIPU and the customer
- **Account Manager**; responsible for day to day queries, general updates, generate quotes, organising account management and service review meetings, providing product updates, invitations to events, new features, new solutions and offerings
- **Chief Information Officer**; Similar to the Chief Commercial Officer's role but from a technical perspective
- **Technical Account Manager**; responsible for the day-to-day relationship from a technical perspective.

We also provide effective account management through:

- Regular email and phone calls
- Quarterly onsite account management meetings

As part of our extensive after sales support, regular service review meetings are held with our customers. These are extremely important in the on-going successful management of our deployed solutions, maintenance, support and managed services. We believe this is the best mechanism to review all commercial aspects of the relationship including charges throughout the lifetime of the maintenance contract, based upon experience of product reliability and service performance.

More in-depth information regarding our account management process and our service review agenda is available upon request.

Technical Specifications and Requirements

Information regarding technical specifications and requirements can be found through the manufacturer's website, which can be accessed via the below link.

<https://www.khipu-networks.com/>

Hosting Options and Locations

Services provided by KHIPU will be hosted from our data centre in Farnborough. We will be working in collaboration with Datanet in order to provide this. Please visit the below link for more information including Datanet's sustainability policy.

<https://www.datanet.co.uk/we-are-moving-from-ahf-to-ark/>

Security Details

Security Governance

KHIPU adhere to ISO policies and procedures. We are certified to ISO9001 (Quality Management), ISO27001 (Information Security Management), ISO14001 (Environmental Management) and ISO45001 (Occupational health and safety). Any potential breach or risk of security or process is highlighted to senior management including the board of directors immediately.

Configuration and Change Management Approach

All changes to the configuration of the service are managed through an ITIL based Change Control Process. This looks at technical suitability, security risks and impact to service; the output from which is clearly communicated to the customer where the ultimate decision will be made to proceed or not. This takes into account any commercial considerations necessary and provides an audit trail, ensuring that all aspects of the change are considered.

Vulnerability Management Approach

We work closely with the manufacturers of the deployed services to ensure that any reported/disclosed vulnerabilities are patched during the next maintenance window. Should a major flaw occur, an emergency change process would be invoked to patch the service within 48 hours. In the event that multiple vulnerabilities become apparent, they will be addressed in severity order (highest first), until all are mitigated.

Protective Monitoring Approach

Potential compromises are detected via various means including monitoring tools, manual check, service degradation, reported issues and regular vulnerability assessments. In the event of a suspected compromise, they are acted upon with high priority until they are proven to be benign or corrective action is needed to be taken to mitigate the problem. Immediate responses are provided if an issue appears to be critical within the end users' environment. These procedures are in line with our ISO27001 processes.

Incident Management Approach

As part of our support/managed service procedure, the customer is provided with full details of how to log a support call, including all logging methods and the required information for the servicedesk. Once the call has been logged, it is then managed by the team under the servicedesk based on severity (major issue = service affecting, minor issue = query). All service affecting calls are escalated accordingly to the 2nd/3rd line teams including the assigned account and technical manager. Escalations procedures are provided as part of the onboarding process.

Version History

Version	Date	Change
1.1	7 th May 2024	Approved release

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