

cyberlab

Standard
Security Support





CyberLab Standard Security Support is a pay-monthly reactive security support service to complement vendor support.

It offers a break-fix service, expert advice and assistance with ongoing vendor support cases.

Staying Protected

Cyber security has become a board level concern in recent years. The rapid growth of home, remote and hybrid working means protecting data is becoming harder than ever before.

Even if you buy the right technology and solutions, you need to configure them correctly and update them regularly to minimise risk and improve return on investment.

However, over half of UK businesses lack basic security skills*, according to a recent government report.

Organisations have a choice: manage the whole security piece themselves or outsource some or all network security management to a MSSP (Managed Security Service Provider).



50%

of UK businesses lack basic cybersecurity skills*

*Source: <https://www.gov.uk/government/publications/cyber-security-skills-in-the-uk-labour-market-2023>

Support Features



Access to Managed Security Team

The Security Support services provide customers with direct access to the CyberLab Managed Services team for the purposes of addressing problems on a break-fix basis and providing a direct line to a security specialist.

Our Managed Services department is manned by a team of IT support professionals who are specialists in the products you use – meaning customers benefit from our own experience in security product support without having to recruit and retain your own product specialists.



Connection to Supported Equipment / Login to Cloud Product

Any cloud products or supported equipment that is included in the scope of Security Support contracts will be directly managed by our Managed Services team.

This reduces the complexity and difficulties sometimes associated with remote support since the required level access is already available should you need to call upon our services.



Utilise CyberLab Partner Vendor Relationships

CyberLab collaborates closely with our security vendors.

All customers of our Security Support services benefit from these relationships, not only to ensure speedy resolution of escalated issues but also to ensure the correct product advice is delivered appropriately.

Benefits of Choosing CyberLab

Expert Support When You Need it

Cyber Security incidents can be confusing, complicated, and stressful. Having an experienced specialist at the end of the phone who can understand the urgency of the situation and provide useful guidance on best practice and direction is invaluable.

Assistance With Vendor Cases

Many customers are left with vendor support that only functions via email. Frequently, this means that support cases take much longer to progress and resolve. You can leverage our top-level partner relationships with the security vendors to move these cases to resolution quicker by escalating support cases where necessary.

Advice You Can Trust

Making routine changes to complex cyber security product configurations can be daunting. CyberLab Standard Security Support provides a trusted advisor who can listen to the requirements and help guide the decision process on how reconfigurations should and need to be applied.

Ease of Contact

Unlike most vendor support offerings CyberLab Standard Security Support provides the option to contact the support team via phone or email. We understand that being able to speak to an actual human who understands your situation is more appealing and less frustrating than working solely via email.



Supported Products & Services

SOPHOS

- Endpoint & Server
- Other Sophos Central Products (Excludes ZTNA)
- Sophos XG, XGS & UTM Firewalls

Forcepoint

- Data Loss Prevention
- Web Security
- Email Security

Microsoft

- Business Premium Security Features
- E3 Security Features
- E5 Security Features

LOGPOINT

- Security Information and Event Management
- Security Orchestration, Automation & Response

Our People. Our Platform. Protects You.

CyberLab is a specialist cyber security company that provides a wide range of security solutions and services.

Your one-stop cyber security advisor, the CyberLab team is equipped with the right technology, knowledge, and expertise to help businesses of all sizes, including large public sector organisations.

By leveraging world-class technology, decades of experience, and our vendor partnerships, we have helped to secure thousands of organisations across the UK.

Our unique Detect, Protect, Support approach makes us the perfect partner to review and reinforce your cyber security defences.

Speak With an Expert

hello@cyberlab.co.uk | 0333 050 8120 | cyberlab.co.uk





cyberlab
cyberlab.co.uk