



# Service Definitions

Discover our suite of services available for simple procurement under the G-Cloud Framework.

Crown  
Commercial  
Service  
*Supplier*



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# Why FourNet?

**We help you to deliver strategic, digital and customer experience goals:**

## About FourNet

We help our customers digitally transform their business, securely. We help them deliver change that empowers their employees, delights their customers and prepares them for the future. Our data-driven consultancy, AI-powered technology solutions and ongoing managed services delivered in the cloud helps our customers protect their business from cyber-attacks, enables operational efficiencies, and deliver an outstanding experience for their customers.

## Consult

Every FourNet engagement starts with understanding the business outcomes our customers are seeking to achieve. Whether protecting your organisation from cyber threats, transforming your customer experience or delivering a step-change in operational efficiency using AI and automation. Our assessments & diagnostics enable you to baseline and benchmark your current performance and create a roadmap to achieve your goals.

## Transform

Whether you want to transform your cyber security posture, migrate legacy systems to the cloud or enhance customer experience with AI, we begin every journey by understanding your strategic goals. Our expertise in optimising and transitioning legacy systems to the cloud and our partnerships with the world's leading technology vendors combined with our data driven approach enables us to create a transformation roadmap to achieve your organisational goals.

## Optimise

Our partnership doesn't end at project delivery, and our managed services provide customers with the ongoing support and resources they need in business. This approach ensures that each customer receives a solution tailored to their specific and FourNet expertise to support and optimise any solution ensuring that customers get the best possible return on investment.



Cloud Software

# FourNet (4net) Access Management Tool

FourNet's Access Management Tool offers a comprehensive multi-factor authentication (MFA) service that ensures secure access to network applications by verifying users' identities and enforcing adaptive access policies. It protects against unauthorised access and data breaches, making it ideal for organisations looking to bolster their cybersecurity defenses with user-friendly technology.



## Service features

- Multi-factor authentication: Enhances security with multiple verification methods.
- Adaptive authentication: Adjusts requirements based on user risk assessment.
- Broad application support: Integrates with various applications and platforms.
- User self-enrolment: Simplifies setup and deployment for users.
- Policy enforcement: Sets specific access policies per user or group.
- Secure single sign-on (SSO): Streamlines user access with one login.
- Offline access: Provides secure access without an internet connection.
- Biometric verification: Supports fingerprint and facial recognition.
- Reporting and analytics: Offers detailed access logs and security insights.
- User-friendly mobile app: Enables easy authentication from smartphones.



## Service benefits

- Enhanced security: Prevents unauthorised access effectively.
- Easy integration: Works seamlessly with existing systems.
- User convenience: Simplifies login processes.
- Scalability: Adapts to growing organisational needs.
- Compliance support: Helps meet regulatory requirements.
- Reduced risk: Lowers chances of data breaches.
- Increased productivity: Minimises downtime due to security issues.
- Real-time insights: Tracks access patterns for security enhancements.
- Cost-effective: Reduces need for multiple security solutions.
- Strong user adoption: Intuitive interface encourages use.



Cloud Hosting

# FourNet (4net) Agile Teams Voice

FourNet's MS Teams Direct Routing seamlessly integrates Agile Cloud with customer Teams tenants in Azure, enabling external voice calling capabilities within Microsoft Teams. This service ensures reliable connectivity, enhances communication efficiency and is fully compliant with Microsoft's specifications, offering a unified communication solution directly within Teams.



## Service features

- Multi-platform integration: Connects various communication platforms efficiently.
- Real-time collaboration: Enables instant teamwork through shared workspaces.
- Video conferencing: Supports high-quality video calls.
- Mobile compatibility: Accessible on smartphones and tablets.
- VoIP technology: Reduces telecommunication costs.
- Instant messaging: Offers quick text-based communication.
- Presence information: Shows real-time user status updates.
- Contact centre solutions: Enhances customer service capabilities.
- Scalability: Easily adapts to growing business needs.
- Security features: Ensures data protection and privacy.



## Service benefits

- Unified communications: Streamlines workflows and enhances productivity.
- Enhanced collaboration: Improves teamwork across locations and departments.
- Better engagement: Facilitates clearer and more interactive meetings.
- Remote access: Supports flexible work environments and mobility.
- Cost efficiency: Reduces expenditure on traditional telephony.
- Quick responses: Speeds up decision-making and issue resolution.
- Visibility of availability: Optimises time management and resource allocation.
- Improved customer service: Delivers faster and more personalised support.
- Business growth support: Easily scales with organisational expansion.
- Secure communication: Protects against data breaches and unauthorised access.



Cloud Software

# FourNet (4net) CASB

FourNet's Cloud Access Security Broker (CASB) provides centralised security management across multiple cloud services. It enforces security policies, detects threats, ensures compliance and offers data protection by monitoring and controlling user activity and sensitive data across all cloud platforms, effectively bridging the security gap between cloud users and cloud applications.



## Service features

- Cross-cloud visibility: Monitors multiple clouds from one platform.
- Data security: Encrypts sensitive information across cloud services.
- Threat protection: Identifies and mitigates external and insider threats.
- Compliance management: Ensures regulatory compliance across clouds.
- User activity monitoring: Tracks user actions for unusual behaviour.
- Access control: Enforces granular permissions and authentication.
- Risk assessment: Evaluates and prioritises cloud security risks.
- Anomaly detection: Uses AI to detect deviations from norms.
- Encryption key management: Secures data with controlled encryption keys.
- Secure collaboration: Manages data sharing across organisational boundaries.



## Service benefits

- Unified security policies: Consistent enforcement across all cloud services.
- Enhanced data protection: Prevents data breaches and leaks.
- Real-time threat detection: Quick identification of security risks.
- Compliance assurance: Meets industry-specific regulatory standards.
- Increased visibility: Full insight into cloud activities.
- Risk reduction: Minimises vulnerabilities in cloud environments.
- Cost efficiency: Reduces need for multiple security tools.
- Simplified management: Centralised control over cloud security.
- Scalable protection: Adapts to growing cloud usage.
- Improved governance: Enforces corporate security policies effectively.



Cloud Software

# FourNet (4net) Cloud Contact Centre

FourNet offers omni-channel contact centre services from world leading application providers, including: Avaya, NICE, Content Guru, Anywhere365, Calabrio, Verint, Sycurio (Semafone), PCI PAL and others. Our services can be delivered via a number of hosting options, private, public and hybrid cloud and integrated with Microsoft, Amazon and Google.



## Service features

- Omni-Channel Contact Centre: Voice, e-mail, Social Media, SMS, Video, WhatsApp, Facebook Messenger, Twitter, Instagram, YouTube
- CRM: Dynamics, Salesforce, Aareon, MIS, Civica, OpenHousing, Orchard, ServiceNow, Northgate
- IVR, Touchtone, NLP, Natural Language, Nuance, Multi-lingual
- IBM Watson, Amazon Machine Learning, Google AI, Microsoft Cognitive Services
- RPA: Robotic Process Automation, Blue Prism, UiPath, Microsoft
- WEM: Call-Recording, QM, WFO, WFM, scoringcard, screen recording, Gamification.
- PCI-DSS, Descoping, Sycurio, PCI PAL, SAQ-A,
- Reporting, real-time, historic, dashboard, PowerBI, Data Lake, Data Warehouse
- Customer Feedback and surveys, Voice of the Customer, Feedback Management



## Service benefits

- Reduce costs, improve contact centre uptime, productivity; no upgrade downtime
- Aligned with Social Value themes, ESG,
- Reduce operating expenses – no large capital outlay
- Process omni-channel contacts in a single interface
- Maximise the value of your skilled agents
- Robust security and reliability
- Enable omni-channel customer journey
- Manage your contact centre from anywhere
- Increase agent engagement, retention and wellbeing
- First Time Resolution by identifying and resolving process issues



Cloud Software

# FourNet (4net) Cloud Delivered Security

FourNet's Cloud Delivered Security provides the first line of defence against threats on the internet by blocking malicious destinations before a connection is ever established. It offers DNS-layer security, secure web gateway features and firewall capabilities, all managed from a single dashboard.



## Service features

- DNS-layer security: Blocks threats before connections are established.
- Secure web gateway: Filters unwanted software/malware from user access.
- Firewall protection: Safeguards against external attacks.
- Cloud-delivered: No hardware installations; quick setup.
- Threat intelligence: Uses data from Cisco's global network.
- Content filtering: Controls website access based on categories.
- API integration: Seamlessly works with existing systems.
- Real-time reporting: Provides up-to-the-minute insights.
- Identity management integration: Enforces policies per user or group.
- Roaming user protection: Secures devices both on and off-network.



## Service benefits

- Enhanced security: Proactively blocks malware, phishing and other threats.
- Improved visibility: Monitors all internet activity across all devices.
- Easy deployment: Cloud-based setup requires minimal configuration.
- Cost-effective: Reduces need for multiple security appliances.
- Global intelligence: Benefits from FourNet's vast threat data.
- Preventative protection: Stops attacks before they reach the network.
- Granular controls: Tailors web filtering and security settings.
- Scalable solution: Grows with your business needs.
- Off-network protection: Secures users regardless of location.
- Unified management: Simplifies monitoring and control from one platform.



Cloud Software

# FourNet (4net) Cloud NICE CXOne Contact Centre

FourNet's NICE InContact CXOne contact centre service is a leading customer experience platform; providing routing, analytics, workforce optimisation, automation and AI from a single application; CXOne offers excellent user/client experiences, delivering smarter and faster contact centres working with swifter agent onboarding, enhanced metrics, performance, and retention.



## Service features

- Omni-Channel Contact Centre: Voice, e-mail, Social Media, SMS, Video, WhatsApp, Facebook Messenger, Twitter, Instagram, YouTube
- CRM: Dynamics, Salesforce, Aareon, MIS, Civica, OpenHousing, Orchard, ServiceNow, Northgate
- IVR, Touchtone, NLP, Natural Language, Nuance, Multi-lingual
- IBM Watson, Amazon Machine Learning, Google AI, Microsoft Cognitive Services
- RPA: Robotic Process Automation, Blue Prism, UiPath, Microsoft
- WEM: Call-Recording, QM, WFO, WFM, scoringcard, screen recording, Gamification.
- PCI-DSS, Descoping, Sycurio, PCI PAL, SAQ-A,
- Reporting, real-time, historic, dashboard, PowerBI, Data Lake, Data Warehouse
- Customer Feedback and surveys, Voice of the Customer, Feedback Management



## Service benefits

- Reduce costs, improve contact centre uptime, productivity; no upgrade downtime
- Aligned with Social Value themes, ESG,
- Reduce operating expenses – no large capital outlay
- Process omni-channel contacts in a single interface
- Maximise the value of your skilled agents
- Robust security and reliability
- Enable omni-channel customer journey
- Manage your contact centre from anywhere
- Increase agent engagement, retention and wellbeing
- First Time Resolution by identifying and resolving process issues

Cloud Software

# FourNet (4net) Cloud RPA - AI - Chatbot

FourNet offers a SaaS Robotic Process Automation (RPA) environment. We bring together RPA principles, Artificial Intelligence(AI), Machine Learning and Cloud Computing. We can automates processes rapidly by defining, deploying, integrating, operating, testing, and refining RPA requirements for transaction processing, data manipulation, response triggering, and communicating between digital systems.



## Service features

- First-line support for RPA operations provided, with SLA
- Infrastructure, Application, System & Process Agnostic
- Scalable Cloud Platform
- Managed services are highly cost-effective
- Flexible Usage, Flexible Packages and Quick Delivery on Intelligent Automation
- Develop enterprise-wide process automation strategy
- Comprehensive governance model incorporating rigorous change management
- Align Virtual Operations RPA life-cycle methodology with your service management
- Relationships established and maintained with key stakeholders including IT
- Select most the automation technology and technology combinations you need



## Service benefits

- A proven methodology which maintains control over robotics projects
- Flexible and scalable solutions for your automated requirements
- Reduce human support: chatbots and voice AI handle repetitive tasks
- Our Robotics-as-a-Service (RaaS) can be implemented on cloud or on-premise
- Full design and build of your production ready robotics solution
- Performance measurement available to support further investment and benefits analysis
- Save time, simplify implementation & increase success with personalized mentoring
- Increase agility in software development for big data machine learning
- Increase confidence and ensure security in Artificial Intelligence based services
- Increase value and benefits through automation-enabled organisational and operational transformation

## Cloud Software

# FourNet (4net) Cloud Unified Communications (UCaaS)

FourNet offers Unified Communications and SIP services from world leading application providers, including: Microsoft (Teams Direct Routing), Avaya, RingCentral, Gamma, BT Wholesale, Tiger, Ribbon, AudioCodes and others. Our services can be delivered via a number of hosting options, private, public and hybrid cloud and integrated with Microsoft, Amazon and Google.



### Service features

- Unified Communications: via handset, softphone, iOS, Android and Mac
- Integration into Omni-Channel Contact Centres
- CRM: Dynamics, SalesForce, Aareon, MIS, Civica, OpenHousing, Orchard, ServiceNow, Northgate
- IVR, Touchtone, NLP, Natural Language, Nuance, Multi-lingual
- IBM Watson, Amazon Machine Learning, Google AI, Microsoft Cognitive Services
- RPA: Robotic Process Automation, Blue Prism, UiPath, Microsoft
- WEM: Call-Recording, QM, WFO, WFM, scoringcard, screen recording, Gamification.
- PCI-DSS, Descoping, Sycurio, PCI PAL, SAQ-A,
- Reporting, real-time, historic, dashboard, PowerBI, Data Lake, Data Warehouse
- Customer Feedback and surveys, Voice of the Customer, Feedback Management



### Service benefits

- Reduce costs, improve uptime, productivity; no upgrade downtime
- Switchboard, Attendant Console, Central Directory Services, AD integration
- Reduce operating expenses – no large capital outlay
- Interact with colleagues and citizens in a single interface
- Maximise the value of your skilled workforce
- Robust security and reliability
- Enable staff to work from anywhere
- ITIL Proactive Monitoring
- Increase user engagement, retention and wellbeing
- Aligned with Social Value themes, ESG

Cloud Software

# FourNet (4net) Deception Based Breach Protection

FourNet's Deception Based Breach Protection deploys decoy technology to create proactive security by tricking attackers into revealing themselves. Offering an innovative approach to network defence, enhancing threat detection and response through engagement with false vulnerabilities, thus protecting real assets by diverting and studying potential threats in a controlled environment.



## Service features

- Decoy creation: Simulates authentic assets to trap attackers.
- Automated deployment: Quick setup across diverse network environments.
- Real-time alerting: Immediate notifications of suspicious activities.
- Threat intelligence integration: Enhances decision-making with contextual data.
- Customisable traps: Tailors decoys to specific organisational needs.
- Forensic analysis tools: Provides detailed insights into attack methods.
- Low interaction honeypots: Minimally engages attackers to avoid detection.
- High interaction honeypots: Fully engages attackers for extensive data.
- Central management dashboard: Streamlines control and monitoring.
- Seamless integration: Works with existing security systems and workflows.



## Service benefits

- Enhances early threat detection: Catches attacks before they escalate.
- Improves incident response: Quickly identifies and mitigates threats.
- Reduces false positives: Focuses on genuine, deceptive engagements.
- Lowers risk of breaches: Effectively diverts attackers from targets.
- Cost-effective: Minimises need for extensive security resources.
- Offers real-time insights: Understand attack tactics and origins.
- Strengthens security posture: Adds a proactive layer of defense.
- Enhances training: Provides real scenarios for cybersecurity teams.
- Simplifies compliance: Supports regulatory requirements with detailed reporting.
- Extends security perimeter: Broad coverage across the network.

# FourNet (4net) Endpoint Detection and Response (EDR)

Our Endpoint Detection and Response (EDR) cloud service offers real-time monitoring and threat analysis to detect, investigate and neutralise security threats. It ensures comprehensive endpoint protection with automated responses and advanced analytics, enhancing your cybersecurity posture with minimal impact on system performance.



## Service features

- Real-time threat detection: Identifies risks instantly.
- Automated response: Acts quickly to mitigate threats.
- Continuous monitoring: Ensures 24/7 surveillance.
- Behavioural analytics: Detects anomalies based on user behaviour.
- Threat intelligence: Utilises up-to-date security information.
- Incident investigation: Provides tools for in-depth forensic analysis.
- Cloud-based architecture: Simplifies deployment and scalability.
- Multi-platform support: Compatible with various operating systems.
- Integration capabilities: Works with existing security frameworks.
- User-friendly dashboard: Simplifies monitoring and management.



## Service benefits

- Enhances security posture: Proactively protects against emerging threats.
- Reduces response time: Quickly neutralises identified risks.
- Lowers operational costs: Minimises need for manual intervention.
- Increases efficiency: Automates routine security tasks.
- Provides peace of mind: Constant, vigilant monitoring.
- Supports compliance: Helps meet regulatory security standards.
- Scalable solution: Grows with your business needs.
- Improves IT productivity: Frees up resources for other tasks.
- Comprehensive coverage: Protects against a wide range of threats.
- Easy to use: Simplifies security management for all users.

# FourNet (4net) Network as a Service

FourNet offers a comprehensive network service encompassing LAN, wireless and WAN solutions, enhanced by advanced, customisable network monitoring. Our LAN WAN Consulting Services assess existing network infrastructures to ensure they meet current and evolving IP traffic demands effectively.



## Service features

- Comprehensive LAN support: Ensures robust local network management.
- Advanced WAN solutions: Expands connectivity across wide areas.
- Customisable wireless options: Tailors WiFi setups to needs.
- Real-time network monitoring: Tracks performance and health.
- Proactive maintenance: Prevents downtime with regular updates.
- Scalable architecture: Grows with your business requirements.
- Security enforcement: Protects against external and internal threats.
- Consulting and audits: Evaluates infrastructure for optimal performance.
- Cloud integration: Seamlessly connects with cloud services.
- 24/7 support: Provides expert assistance anytime.



## Service benefits

- Simplified network management: Streamlines operations and reduces complexity.
- Enhanced reliability: Minimises downtime with robust infrastructure.
- Scalable solutions: Adapts easily to changing business demands.
- Improved security: Safeguards data and network access.
- Cost-effective: Reduces capital expenditure on hardware.
- Expert support: Access to networking specialists.
- Proactive maintenance: Prevents issues before they occur.
- Increased productivity: Optimises network performance.
- Flexible configurations: Customisable to specific organisational needs.
- Seamless cloud integration: Facilitates smooth transition to cloud-based applications.



## Cloud Support

# FourNet (4net) Ongoing Support

FourNet provides 24/7 technical support for cloud platforms, offering proactive management, optimisation and security solutions to ensure uninterrupted cloud operations. Including FourNet's experts in continuous cloud service support.



### Service features

- Can provide 9-5 assistance, or 24/7 tech support and monitoring
- Rapid fault diagnosis
- Service reviews
- Access to certified engineers and consultants
- 24\*7 Pro-Active Monitoring of devices
- Flexible Managed Service options
- Access to TAC
- More flexibility with a month-to-month contract



### Service benefits

- Focus on your core business, not on your IT issues
- Responsive and more proactive support delivered
- Highly specialised team of engineers
- Solve most of your problems without escalation
- Flexible support levels fit for your unique requirements



Cloud Support

# FourNet (4net) Planning

FourNet Planning delivers strategic cloud service guidance, focusing on system architecture, scalability, and compliance. Our expert team offers tailored planning and consultation to optimise your cloud infrastructure for peak performance and efficiency. Trust FourNet for forward-thinking cloud solutions.



## Service features

- Can provide 9-5 assistance, or 24/7 tech support and monitoring
- Rapid fault diagnosis
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Cloud Support

# FourNet (4net) Quality Assurance and Performance Testing

FourNet delivers rigorous quality assurance and performance testing for cloud services, ensuring robust functionality and scalability. We conduct extensive testing protocols to identify and resolve issues, optimise performance and guarantee system reliability and compliance, maximising operational efficiency and user satisfaction.



## Service features

- Can provide 9-5 assistance, or 24/7 tech support and monitoring
- Rapid fault diagnosis
- Service reviews
- Access to certified engineers and consultants
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Cloud Hosting

# FourNet (4net) SD-WAN

FourNet's SD-WAN service, optimises cloud connectivity by intelligently directing traffic across the most efficient routes. This service enhances network agility, performance and reliability, reducing costs while providing secure, seamless access to cloud applications and services for enterprises.



## Service features

- Intelligent path selection: Optimises traffic routing for efficiency.
- Automatic failover: Ensures continuous connectivity during outages.
- Centralised control: Manage network settings from a single dashboard.
- Bandwidth optimisation: Maximises network resources and reduces costs.
- Cloud acceleration: Improves access speed to cloud services.
- Real-time analytics: Monitors network performance and health.
- Encryption security: Protects data across public and private links.
- Zero-touch provisioning: Simplifies network deployment and management.
- Application-aware routing: Prioritises critical app traffic.
- Multi-cloud connectivity: Seamlessly integrates with various cloud environments.



## Service benefits

- Enhanced performance: Optimises speed and reliability for cloud applications.
- Cost savings: Reduces reliance on expensive private links.
- Improved flexibility: Easily adapts to changing network demands.
- Increased resilience: Maintains connectivity through multiple pathways.
- Simplified management: Centralises network operations and adjustments.
- Scalability: Grows effortlessly with your business needs.
- Security enhancements: Encrypts data in transit for protection.
- Faster deployment: Quick setup with minimal manual intervention.
- Better cloud integration: Streamlines access across cloud platforms.
- Real-time visibility: Offers instant insights into network status.



Cloud Support

# FourNet (4net) Secure Defend

FourNet Defend is 24/7 Continuous Managed Detection & Response (MDR) services delivered by Security Operations Centre (SOC). FourNet Defend is delivered by a team of UK based specialised, security experts and underpinned by best of breed security tools that vastly enhance your protection, detection, and response capabilities.



## Service features

- Comprehensive Managed Security
- Centralised bird's eye view
- Extensible, modular approach
- 24/7 real-time monitoring
- Deployed optimised and managed by Security experts
- Centralised monitoring of events and logs into a SIEM



## Service benefits

- Better and faster troubleshooting to proactively detect and mitigate issues
- Contain any threats before they cause serious problems
- Get information and context allowing you to protect your business
- Gain insights into the root cause of the incidents
- Protect your organisation against future attacks
- Contain security risks
- Prevent financial losses and address cybersecurity risks in real-time
- Edit
- Planning



Cloud Software

# FourNet (4net) Secure Mail

FourNet's Secure Mail provides robust email security with anti-spam, anti-malware and phishing protection. It ensures secure communications through advanced threat detection, data loss prevention and identity-based encryption, enhancing email integrity and compliance across your organisation.



## Service features

- Real-time threat detection: Identifies risks instantly.
- Automated response: Acts quickly to mitigate threats.
- Continuous monitoring: Ensures 24/7 surveillance.
- Behavioural analytics: Detects anomalies based on user behaviour.
- Threat intelligence: Utilises up-to-date security information.
- Incident investigation: Provides tools for in-depth forensic analysis.
- Cloud-based architecture: Simplifies deployment and scalability.
- Multi-platform support: Compatible with various operating systems.
- Integration capabilities: Works with existing security frameworks.
- User-friendly dashboard: Simplifies monitoring and management.



## Service benefits

- Enhances security posture: Proactively protects against emerging threats.
- Reduces response time: Quickly neutralises identified risks.
- Lowers operational costs: Minimises need for manual intervention.
- Increases efficiency: Automates routine security tasks.
- Provides peace of mind: Constant, vigilant monitoring.
- Supports compliance: Helps meet regulatory security standards.
- Scalable solution: Grows with your business needs.
- Improves IT productivity: Frees up resources for other tasks.
- Comprehensive coverage: Protects against a wide range of threats.
- Easy to use: Simplifies security management for all users.



Cloud Support

# FourNet (4net) Secure Plan

FourNet Secure Plan assists you in developing a comprehensive and actionable cyber incident plan to mitigate and remediate the impact of an attack in a coordinated manner. It ensures your organisation has the tools expertise and resources to manage the impact of a cyber incident and restore normal business operations.



## Service features

- Review of existing documentation, approach technologies and expertise
- Adapting development of your plan to suit your unique requirements
- Development of a comprehensive and actionable cyber incident plan
- Review and adjustment of the draft plan before it's published
- Annual plan testing recommendations



## Service benefits

- Quickly restore operations
- Actionable focused plan
- Identify resources and specialist third parties needed
- Fix vulnerabilities
- Strengthen your cyber incident capabilities



Cloud Hosting

# FourNet (4net) Security Information Event Management and Automated Response (SIEM and SOAR)

Designed to enhance your cybersecurity posture by providing comprehensive threat detection, analysis and response capabilities. This service leverages advanced algorithms and Fortinet's cutting-edge technology to identify and mitigate threats in real-time, ensuring the protection of your digital assets.



## Service features

- Self-learning Asset Inventory (CMDB)
- Real-Time Network Analytics
- Compliance reports for PCI-DSS, ISO and GDPR
- Hardware and Software performance monitoring
- Real-time Configuration Change Monitoring and Alerting
- Baseline and Statistical Anomaly Detection
- Notification and Incident Management
- External Threat Intelligence Integrations
- Automate Threat Response through visual playbooks
- Dynamic User Identity Mapping



## Service benefits

- Maximise security effectiveness by reducing response to minutes
- Connect Disparate Security mechanisms into one platform
- Gain deep insight into network assets, configuration and usage
- Integrate Network and Security Operations in one platform
- Detect and correlate advanced threats in real-time
- Reduce Security Team Fatigue through automated analysis and response
- Role-Based Access Control to simplify and secure operations
- Feature rich, simple GUI based management
- Scalable Log collection for Public and Private cloud deployments
- Multitude of connectors to third party collectors and platforms



Cloud Support

# FourNet (4net) Security Services

FourNet provides comprehensive Security Services for cloud systems, focusing on risk assessment, threat detection and rapid response. We implement advanced security protocols, conduct regular audits and offer continuous monitoring to protect data integrity, prevent breaches and ensure compliance with the latest security standards.



## Service features

- Can provide 9-5 assistance, or 24/7 tech support and monitoring
- Rapid fault diagnosis
- Service reviews
- Access to certified engineers and consultants
- 24\*7 Pro-Active Monitoring of devices
- Flexible Managed Service options
- Access to TAC
- More flexibility with a month-to-month contract



## Service benefits

- Focus on your core business, not on your IT issues
- Responsive and more proactive support delivered
- Highly specialised team of engineers
- Solve most of your problems without escalation
- Flexible support levels fit for your unique requirements



Cloud Support

# FourNet (4net) Setup and Migration

FourNet guides clients through cloud setup and migration with precision. We provide a structured transition plan, encompassing system integration, data transfer and minimal downtime. Our support extends beyond migration, ensuring seamless adaptation and operational continuity for all cloud-based solutions.



## Service features

- Can provide 9-5 assistance, or 24/7 tech support and monitoring
- Rapid fault diagnosis
- Service reviews
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- Flexible support levels fit for your unique requirements



Cloud Software

# FourNet (4net) SOCaaS

FourNet's SOCaaS (Security Operations Centre as a Service) provides comprehensive cybersecurity monitoring and management. It delivers real-time threat detection, incident response and continuous security analysis, leveraging FourNet's advanced technologies. This service is designed to enhance an organisation's security posture while minimising the operational complexities of managing security internally.



## Service features

- 24/7 monitoring: Continuous oversight of network and systems.
- Real-time threat detection: Identifies risks instantly.
- Incident response: Rapid mitigation of security breaches.
- Security analytics: Deep insights into network behaviour.
- Compliance reporting: Supports regulatory compliance efforts.
- Log management: Comprehensive collection and analysis.
- Vulnerability assessment: Regular scanning for security weaknesses.
- Threat intelligence: Uses latest data to anticipate attacks.
- User behaviour analytics: Detects anomalies based on user activity.
- Integrated response capabilities: Coordinates actions across security tools.



## Service benefits

- Improved threat detection: Identifies and mitigates risks faster.
- Enhanced incident response: Quickly resolves security breaches.
- Constant vigilance: Monitors systems around the clock.
- Reduced management overhead: Minimises internal security operations.
- Scalable security: Adjusts to organisational growth and needs.
- Compliance readiness: Aids in meeting regulatory requirements.
- Expert support: Access to skilled security professionals.
- Cost-effective: Reduces need for in-house resources.
- Comprehensive reporting: Detailed insights for better decision-making.
- Proactive protection: Prevents incidents before they occur.



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Cloud Support

# FourNet (4net) Support

FourNet Support is a flexible support for vendor hardware and software helpdesk support with a month-to-month contract. Choose what you need from a range of service offerings from break-fix response and engineer-to-site through to fully bespoke, proactively monitored, managed service solutions.



## Service features

- Can provide 9-5 assistance, or 24/7 tech support and monitoring
- Rapid fault diagnosis
- Service reviews
- Access to certified engineers and consultants
- 24\*7 Pro-Active Monitoring of devices
- Flexible Managed Service options
- Access to TAC
- More flexibility with a month-to-month contract



## Service benefits

- Focus on your core business, not on your IT issues
- Responsive and more proactive support delivered
- Highly specialised team of engineers
- Solve most of your problems without escalation
- Flexible support levels fit for your unique requirements



Cloud Support

# FourNet (4net) Training

FourNet offers specialised training programs designed to empower buyers with the skills to effectively manage and optimise their cloud services. Our training covers system management, security best practices and troubleshooting, delivered through hands-on sessions and supportive documentation, ensuring users are confident and competent.



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Cloud Software

# FourNet (4net) WebEx Cloud Contact Centre

FourNet offers omni-channel contact centre services from a native cloud contact centre solution, with a world class, expert implementation and support. It combines the AI-powered, collaborative WebEx Contact Centre platform with strategic, expert consultation and flexible levels of service from a Gold Certified Cisco Master Collaboration Partner.



## Service features

- Omni-Channel Contact Centre: Voice, e-mail, Social Media, SMS, Video,
- WhatsApp, Facebook Messenger, Twitter, Instagram, YouTube
- CRM: Dynamics, Salesforce, Aareon, MIS, Civica, OpenHousing, Orchard, ServiceNow, Northgate
- IVR, Touchtone, NLP, Natural Language, Nuance, Multi-lingual
- IBM Watson, Amazon Machine Learning, Google AI, Microsoft Cognitive Services
- RPA: Robotic Process Automation, Blue Prism, UiPath, Microsoft
- WEM: Call-Recording, QM, WFO, WFM, scoringcard, screen recording, Gamification.
- Reporting, real-time, historic, dashboard, PowerBI, Data Lake, Data Warehouse
- Customer Feedback and surveys, Voice of the Customer, Feedback Management



## Service benefits

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