



## About PointWire

PointWire is one of the leading managed service providers, offering cutting-edge IT solutions that enable businesses to thrive in the digital world. PointWire's robust suite of services includes managed IT services, security solutions, cloud computing, and more. As part of their commitment to delivering the highest quality of service to their clients, PointWire has established strategic partnerships with some of the industry's most respected technology vendors.

PointWire started their journey towards ISO 27001 certification in late 2020 and started the process from scratch with none of the employees having ever implemented an Information Security Management System before. Fast forward to June 2022 when PointWire achieved certification in ISO 27001 following its first external audit of the ISMS. This was followed by an audit in 2023 where zero nonconformities were identified. PointWire continue to work with and improve their Information Security Management System and expect to continue to achieve certification in the years to come.



Crown  
Commercial  
Service  
*Supplier*



**PROUDLY  
SUPPORTING  
THOSE WHO  
SERVE.**

Alongside recently signing the Armed Forces Covenant, we have been awarded the Bronze award for the Defence Employer Recognition Scheme (ERS), with ongoing commitments to pursuing our silver award. With a strong percentage of our workforce being tied to the military in some way, including our Managing Director being a reservist himself, this is something we feel is very important for our organisation to recognise. By signing the Armed Forces Covenant, we are supporting a promise made by the government, to those who serve, who have served and their families to ensure that all these personnel are treated as equally and as fairly as civilians.

We are committed to providing social value to government organisations through our sponsorship of Team Forces and various annual initiatives, including team events, charity dinners, and celebrations.

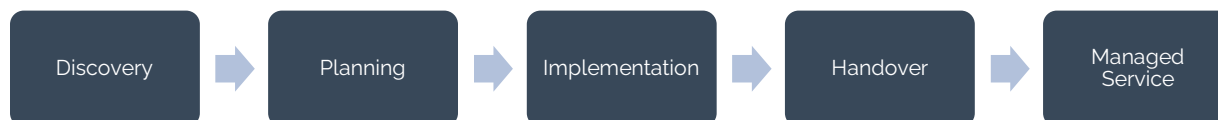
Contact us – [contact@pointwire.com](mailto:contact@pointwire.com) / 01223 455185



## Service Offerings

- Cyber Security Risk Baseline Services
- Cyber Tooling Health Check Assessment
- Cyber Tooling Managed Service
- Security Configuration Management Services
- Technical and Security Engineering Services

## Implementation Framework



## Onboarding and Offboarding

A service workshop will be undertaken to enable PointWire to fully understand what levels of service will be required and what technical configuration will be implemented.

Each client is then given access to a helpdesk and a consultant will be assigned to the account for the management of the services. There may be more than one resource working at any one time in the account and this will be communicated. Offboarding of PointWire from system (if applicable), Handover of system and Closure of all outstanding delivery tasks.

## Service Levels

We have a range of support mechanisms delivered by the experts across the technical team from Monday - Friday, 9am-5pm (excluding bank holidays).

Pricing can be found in a separate document.



## Cyber Security Risk Baseline Services

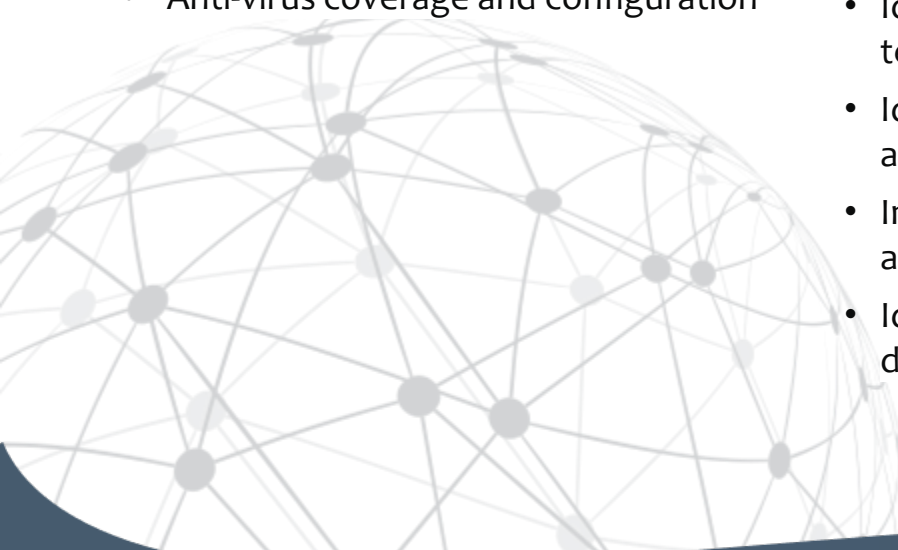
The Security Baseline Service is an assessment that reviews your organisations security baseline and provides recommendations on how to improve maturity within your cyber estate.

### Service Features

- Assessment of payment process
- Assessment of third-party vetting
- Assessment of information access to your company data
- Assessment of your technology
- Assessment of network traffic and monitoring
- Anti-virus coverage and configuration

### Service Benefits

- Assessing if your processes are secure
- Identifying if your company is part of data breach
- Identifying if your technology / digital assets are safe
- Identifying if your network is secure from threats
- Identifying who is using your company technology
- Identifying your companies' digital assets are safe
- Independent and repeatable method of risk analysis
- Identify inconsistencies across different departments



## Cyber Tooling Health Check

A Cyber Tooling Health Check is a point in time assessment against vendor best practices to gain visibility over suitability and value against the capabilities and landscape of your environment with the option to continue ongoing assessments to provide future suitability.

### Service Features

- Baseline or comprehensive report on your cyber tool
- Subject matter expert assessment of the cyber tool
- Alignment to vendor best practices and recommendations
- List of recommendations with severity rating
- Independent review of inherited cyber tool
- One off or repeatable review of existing cyber tool

### Service Benefits

- Visibility of return on investment (ROI)
- Supporting business case rationale
- Supports opportunities for tool consolidation
- Aligning to industry best practice
- Supporting the opportunity to optimise IT teams workload and efficiency
- Visibility of cyber tooling status
- Executive level reports



## Cyber Tooling Managed Service

PointWire's Cyber Tooling Managed Service provides access to our team of experts via our ticket-based platform with incident resolution and operational guidance assisting the IT teams to navigate day to day activities. With the flexibility to add support for short-, medium- and long-term projects.

### Service Features

- Access to technical support
- Best practice advice
- Knowledge base and how to documents
- Technical service reviews
- Extendable professional service option

### Service Benefits

- Helping maximise value from your investment
- Filling capability gaps within internal teams
- Lowering resource costs
- Access to a pool of SME tool specialists
- Lowering training costs
- Identifying your companies' digital assets are safe
- Reducing single point of failure
- Access to existing custom engineered solutions





# Security Configuration Management Services

Using the expertise of our technology team and a range of specific tools and technologies PointWires Security Configuration Management service is a comprehensive solution designed to help organisations manage their IT infrastructure's security configurations effectively.

## Service Features

- Assessment of payment process
- Assessment of third-party vetting
- Assessment of information access to your company data
- Assessment of your technology
- Assessment of network traffic and monitoring
- Anti-virus coverage and configuration

## Service Benefits

- Assessing if your processes are secure
- Identifying if your company is part of data breach
- Identifying if your technology / digital assets are safe
- Identifying if your network is secure from threats
- Identifying who is using your company technology
- Identifying your companies' digital assets are safe
- Independent and repeatable method of risk analysis
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# Technical and Security Engineering Services

PointWire will deploy our specialist technical and security engineers to work alongside you to provide technical assistance and support your operational capabilities. Our team come with years of expertise in a wide range of disciplines across the IT industry allowing for bespoke engineering solutions flexible to your needs.

## Service Features

- Specialised expertise in software configuration
- Specialised expertise in cloud computing
- Specialised expertise in asset management
- Specialised expertise in cloud/on-prem server admin Assessment of network traffic and monitoring
- Specialised expertise in scripting solutions
- Building bespoke functionality
- Extending out of the box functionality
- Solution integrations
- Specialised expertise in automated flows

## Service Benefits

- Access to specialist expertise and experience
- Reduce operational costs
- Increase efficiency
- Optimising budget spend
- Tailored solutions
- Reduce operational time



## Our Partners and Vendors



Corelight believes the best approach to cybersecurity risk starts with network evidence. This evidence helps elite defenders increase visibility, unlock powerful analytics, accelerate investigations, and level up threat hunting. Corelight's 'Open Network Detection' and 'Response Platform' is the fastest-growing in the industry, and the only one powered by open source. Corelight protect some of the most sensitive, mission-critical enterprises and government agencies in the world. Corelighters are proud of their diverse background and thought, and they're united by their strong shared culture and the values they live by every day.



CrowdStrike achieves the highest levels of visibility, simplicity, and control by packing all of the necessary capabilities for unified prevention, detection, hunting, intelligence, and remediation into one universal, lightweight agent.



Deep Instinct was founded on a simple premise:

"That deep learning, an advanced subset of AI technology, could be applied to cybersecurity to prevent more threats, faster."

Embrace Prevention. Faster is Better. More precision. Uniquely Engineered.



Keeper is the leading provider of zero-trust and zero-knowledge security and encryption software covering enterprise password management, secure file storage, secrets management and encrypted messaging. Keeper protects businesses of all sizes across every major industry sector.



CrowdStrike achieves the highest levels of visibility, simplicity, and control by packing all of the necessary capabilities for unified prevention, detection, hunting, intelligence, and remediation into one universal, lightweight agent.



Network owners use Nipper Enterprise to increase the coverage and cadence of assessments, evidence continuous compliance with military and industry regulations, and minimize their attack surface via MITRE ATT&CK® misconfiguration prioritization.