

# Digital Marketplace

## Cisco Umbrella



## OUR QUALIFICATIONS AND PARTNERSHIPS

We boast a team of highly skilled professionals with extensive expertise in software development, cloud architecture, and IT management. Our certifications and qualifications attest to our commitment to excellence and our ability to deliver top-tier solutions. Additionally, we have cultivated strategic partnerships with leading technology vendors and cloud service providers. These partnerships enable us to leverage cutting-edge tools, access specialised resources, and deliver enhanced value to our clients. Through collaborative relationships with industry leaders, we stay at the forefront of innovation and provide you with best-in-class solutions tailored to your unique needs.

## OUR CERTIFICATIONS

As a company accredited to and rigorously following ISO 27001 and ISO 9001 certifications, adhering to ITIL Version 4 principles, and holding Cyber Essential Plus certification while also serving as a Cyber Essential Certifier, we stand as a premier choice for buyers seeking excellence in software and cloud infrastructure services. Our commitment to these industry-leading standards demonstrates our dedication to security, quality, and best practices in service delivery. By aligning with ISO 27001 and ISO 9001, we ensure robust information security management systems and quality management processes, providing clients with peace of mind regarding data protection and service reliability. Our adherence to ITIL Version 4 principles guarantees efficient and effective service delivery, while our Cyber Essential Plus certification underscores our commitment to cybersecurity best practices. Additionally, our role as a Cyber Essential Certifier further enhances our expertise in assessing and certifying cybersecurity measures. These accreditations and certifications collectively position us as a trusted partner capable of delivering high-quality, secure, and reliable solutions that meet the diverse needs of our clients, making us an exceptional choice for buyers seeking excellence in software and cloud infrastructure services.



## SERVICE SUMMARY

Cisco Umbrella secures internet access and controls cloud app usage from your network, branch offices, and roaming users. Unlike disparate security tools, Cisco Umbrella unifies DNS-Layer Security, Secure Web Gateway (SWG), Cloud Access Security Broker (CASB), Cloud-Delivered Firewall (CDFW), Data Loss Prevention (DLP), and Remote Browser Isolation (RBI) functionalities into a single cloud service.

Cisco Umbrella acts as a secure on-ramp to the internet and delivers deep inspection and control to support compliance and provide effective threat protection. Backed by Cisco Talos, one of the largest threat intelligence teams in the world, Cisco Umbrella exposes threats for better investigation and response. By delivering all this from the cloud, Umbrella offers visibility and enforcement to protect users anywhere.

### Highlights:

- ① DNS-Layer Security By enforcing security at the DNS and IP layers, Cisco Umbrella blocks requests to malicious and unwanted destinations before a connection is even established — stop ping threats over any port or protocol before they reach your network or endpoints.
- ① Secure Web Gateway (SWG) Cisco Umbrella includes a cloud-based full proxy that can log and inspect all of your web traffic for greater transparency, control, and protection. IPsec tunnels, PAC files, and proxy chaining can be used to forward traffic for full visibility, URL and application-level controls, and advanced threat protection.
- ① Cloud Access Security Broker (CASB) Cisco Umbrella helps expose shadow IT by detecting and reporting on cloud applications in use across your environment. Insights can help manage cloud adoption, reduce risk and block the use of offensive or inappropriate cloud applications.
- ① Cloud-Delivered Firewall (CDFW) Cisco Umbrella cloud-delivered firewall provides visibility and control for traffic that originated from requests going to the internet, across all ports and protocol.
- ① Data Loss Prevention (DLP) Cisco Umbrella data loss prevention analyses sensitive data in-line to provide visibility and control over sensitive data leaving your organisation.
- ① Remote Browser Isolation (RBI) By isolating web traffic from the user device and the threat, Cisco Umbrella remote browser isolation delivers an extra layer of protection to the Umbrella secure web gateway so that users can safely access risky websites.

## SERVICE FEATURES

- 🔒 Block malicious content for robust protection.
- 🔒 Cloud-based security for seamless threat prevention.
- 🔒 DNS/IP enforcement for enhanced security.
- 🔒 Visibility into internet activity across devices.
- 🔒 Protect against malware, ransomware, phishing.
- 🔒 Secure web gateway for safe browsing.
- 🔒 Integrate with other security solutions.
- 🔒 Policy enforcement for compliance and data protection.
- 🔒 Global coverage for users worldwide.

## SERVICE BENEFITS

- 🔒 Enhanced security ensures peace of mind during browsing sessions.
- 🔒 Streamlined threat prevention boosts workflow efficiency.
- 🔒 Reduced malware risk ensures smoother operations.
- 🔒 Secure browsing enhances overall productivity.
- 🔒 Minimised downtime via effective content blocking.
- 🔒 Simplified compliance management for regulatory adherence.
- 🔒 Real-time threat response for proactive defence.
- 🔒 Cost-effective protection lowers financial risks.
- 🔒 Simplified IT management with cloud security solutions.
- 🔒 Scalable protection fits diverse business needs.

## ONGOING SUPPORT

### Onboarding

We facilitate a seamless onboarding process, guiding you through the setup and configuration of the software and cloud infrastructure. Our comprehensive onboarding plan ensures that your team is equipped with the necessary knowledge and resources to effectively utilise the system from day one, minimising downtime and maximising productivity.

### Monitoring and Performance Optimisation

We provide continuous monitoring of your new software and associated cloud infrastructure to ensure optimal performance. Our proactive approach identifies and addresses performance issues or bottlenecks promptly, ensuring smooth operation.

### Security Updates and Patch Management

Regular security updates, patches, and hotfixes are applied to the software and underlying cloud infrastructure. This ensures mitigation of vulnerabilities and protection against cyber threats, safeguarding your environment.

### Backup and Disaster Recovery

We implement and maintain robust backup and disaster recovery solutions for software. These measures safeguard your data and ensure business continuity in the event of system failures, data loss, or cyberattacks, providing peace of mind.

### User Training and Support

Our team provides ongoing training and support to users of the software. We address user queries, issues, and feedback promptly, empowering users to effectively utilise the software and maximise its benefits.

### Scalability and Growth Planning

We monitor usage patterns and system resource utilisation to anticipate future growth and scalability requirements. Working closely with you, we develop and implement plans for scaling the software and infrastructure as needed, ensuring seamless expansion.

### Compliance and Governance

We stay abreast of regulatory requirements and industry standards relevant to your business. Our implementation of governance frameworks ensures that the software and cloud infrastructure remain compliant, maintaining data privacy and security.

## Performance Reviews and Reporting

Regular performance reviews are conducted to assess the effectiveness of the software and cloud infrastructure. Insights gained from these reviews are used to identify areas for improvement and optimisation, ensuring continuous enhancement.

## Cost Optimisation

We continuously evaluate the cost-effectiveness of the software and cloud infrastructure. Identifying opportunities for cost optimisation without compromising performance or security, we help you achieve maximum value from your investment.

## Vendor Management

As your liaison with software vendors and cloud service providers, we manage vendor relationships, contracts, and service level agreements (SLAs). This ensures that you receive timely support and assistance whenever needed, enhancing your overall experience.

## Regular Communication and Planning

We maintain open communication channels with you to discuss ongoing needs, challenges, and opportunities. Collaborating on strategic planning initiatives, we align the software and cloud infrastructure with your business objectives, driving success.

## Exit Plan

In the event of transitioning away from the software or cloud infrastructure, we assist in developing and executing an exit plan. This includes data migration strategies, vendor contract terminations, and ensuring minimal disruption to your operations. Our goal is to facilitate a smooth transition while preserving data integrity and minimising any potential risks or challenges.