

ATCH Ltd and Trinity Cyber

## Unified Security Management Cyber Security

ATCH partnered with Trinity Cyber who invented the only product on the market that can parse full-session bidirectional traffic (not packet level and not byte manipulation, but full session control) and automatically eliminate malicious content in real-time. Trinity Cyber introduces reliable detection and maneuverability into cybersecurity. The Trinity Cyber technology defeats attacker tactics, techniques, and procedures (TTPs) through a fully automated and constantly updated solution. Trinity Cyber takes preventative actions, rather than providing alerts, allowing your security staff to focus on in depth analysis.

### Features

- Full content-based inspection (from layer 2 to the application layer) and real-time mitigation of every internet session.
- Fully managed service backed by world-class threat analysis team.
- False detection rate of less than 0.01% and an overall accuracy rate greater than 99.99%.
- Zero impact to network performance, 90% of all traffic processed through Trinity Cyber's technology is processed in under a millisecond.

### Benefits

- Stops attacks before they enter your network.
- Prevents all network visible attacks on the UK and US Known Exploited Vulnerabilities (KEV) lists.
- Prevents the exfiltration of sensitive data in the event of any unauthorized access.
- Reduce alert overload, provides notifications of actions that were taken rather than alerts for your security staff to investigate.
- Access to searchable Packet Capture (PCAP) for forensic analysis.
- Reduced operational expenses.
- No new technology to learn.

## Pricing

- £4,000 to £200,000 an instance

## Service Documents

- [Pricing document](#) PDF
- [Skills Framework for the Information Age rate card](#) PDF
- [Service definition document](#) PDF
- [Terms and conditions](#) PDF

Request an accessible format

## Framework

G-Cloud 13

## Service ID

465783987141172  
465783987141172

## Contact

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## Service Scope

- Software add-on or extension
  - No
- Cloud deployment model
  - Private cloud
  - Hybrid cloud

- Service constraints
  - Details of the Service Constraints applicable will vary dependent on circumstances and are negotiated on a contract-by-contract basis.
- System requirements
  - Detailed on a contract by contract basis

## User Support

- Email or online ticketing support
  - Email or online ticketing
- Support response times
  - ATCH's preferred contact method is telephone, in which case one might say that response is immediate. Emailed communications to support@atch.tech, or Instant Message, are opened by an engineer within 15 minutes of arrival. A ticket is opened in our Service/Customer Management system, an automated notification of ticket number is emailed back to the originator and a resolution will be delivered according to our principal service target of resolution time, based upon the Severity level of the matter. Severity level criteria are pre-defined. This process applies identically 24 hours a day, 7 days a week.
- User can manage status and priority of support tickets
  - Yes
- Online ticketing support accessibility
  - None or don't know
- Phone support
  - Yes
- Phone support availability
  - 24 hours, 7 days a week
- Web chat support
  - Web chat
- Web chat support availability
  - 24 hours, 7 days a week
- Web chat support accessibility standard
  - None or don't know
- How the web chat support is accessible
  - Nature and availability of Web Chat is by individual arrangement with customer.
- Web chat accessibility testing
  - None as of this date.
- Onsite support

- No
- Support levels
  - ATCH's support is based on the principle that your communication will be dealt with by an Engineer, not a Call Centre Agent. Support is included in the hosting rate.
- Support available to third parties
  - Yes

## Onboarding and Offboarding

- Getting started
  - After initial contact, an order will be raised, fully detailing the service that will be provided. Upon agreement to the order the service will be provisioned.
- Service documentation
  - Yes
- Documentation formats
  - PDF
- End-of-contract data extraction
  - We allow a 1-week period following the date of service termination during which the customer may request us to reactivate it. Only after this time will Datacenta purge and destroy all customer data related to the service.
- End-of-contract process
  - The standard minimum contract length is one year. After that time if the customer wishes to terminate his service he will provide 1 month's notice, after which further time the service will be suspended. The customer will be liable for any outstanding charges incurred over the term of the contract. There is no termination charge.

## Using the Service

- Web browser interface
  - No
- Application to install
  - No
- Designed for use on mobile devices
  - No

- Service interface
  - No
- User support accessibility
  - None or don't know
- API
  - No
- Customisation available
  - No

## Scaling

- Independence of resources
  - Through effective Capacity Management processes.

## Analytics

- Service usage metrics
  - Yes
- Metrics types
  - Metrics to be agreed with buyer.
- Reporting types
  - Regular reports

## Resellers

- Supplier type
  - Not a reseller

## Staff Security

- Staff security clearance
  - Conforms to BS7858:2019
- Government security clearance
  - Up to Developed Vetting (DV)

## Asset Protection



- Knowledge of data storage and processing locations
  - Yes
- Data storage and processing locations
  - United Kingdom
- User control over data storage and processing locations
  - Yes
- Datacentre security standards
  - Complies with a recognised standard (for example CSA CCM version 3.0)
- Penetration testing frequency
  - At least once a year
- Penetration testing approach
  - 'IT Health Check' performed by a CHECK service provider
- Protecting data at rest
  - Physical access control, complying with another standard
- Data sanitisation process
  - Yes
- Data sanitisation type
  - Explicit overwriting of storage before reallocation
- Equipment disposal approach
  - A third-party destruction service

## Data Importing and Exporting

- Data export approach
  - Details will be provided on a contract by contract basis
- Data export formats
  - CSV
- Data import formats
  - CSV

## Data-in-transit Protection

- Data protection between buyer and supplier networks
  - Private network or public sector network
  - TLS (version 1.2 or above)
  - IPsec or TLS VPN gateway

- Bonded fibre optic connections
- Data protection within supplier network
  - TLS (version 1.2 or above)
  - IPsec or TLS VPN gateway

## Availability and Resilience

- Guaranteed availability
  - ATCH offers an SLA covering the areas of Availability, Incident Management, Change Management (including Development Requests) and Report production (Major Incident Report). ATCH defines 3 levels of achievement of service target categories in these areas, namely Expected Level, Service Impacted Level and Business Impacted Level. Service Credits may be available by measuring achievement against these levels. The actual values of each level are by agreement.
- Approach to resilience
  - Due to the nature of the software and its use, the resilience approach will vary dependent on circumstances and are negotiated on a contract-by-contract basis.
- Outage reporting
  - Email alerts, Twitter feeds, individual customer wiki updates

## Identity and Authentication

- User authentication needed
  - Yes
- User authentication
  - 2-factor authentication
  - Public key authentication (including by TLS client certificate)
  - Limited access network (for example PSN)
  - Username or password
- Access restrictions in management interfaces and support channels
  - Management and sysops functions are conducted only from a standalone PC not accessible other than from within the datacentre or by 2FA across a VPN.
- Access restriction testing frequency
  - At least every 6 months

- Management access authentication
  - 2-factor authentication
  - Limited access network (for example PSN)
  - Dedicated link (for example VPN)
  - Username or password

## Audit Information for Users

- Access to user activity audit information
  - Users contact the support team to get audit information
- How long user audit data is stored for
  - User-defined
- Access to supplier activity audit information
  - Users contact the support team to get audit information
- How long supplier audit data is stored for
  - User-defined
- How long system logs are stored for
  - User-defined

## Standards and Certifications

- ISO/IEC 27001 certification
  - No
- ISO 28000:2007 certification
  - No
- CSA STAR certification
  - No
- PCI certification
  - No
- Cyber essentials
  - No
- Cyber essentials plus
  - No
- Other security certifications
  - No

## Security Governance



- Named board-level person responsible for service security
  - Yes
- Security governance certified
  - Yes
- Security governance standards
  - ISO/IEC 27001
- Information security policies and processes
  - ATCH and its partners maintains a comprehensive global security organisation of over 1,200 security professionals. ATCH's partners Chief Security Office (CSO), is dedicated to the protection of the ATCH and its partners network and its service offerings. It supports a broad range of functions, from security policy management to Customer-facing security solutions. ATCH and its partners CSO continually reviews/assesses the Company's security posture to keep pace with industry security developments and to satisfy regulatory and business requirements. Recommendations are made on the technology solutions and critical skills that are to be developed/acquired to maintain the required security posture. The ATCH and its partners CSO establishes policy and requirements, as well as comprehensive programs, to incorporate security into every facet of ATCH's partners computing and networking environments. At the executive level, the CSO chairs the ATCH and its partners Security Advisory Council, a program where key business and functional leaders meet on a regular basis to discuss corporate security strategy, vision, and concerns. The ATCH and its partners CSO technical personnel work in partnership with other ATCH and its partners business units to evaluate threats, determine protective measures, create response capabilities, and promote compliance with best security practices.

## Operational Security

- Configuration and change management standard
  - Supplier-defined controls
- Configuration and change management approach
  - Due to the nature of the software and its use, Configuration and Change Management requirements vary dependent on circumstances and are negotiated on a contract-by-contract basis.
- Vulnerability management type
  - Supplier-defined controls
- Vulnerability management approach

- Due to the nature of the software and its use, the vulnerability management approach will vary dependent on circumstances and are negotiated on a contract-by-contract basis.
- Protective monitoring type
  - Supplier-defined controls
- Protective monitoring approach
  - Due to the nature of the software and its use, the protective monitoring approach will vary dependent on circumstances and are negotiated on a contract-by-contract basis.
- Incident management type
  - Supplier-defined controls
- Incident management approach
  - Due to the nature of the software and its use, the incident management approach will vary dependent on circumstances and are negotiated on a contract-by-contract basis.

## Secure Development

- Approach to secure software development best practice
  - Conforms to a recognised standard, but self-assessed

## Public Sector Networks

- Connection to public sector networks
  - No

## Social Value

- Fighting climate change
  - ATCH are committed to fulfilling our share of the global responsibility to protect the environment. ATCH will always do our utmost to minimise the carbon footprint of our business and we commit to frequently review our business practices to ensure that they are as environmentally responsible as possible. While delivering this service we will: - Endeavour to work with our customers and suppliers towards achieving net zero carbon emissions related to the delivery of our services. - Promote the efficient use of resources to reduce waste and maximise value. - Commit to restricting business vehicle purchases to electronic vehicles only. - Continue to promote and emphasise the

importance of responsible environmental stewardship within our workforce.

- Equal opportunity
  - We are an equal opportunity employer, and we demonstrate this commitment in our employment practices, including recruitment and hiring, compensation, benefits, training, and employment terminations. We will never discriminate based on race, ethnicity, colour, gender, age, physical disability. Wherever possible we will strive to support those with a physical disability in our workforce by providing relevant training programmes, including through schemes that result in recognised qualifications. We are committed to achieving diversity in the workplace. We value and respect differences in our workplace and believe in an inclusive culture. We believe diversity within our teams allows us to better serve our increasingly diverse client organisations.
- Wellbeing
  - ATCH firmly believe in a healthy work-life balance for our team. This is why we are open to the needs of our staff members and provide means for them to be comfortable with their schedule, and provide ample teleworking opportunities. We endeavour to create workplaces that encourage and sustain the health, safety, and well-being of our team members.

## Pricing

- Price
  - £108 to £96,000 an instance
- Discount for educational organisations
  - No
- Free trial available
  - No