

# Managed Security Services

Service Definition

G-Cloud 14



**Contents**

1 Managed Security Services ..... 1

1.1 Overview ..... 1

2 Service Features ..... 2

3 Business Benefits..... 3

4 Terms..... 4

5 Why Capita Business Services Ltd (CBSL)? ..... 5

6 Disclaimer ..... 6

# 1 Managed Security Services

## 1.1 Overview

Capita's Managed Security Services (MSS) capability provides industry-leading cyber security design, implementation, monitoring, management, threat intelligence and incident response expertise.

Our dedicated Security Operations Centre (SOC) is staffed with vetted and vendor-certified cyber professionals, with extensive expertise in enhancing information assurance for our clients. The SOC is locally based, managed within the UK and is a Centre of Excellence for our MSS capability.

## 2 Service Features

- Full Cyber Security Lifecycle management (identify, protect, detect, respond and recover).
- Security Information Event Monitoring (SIEM) detects and alerts to early-stage activities in the cyber kill chain
- Skilled and certified Firewall professionals alleviate significant business disruption risks by providing design, deployment, management and tuning services.
- Intrusion Detection Services (IDS) and Intrusion Prevention Services (IPS) capabilities bolster end to end security posture.
- Managed Web and Email Security infrastructure protects users from attacks and maximises productivity.
- Data Loss Prevention (DLP) implementation services assist customers' awareness of their data, especially where and how it is being used.
- Endpoint Security provides managed clients with real-time protection against malicious and surface attacks. It is further enhanced using Advanced Threat Protection, Endpoint Detection, and Remediation technologies.
- Vulnerability Assessment and Management uncovers potential avenues of security breach and prioritises their remediation
- Web Application Firewall capabilities enforce controls between users and applications to protect from threats and vulnerabilities.
- Capita's expertise spans a wide range of market-leading, Commercial
- Product Assurance (CPA) certified technologies. These include Check Point, Fortinet, Cisco, Symantec, Forcepoint, MS Sentinel, AppCheck, Skybox, CyberArk and Kemp.
- ISO/IEC 27001:2013 certified, and services delivered within ISO20000 Framework.
- Experienced Technical Security Architects design customer-specific implementations, ensuring a seamless security posture that is easily adopted by end-users

### 3 Business Benefits

- Provides comprehensive cyber expertise to protect the organisation's staff and citizens' services and data.
- Solutions which protect your organisation's data from internal/external threats.
- Secures employee access to applications and data seamlessly in the cloud and on-premises, helping with productivity.
- Delivers confidence and risk assurance for service users and staff.
- Reduces the risk of services going down due to attacks, through cyber health-checks and remediation.
- Provides expert end to end view of Cyber Security Lifecycle
- Provides access to the breadth of Capita's security infrastructure specialist teams

Throughout the duration of the client engagement, access to a broad range of specialist knowledge within Capita Consulting Team is made available, meaning clients have 9 to 5 access by email and telephone to the named members of the delivery team as well as any additional Capita personnel whose specialist knowledge/skills may be required to advise on security matters as they arise. This is at no additional cost service which we consider to be part of our duty of care to our clients.

## 4 Terms

The levels of data backup and restore, and disaster recovery provided:

N/A

Pricing overview, including volume discounts or data extraction costs:

Please refer to our Rate Card for detailed pricing.

Service constraints:

This service does not have any constraints that buyers/clients should know about however, this is subject to buyers/clients' requirements, environment, and technologies.

Service levels like performance, availability and support hours:

Our support hours are 9:00 AM to 5:00 PM (UK time) - Monday to Friday. Clients have access by email and telephone.

How we will repay buyers if we don't meet service levels:

Please refer to our Terms and Conditions.

Ordering and invoicing process:

Please refer to our Terms and Conditions.

How can buyers or suppliers can terminate a contract?

Please refer to our Terms and Conditions.

## 5 Why Capita Business Services Ltd (CBSL)?

- Security consulting and risk management are core services for us and our experience spans over 20 years
- Our consultants conduct hundreds of security assessments for various clients each year including some of the most secure public and private sector environments.
- The majority of CBSL consultants hold SC clearance with some members holding DV clearance, which is required for conducting consultancy engagements in the most security-sensitive UK environments
- All our services are delivered by CBSL personnel and no third parties or sub-contractors will be used
- We understand the security challenges that businesses face in today's ever-evolving digital world and have a deep understanding of our client's security concerns
- We are continually benchmarking ourselves against the market, including our major competitors meaning our rates are competitive
- We understand what it takes to deliver a truly transformational service - encompassing people, processes, technology and property
- CBSL is part of Capita plc, the UK's leading provider of technology-enabled business process and customer management services & professional services, with over 43,000 staff
- We deliver on time, every time!

## 6 Disclaimer

The copyright in this work is vested in Capita plc and the information contained herein is confidential. This work (either in whole or in part) must not be modified, reproduced, disclosed or disseminated to others or used for purposes other than that for which it is supplied, without the prior written permission of the author.

Pricing, specification and terms are correct at the time of writing. Pricing is valid until the end of the CCS Framework (including extensions). Whilst every effort is made to maintain current information, pricing, specification and terms are subject to change without notice.

Resulting orders from Service Definitions are subject to acceptance and governed by CCS Framework T&Cs.

Capita Business Services Ltd Registered in England & Wales Companies House  
Registered Number 02299747. VAT GB 618184140.