



Managed Firewall

G-Cloud 15 Service Definition



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Introduction

Ekco Cloud & Security is an ideal partner for public sector organisations seeking a **secure, compliant, and scalable provider** via G Cloud 15.

We make it easier for IT teams to innovate, scale, manage, troubleshoot and secure. Across cloud, business continuity, security and workspace solutions, we enable the growth our customers want with the team they already have.

Through our security-first approach, large specialist workforce, AI-enhanced operations, and proven delivery capability, we help organisations:

- Modernise securely
- Strengthen cyber resilience
- Reduce operational risk
- Improve service continuity
- Deliver safer, more reliable digital services for our customers and their stakeholders.

Ekco's end-to-end cloud and cyber services are well matched to **G Cloud purchasing needs and public sector transformation goals**.

Managed Firewall Service

Service Overview

Ekco provides a Managed Security Service (MSS) delivering a Managed Firewall Service from the Ekco SOC. Ekco Managed Firewall Service provides a management, monitoring and support Service utilising Ekco toolsets and management platforms, for a range of Firewall and Security devices (physical/virtual) within the Customer Operating Environment located across Data Centre, Hybrid, Cloud or any Customer 3rd party premise locations.

Features

The key features of the Managed Firewall Service are:

- Sophisticated Managed Firewall Service providing 24/7/365 monitoring & support
- Eyes on Screen 'Always on & Always watching'
- Device Monitoring covering health, environmental and security events
- Backup, recovery and configuration management
- Configuration Change Management
- Rapid response support SLA's
- 24/7/365 Threat Protection delivered by the Ekco SOC
- Available in 2 flexible service levels to suit customer needs
- Insightful reporting covering device and SLA performance
- Highly Certified Microsoft Partner & Security Operations Centre team

Benefits

The key Benefits of the Managed Firewall Service are:

- 24/7 SOC/NOC Technical support giving your organisation peace of mind
- Provides extended 24/7 on demand expertise for your organisation
- Provides your organisation with access to highly certified SOC team
- Enhanced Security posture providing robust monitoring
- Enhanced Security posture providing protection against malicious activity
- Included Monitoring, Backup and Configuration Management providing comprehensive oversight
- Included and optional upgrades, maintenance and patching

Service Outline

Service Option - Essentials

The '**Essentials**' Service Level is a Managed Firewall Service aimed at small / medium sized organisations with a low level of complexity and requirements to provide a Managed Firewall Service during business hours covering a Customers Firewalls and Security Devices and includes the below capability and specification provided to the Customer as part of the service provision.

- Managed Onboarding and Implementation
- Business Hours Technical Support (9-17:30)
- OOH P1 Escalation Hotline
- 24/7/365 Threat Response Alerting
- 24/7/365 Configuration & Health monitoring
- 24/7/365 Device Backup & Recovery
- 5 x minor device configuration changes per month
- Quarterly standard reporting pack
- Rapid Critical security patch update & deployment

Service Option - Premium

The '**Premium**' Service Level builds on the 'Essentials' Service Level providing further additional capabilities to the Managed Firewall Service. The '**Premium**' Service Level is a Managed Firewall Service aimed at more complex organisations with a higher level of complexity and requirements to provide a 24/7/365 Managed Firewall Service covering a Customers Firewalls and Security Devices and includes the below capability and specification provided to the Customer as part of the service provision.

- 24/7/365 Technical Support
- 24/7/365 Threat Response Alerting
- 24/7/365 Configuration & Health monitoring
- 24/7/365 Device Backup & Recovery
- 10 x minor device configuration changes per month
- 1 x Monthly Policy review, recommendation and optimisation
- Monthly standard reporting pack
- Rapid Critical security patch update & deployment
- Quarterly Major OS and feature level upgrades
- Aligned Customer Success Manager

Project Implementation

Onboarding a client into their new contracted services requires a structured process to ensure a smooth transition and clear expectations. The following process provides a high-level overview of our bespoke implementation plan.

1. Pre-Implementation Preparation

Initiate internal communications with internal stakeholders, confirming contracted deliverables, and bespoke scope of works. Confirm dedicated resource across the business depending on function.

2. Client Engagement

Initiate communication with the customer's key stakeholders to discuss the onboarding process, timescales (including support go live date), expectations, and roles.

3. Business Intelligence Discovery

Conduct a thorough assessment of the client's internal processes, gather key information regarding end users, business requirements, 3rd party data, user account management and operational workflows.

4. Technical Deliverables

Complete a detailed assessment of the customer's existing IT infrastructure, cloud, network, applications, and systems. Identify different user roles and access requirements. Deploy and document toolsets. Develop a comprehensive knowledge base containing FAQs, troubleshooting guides, and best practices based on their current environment.

5. NOC and SOC Deliverables

Configure and deploy and contracted NOC and SOC toolsets, complete basic security checks such as MFA and password policies.

6. Points of Attention

Based on technical audits and client concerns, create a Points of Attention document with the assigned account manager to review with the client

7. Acceptance into Service

Schedule and complete the acceptance into service with the required internal departments.

8. "Go Live"

Handover to our required internal stakeholders and departments to take on the clients contracted deliverables. Implementation team to provide 2 weeks of enhanced support to our internal teams and the client, ensuring support, access and processes are running smoothly.

Why Ekco

Why UK Public Sector Organisations benefit when they Partner with Ekco Cloud & Security

Security-First Cloud Services Aligned to Government Standards

Ekco Cloud & Security is a leading UK and European **security-first managed cloud provider**, delivering deep expertise across cyber security, identity, and cloud. Our services align with **NCSC guidance, the Cyber Assessment Framework (CAF), NHS DSPT**, and wider public sector assurance requirements.

Our proven **Assess → Protect → Detect → Respond** model supports secure-by-design digital transformation across hybrid and distributed environments—directly addressing public sector risk and resilience priorities.

End-to-End Capabilities Mapped to G Cloud 15

Public sector buyers need suppliers that can deliver migration, protection, management, and optimisation through a single, accountable partner. We provide a **fully integrated cloud and security portfolio**, including:

- Cloud migration and managed cloud operations
- Security and infrastructure management
- Identity security and privileged access management
- Secure modern architecture design
- Real-time threat detection and incident response

These services align directly with **G Cloud 15 lots and purchasing criteria**, enabling organisations to modernise securely while managing complex legacy estates.

Scalable Expertise and Sovereign Delivery

With **1,000+ cloud and security specialists across the UK and Europe**, we offer the scale, depth, and resilience required to support mission-critical public services. A dedicated **identity security practice** provides mature capability for access control and Zero Trust adoption—an increasingly critical requirement across government organisations.

Tailored Solutions for Resource-Constrained Organisations

Recognising the challenges faced by councils, NHS trusts, education, and blue-light services, we offer **cost-effective, scalable cloud and cyber security solutions** designed for organisations with limited internal capacity.

These services protect against phishing, ransomware, and social engineering while meeting G Cloud's expectations for solutions that are secure by default, rapidly deployable, and low overhead.

AI-Enhanced Security Operations

We embed **AI into daily security operations**, improving analyst productivity and response effectiveness.

AI-assisted services accelerate:

- Incident triage and prioritisation
- Threat analysis and vulnerability summarisation
- Reporting accuracy and audit readiness

This enables faster outcomes and stronger protection for public bodies operating with limited staffing.

Public Sector-Focused Engagement Model

Our partnership-led approach aligns with government procurement expectations, offering:

- Dedicated, accountable delivery teams
- Transparent SLAs and service reporting
- 24/7 support with local expertise
- Predictable commercial and contract models

This ensures we act as a **strategic long-term partner**, not a transactional supplier.

Global Recognition and Strategic partnerships

These global accreditations partnerships show our commitment to customer satisfaction, data safety, security and overall quality. We're independently audited every year to give our customers confidence in our approach.



From agile managed cloud platforms to next-gen security services that supercharge defences, our local team of specialists provide proactive, round-the-clock management. With one Ekco Cloud & Security team delivering a combination of services, our customers quickly gain control and visibility over their technology.