



Frontline

IT Consultancy

Infrastructure management suite

Frontline Consultancy and Business Services Ltd delivers a G-Cloud-compliant Infrastructure Management Suite, designed to provide public sector organisations with secure, resilient, and expertly managed IT infrastructure. Our suite encompasses comprehensive management of network, security, and connectivity components, ensuring operational excellence, robust compliance, and seamless service delivery across on-premises, cloud, and hybrid environments.

Key Service Components:

Managed Firewall: Expert management, maintenance, and security of network gateways, including 24/7 monitoring, remote troubleshooting, and compliance with security policies. This service reduces internal overhead, ensures rapid response to threats, and maintains continuous protection for critical infrastructure.

Managed Web Application Firewall (WAF): Fully managed, enterprise-grade protection for web applications and APIs against evolving cyber threats, including zero-day vulnerabilities. The service supports on-premises, cloud, and hybrid deployments, offering advanced threat detection, compliance support, and operational efficiency.

Managed Network Switch: Proactive management of network switches, including unlimited configuration changes, patch and upgrade management, and 24-hour automated monitoring. This ensures peak network performance, enhanced security compliance, and reduced downtime, supported by certified network engineers.

Managed Wi-Fi: Comprehensive management of wireless access points and controllers, with unlimited configuration changes, proactive patching, and 24/7 monitoring. The service delivers secure, reliable wireless connectivity, reduces operational burden, and ensures compliance with security best practices.

G-Cloud Compliance & Public Sector Benefits:

Security & Governance: All services are aligned with industry standards and G-Cloud requirements for transparency, data protection, and auditability.

Operational Efficiency: Proactive management, automation, and expert support reduce internal IT burden and improve service quality.

Accountability & Transparency: Customer portal access, regular reporting, and clear escalation processes ensure measurable outcomes and responsive support.

Value for Money: Predictable, scalable pricing models and consolidated service delivery support G-Cloud's value and efficiency principles.

Business Continuity: Resilient infrastructure, rapid response capabilities, and advanced threat protection minimise disruption and support uninterrupted public service delivery.

Frontline's Infrastructure Management Suite enables public sector organisations to focus on their core mission, confident that their IT infrastructure is secure, compliant, and optimised for performance.



Managed Network Switch – Modern Network Management Made Simple

Why Frontline?



Frontline combines industry-leading expertise with a customer-first approach, ensuring your network infrastructure is secure, compliant, and optimised for performance. Our proactive management and monitoring services reduce risk, minimise downtime, and allow your team to focus on strategic business initiatives.

What is Managed Network Switch?

The Managed Network Switch service provides proactive switch support, including unlimited configuration changes, full management of patches and upgrades for a network switch device, all of which helps to keep your network running at peak performance (this service does not include public cloud or software defined networking management).



Why Choose Managed Network Switch?



Service Desk:

Frontline engineers have the highest industry accreditations; their service-driven focus along with industry-standard toolsets will keep your business secure.

Focus on Your Business:

Allow your internal team to focus on your business, your customers, and your day-to-day activity, instead of time-consuming network issues and maintenance.

Frontline Customer Portal:

Access to the Frontline customer portal provides a fast and straightforward way for you to open and track any tickets for your Managed Network Switch service. This means less service desk calls, and better overall quality of service for all Frontline customers.

Maximum Efficiency:

Remote Management and Monitoring Frontline support technicians will have remote access to your managed network device. This gives them enhanced troubleshooting capabilities, which in turn helps to reduce potential down time and improve end user productivity.

Security Compliance:

Reduce risk and ensure on-going security compliance through configuration changes and security updates to ensure that the device maintains the highest level of compliance.

24/7 Monitoring:

24-hour automated monitoring of your network environment, supported by a team of security focused experts, providing a rapid response to any issues, and ensuring minimal risk of business disruption.

Pain Points vs Solutions

Pain Point	What Users Experience	How Managed Network Switch Solves It
Complex Configuration	Manual updates and patching lead to errors and downtime	Unlimited configuration changes and proactive patch management
Security Risks	Unpatched devices expose the network to vulnerabilities	Continuous monitoring and compliance-focused updates
Limited Visibility	Difficulty in tracking device health and performance	24/7 monitoring and remote troubleshooting capabilities

Optional Add-Ons-

Enhanced reporting and analytics.
Priority response SLA.
Integration with advanced security services .



£56.00 base charge per month, per switch.

Additional OOH fee: Negotiable @ SFIA Rate.



Managed Firewall – Secure Your Gateway with Expert Management.

Why Frontline?



Frontline combines industry expertise with a service-driven approach to ensure your firewall remains secure, compliant, and efficient. Our accredited professionals and advanced monitoring capabilities provide peace of mind and allow you to focus on your core business.

What is Managed Firewall?

Your Firewall is the gateway to your business for both trusted and untrusted parties. The Managed Firewall service puts the management, maintenance, and security of this gateway in the hands of industry accredited professionals. Note: This service includes physical and software appliances but does not cover public cloud configured software defined networking.



Why Choose Managed Firewall?



Service Desk:

Frontline engineers have many industry recognised accreditations across many manufacturers; their service-driven focus along with industry experience will ensure you remain in compliance with your security policies.

Focus on Your Business:

Allow your internal team to focus on your business, your customers, and your day-to-day activity, instead of time-consuming network issues and maintenance.

Frontline Customer Portal:

Access to the Frontline customer portal provides a fast and straightforward way for you to open and track any tickets for your Managed Firewall service. This means less service desk calls, and better overall quality of service for all Frontline customers.

Maximum Efficiency:

Frontline support technicians will have remote access to your managed firewall device, reducing risk and ensuring on-going security compliance through configuration changes and security patching.

24/7 Monitoring:

24-hour automated monitoring of your network environment, supported by a team of security-focused experts, providing a rapid response to any issues, and ensuring minimal risk of business disruption.

Pain Points vs Solutions

Pain Point	What Users Experience	How Managed Firewall Solves It
Complex Firewall Management	Difficulty maintaining security policies and configurations	Expert management and maintenance by accredited professionals
Limited Visibility	Uncertainty about firewall status and network security	24-hour monitoring and proactive management
Time-Consuming Tasks	Internal teams distracted by firewall issues	Frontline handles all firewall operations, freeing internal resources

Optional Add-Ons -

Additional services can be provided upon request to enhance firewall security and compliance.



£91.00 base charge per month, per firewall.

Additional OOH fee: Negotiable @ SFIA Rate.



Managed Wi-Fi – Reliable Wireless Connectivity Made Simple

Why Frontline?



Frontline delivers expert-managed services with a focus on security, reliability, and customer satisfaction. Our team ensures your wireless infrastructure is optimised and compliant with best practices.

What is Managed Wi-Fi?

What is a Managed Wi-Fi Service? The Managed Wi-Fi service provides wireless access point and controller support, including configuration changes and full management of patches and upgrades. Frontline's team of technical experts will ensure that your infrastructure is fully protected by applying best practice configuration and application of all key security notifications.



Why Choose Managed Wi-Fi?

Service Desk.

Allow your internal team to focus on your business, your customers, and your day-to-day activity, instead of time-consuming network issues and maintenance.

Reduce risk and ensure on-going security compliance through configuration changes and security patching.

Frontline engineers have many industry recognised accreditations across many manufactures; their service-driven focus along with industry experience will ensure you remain in compliance with your security policies.

Maximum Efficiency -
Remote Management and Monitoring.

Frontline Customer Portal.

Frontline support technicians will have remote access to your managed Wi-Fi controllers and access points.

Access to the Frontline customer portal provides a fast and straightforward way for you to open and track any tickets for your Managed Wi-Fi service. This means less service desk calls, and better overall quality of service for all Frontline customers.

Pain Points vs Solutions

Pain Point	Solution
Unpatched APs and controllers create security risk	Frontline applies critical patches, updates and feature releases to maintain security
Limited in-house capacity for configuration and SSID changes	Unlimited changes are delivered under controlled change management
Lack of visibility and proactive monitoring	Remote monitoring via Frontline RMM with asset/inventory management
Configuration loss or misconfiguration	Weekly configuration backups and vendor-supported bug-fix escalation
Maintenance windows disrupt operations	Planned maintenance with ≥5 days' notice to minimise impact

Optional Add-Ons-
Out of hours cover.



£73.00 base charge
per month.
Per controller.



Managed Web Application Firewall – Modern Web Application Security Made Simple

Why Frontline?



Frontline IT Consultancy delivers trusted, enterprise-grade solutions backed by expert support and a commitment to customer success. Our focus on innovation and reliability ensures your business remains secure and compliant in an ever-changing threat landscape.

What is Managed Web Application Firewall?

Managed Web Application Firewall is a fully managed, enterprise-grade solution designed to protect web applications and APIs from a wide range of cyber threats, including known and zero-day vulnerabilities. It eliminates the complexity of managing infrastructure while delivering advanced protection, compliance support, and operational efficiency for businesses operating on-premises, in the cloud, or in hybrid environments.



Why Choose Managed Web Application Firewall?



Comprehensive Protection:
Safeguards against known and emerging threats, including zero-day vulnerabilities.

Fully Managed Service:
Removes the burden of managing WAF infrastructure, allowing your team to focus on core business.

Compliance Support:
Helps meet regulatory requirements with built-in compliance features and reporting.

Flexible Deployment:
Supports on-premises, cloud, and hybrid environments for seamless integration.

Operational Efficiency:
Optimises performance while reducing complexity and cost.



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Pain Points vs Solutions

Pain Point	Solution
Difficulty managing WAF infrastructure	Our fully managed service simplifies operations and reduces overhead.
Increasing cyber threats	Advanced protection against known and zero-day vulnerabilities.
Compliance challenges	Built-in compliance support and reporting capabilities.

Optional Add-Ons-

Premium threat intelligence integration.
Enhanced reporting and analytics.
Custom policy configuration.



£95.00 base charge
per month, per WAF.

Negotiable @ SFIA
Rate.

Support Cost Calculation Approach

Our support pricing model is designed to be transparent, fair, and aligned with the specific needs of the procuring entity. The total cost of support will be calculated based on the projected time required, which is determined through a collaborative assessment during the onboarding or procurement phase. This projection will consider the following key factors:

Benefits of This Approach

Transparency:

Customers have full visibility into how costs are derived.

Flexibility:

Pricing scales with actual support requirements, avoiding unnecessary overhead.

Compliance:

Aligns with G-Cloud principles and SFIA framework standards.

Complexity of the Delivered Solution-

The level of technical complexity, including:

Integration with existing systems

Custom configurations or bespoke development

Security and compliance requirements

Higher complexity typically requires more specialised resources and extended support coverage.

Hours of Operation -

Support costs will reflect the agreed service window:

Standard Business Hours (e.g., 09:00–17:00, Monday–Friday)

Extended Hours or 24/7 coverage, if required

This ensures flexibility for customers who need critical support outside normal operating hours.

Commercial Model -

All pricing will be based on the submitted SFIA rate card, ensuring:

Full compliance with G-Cloud pricing transparency requirements

Clear linkage between resource roles, skill levels, and associated costs

Rates are applied to the projected time for each role involved in delivering support.

Methodology for Cost Estimation-

Initial Assessment

We work with the customer to understand the solution architecture, operational requirements, and anticipated support needs.

Time Projection

Using the complexity and operational factors, we estimate the number of hours required for each SFIA role.

Cost Calculation

The projected hours are multiplied by the corresponding SFIA rate, producing a clear and auditable cost breakdown.



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