

NODE4

G-Cloud 15 Service Description

Managed Firewall



CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

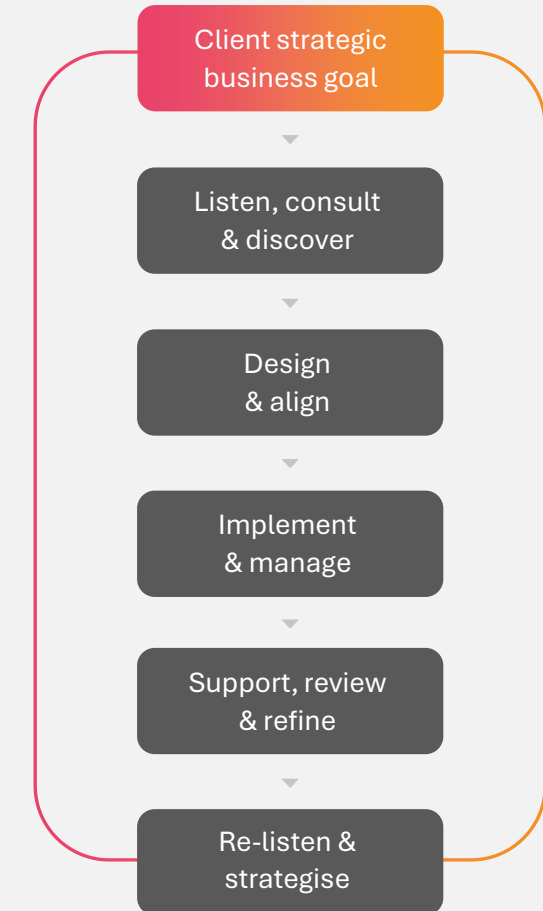
ABOUT THE SERVICE

Node4's Managed Firewall service leverages 20 years of experience in managing network and connectivity infrastructures to provide proactive management of your firewall systems. This service enhances your in-house capabilities by offering expert insights and comprehensive vulnerability management to protect your services and keep operations running smoothly. It includes 24x7x365 break-fix support, vendor hardware maintenance, and proactive monitoring of firewalls to ensure optimal performance and availability. Additionally, real-time management dashboards provide advanced visibility and insights into the firewall operations.

The service also covers software vulnerability management, focusing on patching vulnerabilities and defects, alongside expert change management for planning and implementing configuration amendments. Node4 offers shared management options for administrative access, alignment of configurations with security hardening baselines and benchmarks, regular offsite configuration backups for auditing and business continuity, and centralised system logging to facilitate correlation of events across your network infrastructure.

By adopting Node4's Managed Firewall service, organizations benefit from increased availability and performance of their firewall infrastructure, reduced operational demands on internal teams, and out-of-hours support. Uninterrupted support guarantees business continuity and peace of mind, while real-time insights enable informed decision-making and risk management. The service's proactive monitoring approach minimizes downtime and boosts productivity, enhances the security posture to safeguard organisational assets and data, reduces risks associated with configuration updates through expert change management, and ensures regulatory compliance with offsite backups protecting critical data.

ON A JOURNEY TO CHANGE, WITH YOU



WORKING TOGETHER TO ACHIEVE YOUR GOALS

NODE4 ASPIRE FRAMEWORK

A delivery framework built for innovation and value creation.

Node4's ASPIRE Framework delivers a consistent customer journey across all our delivery practices and outlines our approach to delivering end-to-end, secure and transformative services.

A

Assessments &
Advisory

S

Strategy
& Business Case

P

Design & Planning

I

Implementation,
Testing & Go Live

R

Handover
to Run

E

Service Evolution
& CI/CD

One Transformation Journey – Many Pathways to Discover

INFRASTRUCTURE

Analysis and Strategy

Cloud Application
Assessment

Cloud Readiness
Assessment

Cloud Maturity
Assessment

Cloud Solution
Assessment

Cloud Well-
Architected
Review

Cloud Innovation
Workshop

Plan and Implement

Cloud
Deployment
Services

Cloud Automation
Consulting

Cloud Migration
Services

Cloud Technology
Accelerators

Cloud Centre of Excellence
(CCoE)

Run and Evolve

Cloud
Optimisation

Microsoft Azure
Support

CLIENTS

1800 CLIENTS, 1800 INDIVIDUAL STORIES OF CHANGE. HERE ARE JUST A FEW

 Foreign, Commonwealth & Development Office	 Ministry of Defence	 Ministry of Justice	 Department for Environment Food & Rural Affairs	 UK Export Finance
 Department for Levelling Up, Housing & Communities	 Homes England	 SSRO Single Source Regulations Office	 NHS Digital	 UKSBS Shared Business Services
	 Leicestershire Police Protecting our communities	 Cheshire East Council	 West Midlands Combined Authority	 CareQuality Commission
 Locala Health & Wellbeing	 Ofsted raising standards improving lives	 HS2	 HM Land Registry	 acas working for everyone



UK Export
Finance

CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

CLIENT SUCCESS

TRANSFORMING CENTRAL GOVERNMENT WITH MICROSOFT AZURE.

Government Digital Service (GDS) compliance sat at the very top of the list of UKEF's priorities, meaning they were searching for a cloud-hosted and infrastructure free environment. UKEF wanted to standardise their current system, citing that they wanted something both 'modern and mature'. Engaging with Node4 allowed the provider to understand the priorities, critical points and goals of the project.

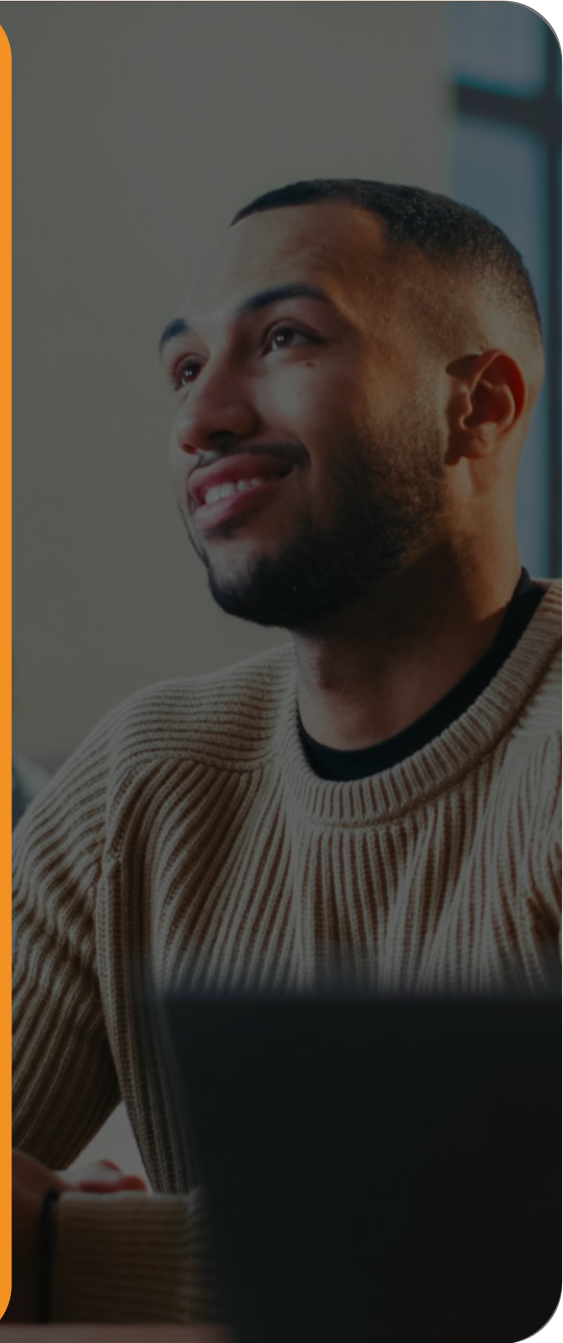
With this embedded, Node4 worked with UKEF to develop a solution to transition all UKEF's back office systems from their existing datacentres to the Microsoft Azure Cloud and Office 365. This involved a complete refresh of the infrastructure, which included establishing new communication links that would support datacentre services in Azure and mixture of rehosting Windows Server 2012 R2, Windows Server 2016, Windows 2019, Microsoft SQL 2016, Microsoft SQL 2017 migration. A new disaggregated service would make use of the cloud, supported by specialist service providers which would replace the previously centralized model. This would be followed by the migration of key services to the virtual datacentre in Azure, establishing new management and monitoring tools and aligning with the Government Digital Service's cloud-based strategy.

“

We're confident in the support we rely on Node4 for. When it came to deploying a virtual machine, we even had to slow your people down. It took about three hours to deploy whereas other suppliers would have taken about three weeks. It makes you more confident about what's going on.

LAWRENCE NICHOLS
HEAD OF IT

”



CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

CLIENT SUCCESS

A CUSTOMER RELATIONSHIP SPANNING ALMOST 20 YEARS, DELIVERING CENTRALISED IT PROCUREMENT, A SELF-SERVICE IT HELPDESK, MICROSOFT365 ROLL-OUT AND A HOSTED CLOUD ENVIRONMENT.

Node4 began its relationship with Places Leisure by signing an agreement to provide IT hardware and equipment to each leisure centre. This included tills, PCs, laptops, wireless network components and firewalls. Node4 also provided network connectivity services to link each facility and connect them with the organisation's HQ. This part of the contract also covered standardised configuration of all hardware ahead of site delivery. In addition, Node4 established and continues to run a ticket-based helpdesk to support staff across the business.

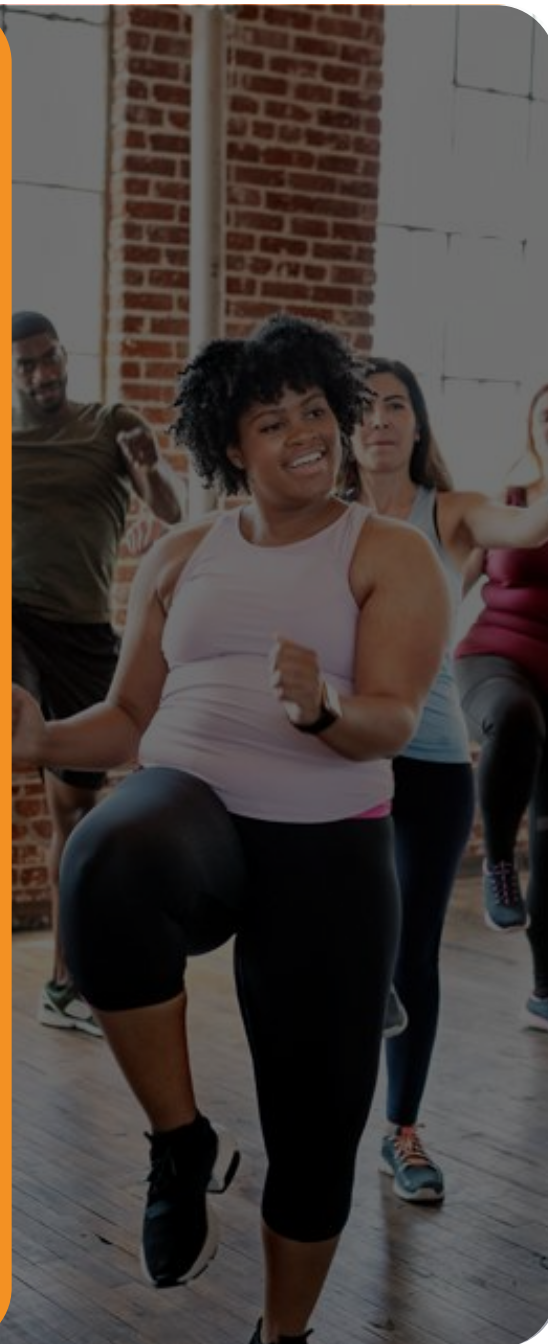
In the project's second phase, Node4 worked with Places Leisure to set up a collaborative platform using Microsoft365 and Microsoft Teams. Finally, Node4 provided Places Leisure with a hosted cloud environment and played a key role in assisting with the migration. The service also provides Places Leisure with managed backup, disaster recovery and failover for improved resilience, responsiveness, and scalability.

“

Node4's team proved themselves time and again to be extremely knowledgeable, responsive and dependable. as such, they rapidly became an extension of our team.

PHIL WHITE
HEAD OF TECHNOLOGY
SERVICES AND SUPPORT

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CHANGE THAT MATTERS

We empower public and private sector organisations by delivering positive outcomes through technology and innovation.

Harnessing our knowledge, passion and talent we help our clients reach their full potential.

We call it change that matters.

THE JOURNEY SO FAR...

2004 - 2014

THE EARLY YEARS

Founded in 2004
By Andrew Gilbert
Opened 3 data centres
LETN acquisition

2017 - 2018

DEVELOPING PUBLIC CLOUD

N4Stack Launched
covering public
cloud, data &
DevOps
HSCN achieved

2020

PANDEMIC RESPONSE

Launched N4Engage
COVID-19 Response
Launch of SD-WAN

2022

LOOKING TO THE FUTURE

risual acquisition
Tisski acquisition
Launched Azure
Hybrid Cloud
Great Place to Work 3
years in a row

2015 - 2016

BUILDING SOLID FOUNDATIONS

Bowmark Investment
Premier IT & Reconnix
acquisition

2019

ACQUISITION SUCCESS

Secura acquisition
Employee Experience
Awards winner

2021

EVEN MORE GROWTH

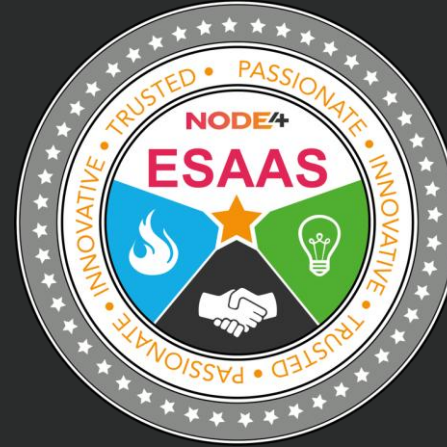
Starcom acquisition
TNP acquisition
MS Azure Expert MSP
Providence Investment

2023

THE FUTURE IS HERE

TNP, risual, Tisski and core
Node4 teams join together
BizApps and Power Platform
capability rollout
Microsoft Inner Circle status
acquired through Tisski
ThreeTwoFour acquisition

IT'S OUR CULTURE THAT MAKES A REAL DIFFERENCE TO YOU



When it comes to ESG, our actions speak for themselves.

NET ZERO by 2030

We already power our data centres with renewable power. Beyond that, we partner with Carbon Neutral Group to offset our other emissions.

UNITED NATIONS SUSTAINABILITY DEVELOPMENT GOALS

We're continually working to align our CSR strategy and activities with the United Nations 17 Sustainable Development Goals (SDGs) at both a local and national level.

Each of our employees is fuelled by a passion for technology and what it can do to make your organisation grow.

We're vibrant, passionate and united by a dedication to delivering **EXCEPTIONAL SERVICE AS A STANDARD**, not only to our clients, but to each other too.



WHY PARTNER WITH US?

1



PROVEN

20 years delivering outcomes as the IT partner of choice for over 1800 organisations

2



CAPABLE

Utilising our expertise & knowledge from the highest IT accolades & accreditations to deliver innovative technology solutions

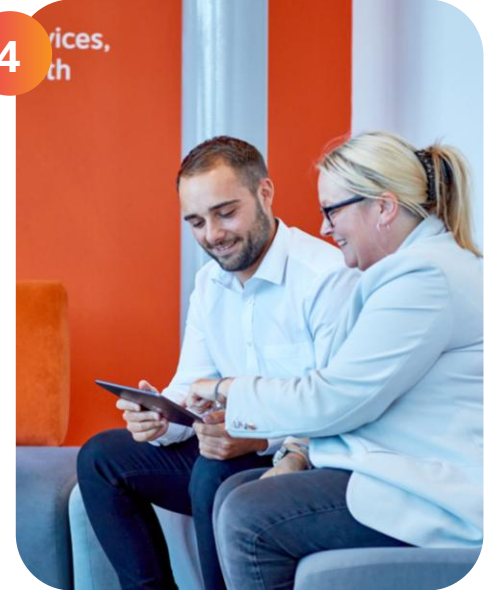
3



SCALE & AGILITY

We are big enough to deliver yet agile enough to care, always ensuring exceptional service comes as standard

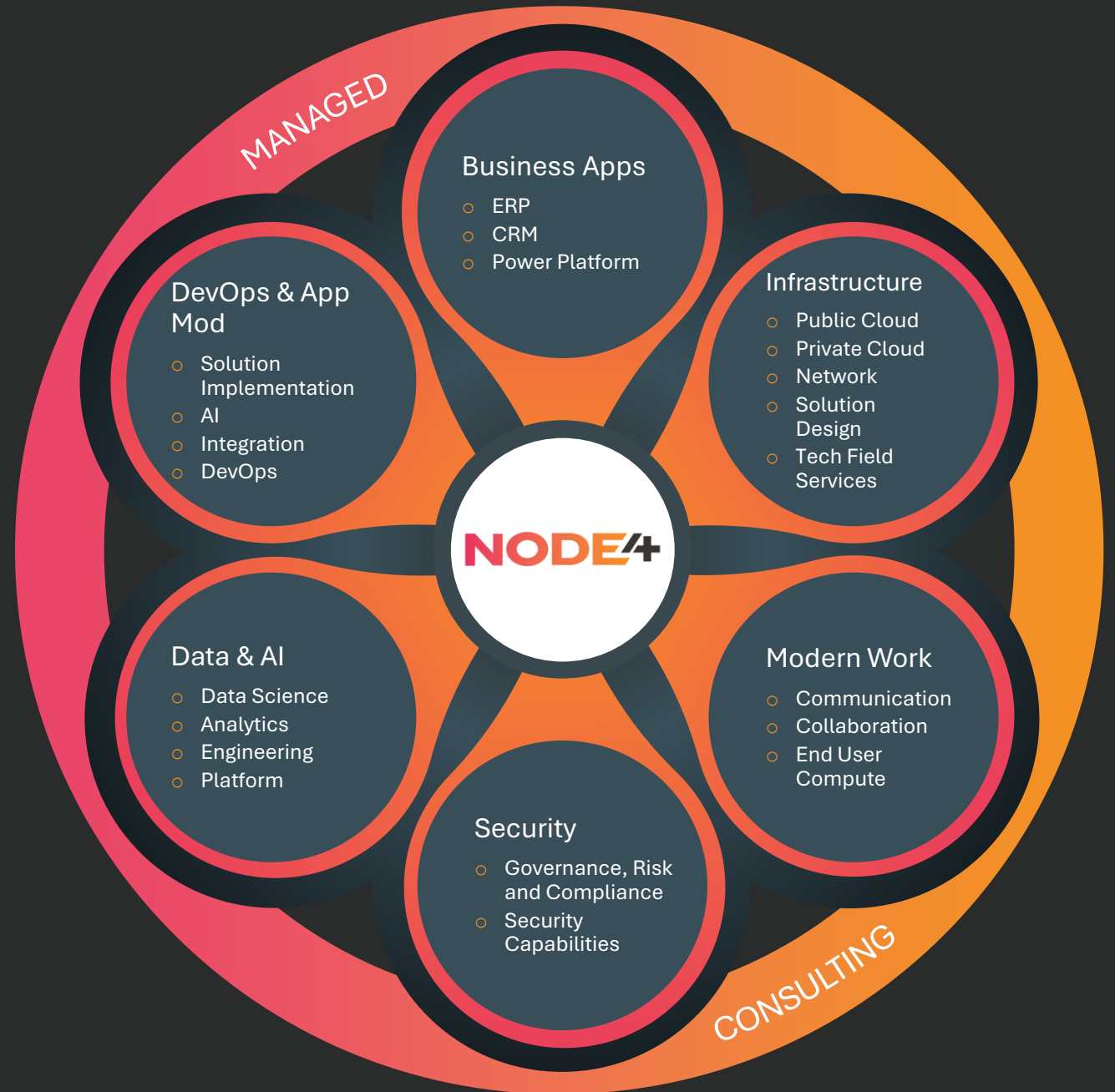
4



WE DELIVER

Everything we do is developed & executed with your outcomes in mind to ensure we deliver change that matters

NODE4 CAPABILITIES



NODE4+