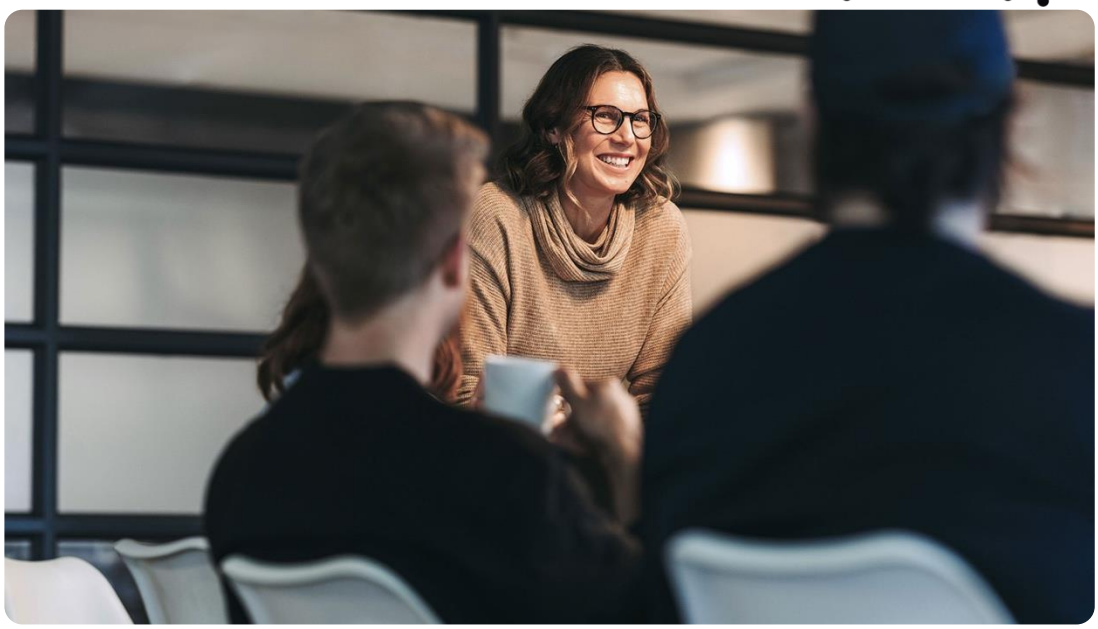
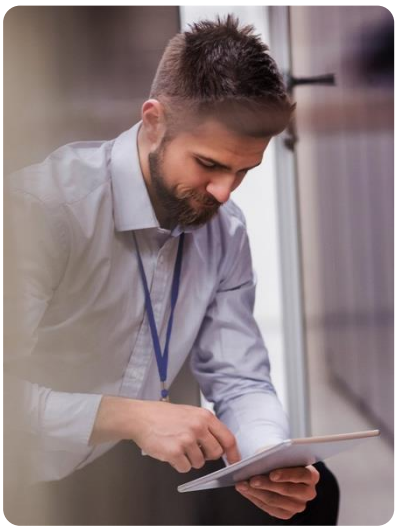
Service definition

Cyber Security by Conscia UK





Conscia
Secure progress

What is the service?

Conscia UK services cover all Cisco Security Products including Firewalls, IPS, Endpoint, Identity Services Engine (ISE), AnyConnect / Secure Client, Umbrella SIG, Duo, Secure Access, Secure Connect, Stealthwatch / Network & Cloud Analytics, Email, Kenna. Centralised management through Cisco XDR. MDR services. Assistance towards achieving Cyber Essentials accreditation.

Conscia UK is a reseller and offers extra features and support not available from the original supplier (Cisco, Microsoft, Paulo Alto, Fortinet and Conscia Group).

Features and benefits

- Secure Endpoint Protection (AMP)
- Web, DNS, DDI, DDoS and Email Security
- Network Visibility & Enforcement
- Next-Generation Firewalls & IPS (FirePower)
- Zero Trust, ZTNA, VPN & Multi-Factor Authentication (MFA)
- Secure Services Edge Solutions – Secure Access, Secure Connect
- Kenna Risk-Based Vulnerability Management
- Full-stack Observability (FSO) solutions / App Dynamics / ThousandEyes
- Cyber services to help with Zero Trust and Segmentation design
- MDR, XDR and Incident Response Services
- Improved Security Posture
- Reduced System Complexity
- Improved, Simplified Security Management
- Automated alerts and monitoring
- Consolidate platforms and reduce security spend

- Improved threat visibility and control
- Significantly reduce time to detect breaches
- Reduce time to respond
- Achieve compliancy and align to frameworks such as Cyber Essentials

Service and support

All cloud software and services include **base vendor support** as standard, delivered directly by the vendor in accordance with their published service descriptions and terms and conditions.

Conscia UK offers **Managed Support** and **Managed Services** (Gold, Silver and Bronze tiers) as value-added services, providing an additional layer of expertise and service acceleration beyond base vendor support.

Managed Support is delivered by specialist engineers with deep expertise across Cisco, Meraki, Palo Alto and Microsoft Identity technologies. This service accelerates incident resolution and removes operational burden from Customer teams by having Conscia UK take ownership of vendor escalations and technical troubleshooting on the Customer's behalf.

Our service desk operates **24x7x365**, with response times tailored to incident priority – including response within 15 minutes for critical incidents under our highest service tiers.

Managed Services provide ongoing proactive monitoring, management and optimisation of Customer environments, with service levels differentiated across Gold, Silver and Bronze tiers to match Customer requirements and risk profiles.

Technical requirements

Supported browsers

- Google Chrome
- Microsoft Edge
- Firefox
- Chrome
- Safari

Compatible operating systems

- Android

- iOS
- Linux or Unix
- macOS
- Windows

Onboarding and offboarding

Each client is assigned a project team, co-ordinated by a project manager and including a primary solution architect. This team will take on the responsibility for setting up and configuring the solution. Each solution will be tailored to the clients' requirements, and a descriptive statement of works will be provided. Admin training will be provided as part of this work. End user training is optional. For those who require it, Conscia UK can offer additional documentation that identifies the key outcomes the solution needs to deliver. This document will be used as a reference to measure success over the solutions lifecycle

Regular service reviews are scheduled to assess performance, with comprehensive reports provided through your dedicated client portal.

Contracts will automatically renew for successive 12-month periods unless either party provides 90 days' notice to terminate. It is the responsibility of either party to provide written notice if they wish to terminate at the end of the minimum period of service or current renewal period. The Conscia UK account team will initiate the renewal process 90 days prior to the contracted end date, providing renewal documentation and updated terms for review. Upon receiving notice of termination, we work collaboratively with you to develop an exit plan, including knowledge transfer, documentation handover, systematic removal of our access, and return of any Conscia UK owned equipment, ensuring you can continue to operate your infrastructure without interruption.

Security

Cisco is a world leader in the cloud software and services market. Cisco owns and controls configuration and change management of their cloud software and services. Security is integrated into Cisco’s software and services development lifecycle through their Cisco Secure Development Lifecycle (SDL) process:
https://www.cisco.com/c/dam/en_us/about/doing_business/trust-center/docs/cisco-secure- development-lifecycle.pdf

Conscia UK plays a part in this process, conducting our own due diligence relating to early release developments and providing feedback into Cisco. This is conducted under Conscia UK’s Portfolio Management process and examines Cisco’s products and service developments. Clients taking enhanced support services from Comscia UK benefit from our insight and knowledge gained from this activity.

Cisco owns and controls vulnerability management when it comes to their cloud software and services. They are a world leader in cyber-security; with capabilities such as their globally recognised Security Intelligence and Research Group (TALOS), they are in the strongest position to apply vulnerability management to the highest effect. Cisco's Product Security Incident Response Team (PSIRT) operates globally, around the clock, to respond to security incidents, playing a key part in vulnerability management.

Details of Cisco's Security Vulnerability Policy can be found at the following link: https://tools.cisco.com/security/center/resources/security_vulnerability_policy.html

The Cisco cloud software and service is owned and operated by Cisco and, as a world leader in the provision of cloud software and service provision on a global scale, Cisco employs highly effective technology – including protective monitoring – and applies robust processes to operate securely and resiliently in the cloud. This is managed under Cisco's Global Business Resiliency (GBR) Program policy. Incidents are managed through the Cisco PSIRT team.

Standard support for the cloud software and service is delivered directly to the client by the Cisco Technical Assistance Centre (TAC), available around the clock and operating best practice through the use of email, telephone, and web portal support, knowledge-bases, and priority case management and escalation procedures. With Conscia UK's enhanced support, Conscia UK supports customers directly through our own Technical Services Centre and incident management procedures, operating 24x7x365 and accessed by email, telephone, and web portal. Our incident management capability has been approved through a Cisco audit, based on ITIL v3, as part of Conscia UK being awarded the Cisco Masters accreditation.

Information security

Conscia UK has an Information Security Management System (ISMS) in place certified to ISO 27001:2022. This includes policies, processes, and procedures based on information security best practice. The ISMS and all IS-related issues are managed by our Information Security Management team, headed up by the role of the Information Security Officer (ISO). The ISO is our Director of Business Operations, who sits on the Company Board of Directors.