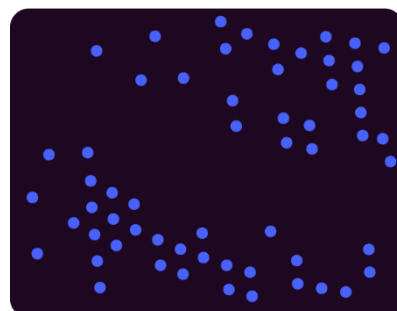
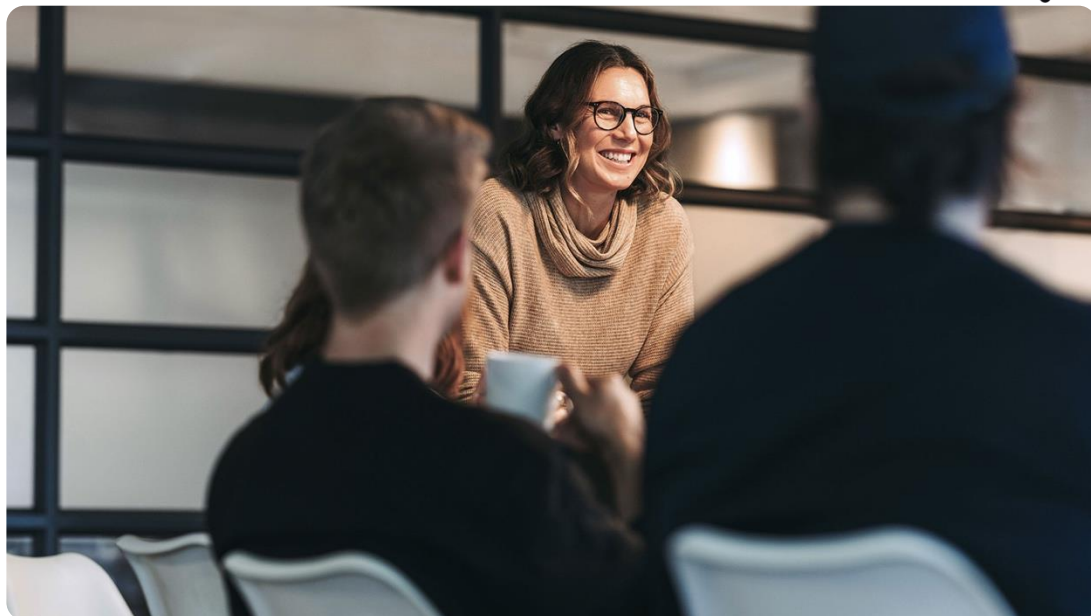


Service definition

Network, Firewall & Internet Access by Conscia UK



Conscia
Secure progress



What is the service?

Conscia UK provides organisations with secure, reliable and scalable access to the public internet and private networks, alongside fully managed network and firewall capabilities to support daily operations, and cloud adoption. The service enables organisations to connect safely to external online services, remote locations and third-party platforms through resilient, managed connections delivered over fibre, leased line, Ethernet, broadband, wireless and mobile networks. The service includes the supply, configuration, monitoring, management and ongoing support of network infrastructure including routers, switches, access points and firewall appliances deployed on premises, in data centres or in cloud environments. Firewall services deliver perimeter and internal network protection through policy-based controls, deep packet inspection, intrusion prevention, and application filtering. Ongoing service management includes proactive monitoring, incident and problem management, change control, patching, configuration management and service level reporting, ensuring compliance with regulatory, governance and information assurance requirements.

Features

- Managed internet and private network connectivity across multiple access technologies
- Deployment and management of routers, switches, wireless access points and firewall appliances
- Firewall services including policy-based traffic control, deep packet inspection and intrusion prevention
- Secure remote and site to site connectivity via VPN, SD WAN and zero trust approaches
- Bandwidth management, quality of service and network segmentation
- Cloud connectivity and third-party network integration
- 24/7 monitoring, incident management and ongoing support
- Configuration, patching and change management
- Service level reporting and performance monitoring.

Benefits

- Reliable and resilient connectivity for critical services and operations
- Improved security and reduced risk of unauthorised access and cyber threats
- Enhanced performance and user experience for applications and cloud services
- Greater visibility and control over network traffic and usage
- Reduced operational burden through fully managed services
- Scalability to support organisational growth and changing demands
- Faster incident resolution and reduced downtime
- Support for regulatory compliance and governance requirements.

Service and support

Conscia UK provides comprehensive managed support services for enterprise IT infrastructure, founded on ITIL best practices and delivered by our UK-based support team. Our offering comprises three service tiers – Gold, Silver and Bronze – each providing 24/7 monitoring with varying levels of enhanced support, incident response and change management capabilities. Services include proactive infrastructure monitoring, incident and problem management, hardware replacement coordination, service request fulfilment, and configuration management, all accessible through our customer support portal. We deliver agreed service level commitments with clearly defined response and resolution times aligned to business impact, supported by formal escalation procedures and monthly service reporting with dedicated Service Delivery Manager oversight. Our managed services are deployed across on-premises, cloud and hybrid environments, with all operations backed by ISO 27001 and ISO 9001 certifications, ensuring robust security controls and quality management aligned to public sector requirements. Optional service enhancements include 24/7 incident response, enhanced monitoring, proactive technical reviews and third-party vendor management, enabling organisations to outsource IT operations with confidence whilst maintaining full visibility and control.

Technical requirements

Supported browsers

- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome
- Safari

Compatible operating systems

- Android
- iOS
- Linux or Unix
- macOS
- Windows
- ChromeOS

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.

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.