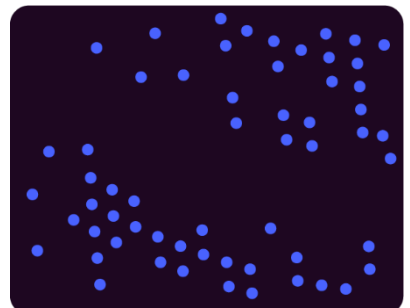
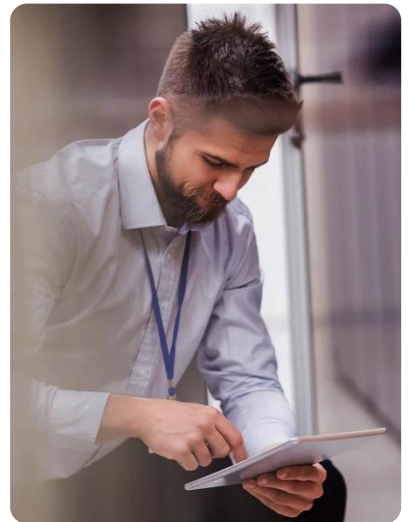


Service definition

Palo Alto Cyber Security by Conscia UK



What is the service?

Conscia UK services cover all Palo Alto Security Products, including: NGFW Firewalls, IPS, Panorama, Cortex XDR, Cortex XSOAR, DNS Security, Prisma Access, Prisma SASE, Prisma Cloud, Enterprise DLP. Assistance towards achieving Cyber Essentials accreditation.

Conscia UK is a reseller and offers extra features and support not available from the original suppliers (Palo Alto).

Features and benefits

- Secure Endpoint Protection
- Web, DNS, DDI, DDoS
- Network Visibility & Enforcement
- Next-Generation Firewalls & IPS
- Zero Trust, ZTNA, VPN & Multi-Factor Authentication (MFA)
- Secure Access Services Edge Solutions – Prisma
- 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 compliance with, and align to, frameworks such as Cyber Essentials.

Service and support

The Conscia UK Palo Alto Cloud Software/Service includes a base level of support, provided directly by Palo Alto as detailed in Palo Alto's service description and in accordance with Palo Alto's 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 Palo Alto 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
- Internet Explorer 11
- Microsoft Edge
- Firefox
- Chrome
- Safari

Compatible operating systems

- Android
- iOS
- Linux
- 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.

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.