

MANAGED SUPPORT SERVICES

Managed services for all of your identity environments. Fully supported Microsoft, Okta, Sailpoint, Beyond Trust and more.



KEY IMPACT

MANAGED SUPPORT SERVICES PROVISION

Stronger Security

Proactive monitoring and alerting of breaches with 24/7/365 coverage available.

Regulatory Compliance

Regular health checks and service reviews to support your industry compliance goals.

Operational Efficiency

No need for in-house experts for 2nd and 3rd tier support. We will work with your service desk for service integration.

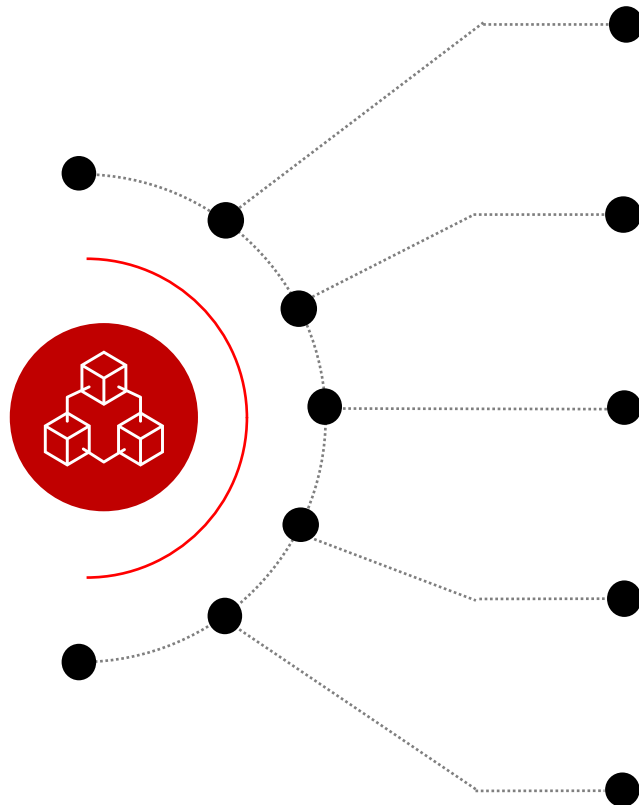
Improved User Experiences

Fast resolution of issues to ensure productivity is maintained.



Service Description

Service Description



2nd Line - Day to Day Operational Support

- Qualified professionals to carry out daily checks
- Platform and application monitoring and maintenance
- Assigning administration roles
- Minor configuration changes
- Troubleshooting

3rd Line - Specialist Service Support

- Fully qualified professionals to assist with major incident and problem management.
- Also provides advice and guidance
- Recommendations on new features

Quarterly Health Checks and Service Reviews

- Includes a review of platform health, recommendations on configuration changes and new features, this is included in the service report and is reviewed with you with a support engineer and service architect.

Proactive Monitoring with IdentiGuard™

- Real-time proactive monitoring
- Implementation event monitoring and alerting using Innovate's IdentiGuard application.

Service Desk Training and Optimisation

- Training of service desk agents and implementation of service automation/workflows are included in some packages

> FEATURES – WHAT WE DO



Account Onboarding

- Initial onboarding health check.
- Gather contact details and agree support processes.
- Service Desk Support training.



Well Defined Support Service

- Support hours: Mon-Fri 9am – 5pm GMT (excl. Bank Holidays).
- Incident Logging: Email 24/7/365 & telephone for P1s.
- Incident Response: 1 hour (during Support hours).
- Target SLAs for P1-P4 resolution.
- Optional out of hours support for P1s.



Industry certified engineers

We've invested in our specialist team, so you don't need to recruit.



Innovate IdentiGuard™

Our operations teams are kept informed in real-time by our internal monitoring & alerting MSS system.



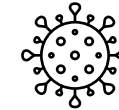
Health Checks

Review of application configuration and vendor best practices or industry best practices.

Managed Security Service



> BENEFITS – WHAT YOU GET (OUTCOMES)



Improved Security Posture

Health checks highlight configuration issues or errors that need to be addressed.



Incident & Problem Resolution

- Thanks to our extensive troubleshooting knowledge, incidents are resolved quickly.
- Reduce the impact on the business.
- Improve end-user experience.



Great customer service

We are NPS rated +100 in customer satisfaction survey scores.



Advice and Guidance

- Advice & guidance from trusted qualified industry leaders.
- Recommendations on new or relevant features.



Cost-effectiveness

By optimising access management processes and reducing the risk of security incidents, our support services offer a significant return on investment.

Subscription Levels



Innovate Managed Service Subscription			
Support Activities	Enhanced	Enterprise	Strategic
Incident Management - Platform	✓	✓	✓
Incident Management – Application Integrations	✓	✓	✓
Problem Management	✓	✓	✓
Platform Support	✓	✓	✓
Vendor management (escalations)	✓	✓	✓
Health check Report & Service Review - Quarterly	✓	✓	✓
Real time Log event and alert monitoring – <u>Identiguard</u> .		✓	✓
Day to day configuration changes & clearing down alerts/tasks		✓	✓
User and Okta Admin administration (least privilege)		✓	✓
Service Request automation & 1 st line support training		✓	✓
Implementation of new application integrations PS		2 days per month	2 days per month
Service maturity assessment			✓
Options			
Out of Hours (OOO) support for P1 Incidents	✓	✓	✓
1 st Line support training	✓	Already included	
2 nd Line support training	✓	Not required. No customer Okta expertise required	
Additional Application integrations	✓	✓	✓
Maturity Assessment against NIST2 and NCSC standards	✓	✓	✓



Social Value

Fighting Climate Change

We offset over 100% of our carbon via a Verified Carbon Standard (VSC) Scheme AND we donate trees to schools to:

- Improve surroundings for children and communities
- Provide shelter and food sources for animals
- Fix carbon

Tackling Economic Equality

- By choosing us you are helping small organisations grow
- Scalable future-proofed solutions
- Cybersecurity at the heart of what we do

Equal Opportunity

- Support us in developing apprentices into architects

Wellbeing

- Teamwork and project team morale
- All staff have access to our EAP, which supports mental and physical health



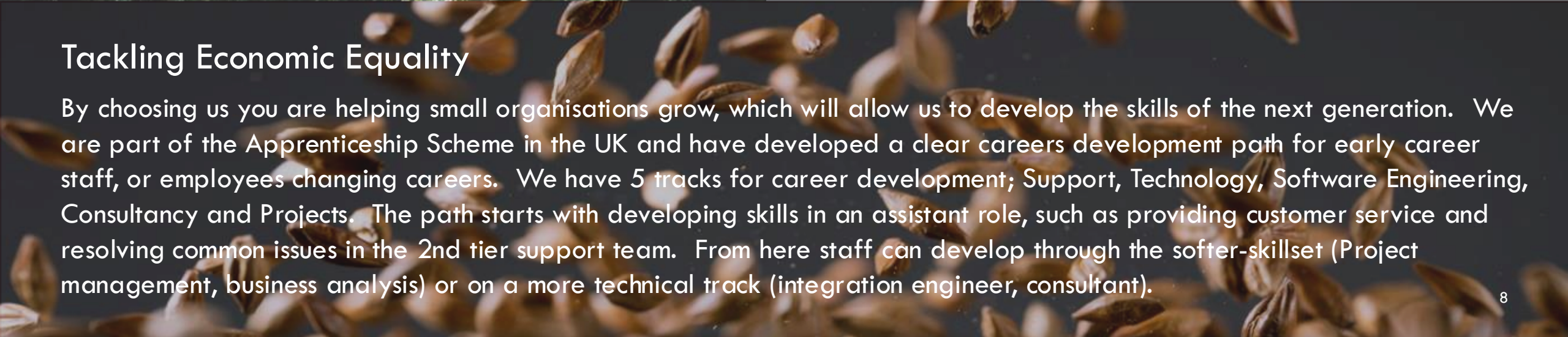
Social Responsibility - Fighting Climate Change

We offset over 100% of our carbon via a Verified Carbon Standard (VSC) Scheme. The scheme not only funds carbon capture projects, but our funds also donate trees to schools to improve surroundings for children and communities, provide shelter and food sources for animals and fix carbon.



Equal Opportunity

As a specialist Identity and Access Management business, we have a very small pool of candidates to choose from. We acknowledge we are the victim of historic stereotyping against girls in STEM subjects. In order to try to improve this situation, we have run Code Clubs (Raspberry Pi Foundation) in local Primary schools.



Tackling Economic Equality

By choosing us you are helping small organisations grow, which will allow us to develop the skills of the next generation. We are part of the Apprenticeship Scheme in the UK and have developed a clear careers development path for early career staff, or employees changing careers. We have 5 tracks for career development; Support, Technology, Software Engineering, Consultancy and Projects. The path starts with developing skills in an assistant role, such as providing customer service and resolving common issues in the 2nd tier support team. From here staff can develop through the softer-skillset (Project management, business analysis) or on a more technical track (integration engineer, consultant).

Wellbeing

Innovate is a family-run business, where teamwork and team morale are highly valued. All staff have access to our employee assistance program, where they get access to support for legal, mental and physical health. We also offer comprehensive healthcare to all employees and their dependent family, including free health checks for the employee and GP services. We do this, as we value every employee and understand how poor health can affect them and their family.



INNOVATE



Social Responsibility

We have run Code Clubs (Raspberry Pi Foundation) at primary schools to encourage all children into STEM.

We sponsor a grass roots football team to ensure children have access to healthy lifestyle choices regardless of background.





Our Customers



You're in good company

We work with all industry verticals and sectors



Public Sector



Third Sector



Private Sector



Redacted
info on request



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Dear Customer,

Thank you for the opportunity to showcase our services through the G-Cloud Framework.

We understand that you want to partner with an organisation possessing deep technical skills to deliver on your vision. As an identity practice that is solely focussed on cybersecurity, Innovate is distinct in its ability to help clients on their most complex technology transformations from strategy through to implementation and support.

As one of the UK's top Identity Practices, we are excited to offer this managed service. We developed our support packages around customer conversations, including how we meet the business needs and add value. This service include regular health checks and service reviews to support continual service improvements. Spanning all of your identity services, we have a package that fits your needs, delivered by identity experts.

Yours sincerely,
Paul Rawlinson

CONTACT US



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