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Central Networks & Technologies Ltd - Central Networks Security Operation Centre (SOC)

Crown Commercial Service

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Central Networks and Technologies Ltd (Central) was founded in September 1991 by Christopher Mycock. In the earlier years Central was responsible for running the core ICT systems for many of the UK Magistrates Courts Services, which involved moving and hosting the mainframes and employing staff via TUPE. We also have a focus in the Housing Association and not-for-profit sector. In the last 10 years we have migrated many of our customers to cloud or partial cloud provision.

Our customer base is diverse in terms of size, geography, skills, business requirements and objectives. We have recognised this and created a solutions and services portfolio that can be tailored to meet the individual requirements of all our customers. Some of our customers have large ICT teams and only look for assistance where they have investigated and exhausted every avenue. Others are far smaller, where finance officers often take on ICT responsibility and need additional help and assistance. Central provides a bespoke service to each of our customers, providing best value for money and an ICT service which matches their requirements which assists them in delivering their objectives.

Managed Assurance - Low Teir (Non Responsive)

This provides an overall protection that encompasses the basics of secure network which includes identity protection, Endpoint Protection, Web protection, vulnerability management, multifactor authentication and Patch management with monitoring capabilities.

This is a wraparound solution that does not provide any detailed security practices rather gives a baseline to your company adhering to Cyber Insurance and Liability Insurance needs. Central are your backbone to providing secure access to your resources.

Managed Assurance Plus - Top Tier (Non Responsive)

Managed Assurance plus provides all of the Managed Assurance elements with additional services made available to your company to facilitate further security measures including Phishing tests, Annual Networking Reviews, Mobile Device Management with Intune (Laptops, Desktop and Mobiles included), Email protection utilising the best in class spam blocking and Cyber Essentials as a Service.

All of the above elements of this tier give Central the reigns to provide your business with a holistic view of security. Giving hands on Security awareness training with customisable and targeted phishing campaigns and learning portals to increase company awareness to trouble causing cyber criminals.

Mobile device management will give your business ultimate control over devices being corporate and personal devices that use Microsoft services.

Cyber Essentials accreditation

Threat Detection Cloud with 24/7 SOC

This tier will include all of the Managed Assurance and Managed Assurance Plus with Microsoft Based SOC solution; Central provide this SOC service as a SaaS based solution that is used to alert against the Microsoft cloud based stack with active monitoring 24/7 which includes alerting through Endpoint Detection and Response and Managed 365 Detection and Response services.

This service includes Microsoft Defender for endpoint or business depending on the package delivered; Microsoft Defender for Server, Intune, Microsoft Entra ID and Microsoft Defender for Office 365 (Spam filtering) will form the base of the product sets for Threat detection on your Endpoint devices and Server devices.

This will encompass Intune joined; Laptops, Desktops, Servers.

Threat Detection Premium - Managed SOC

All of the products within Managed Assurance and Managed Assurance Plus alongside our 24/7 Security Operations Centre provided by Central networks, with a single pane of glass SOC management. This incorporates all SaaS services, firewall devices, Server hardware (Windows, VMware or preferred supplier), Endpoint hardware and Switches on your network.

Central will be continuously monitoring and ingesting all events that are gained from either API integration or Syslog. Ensuring that you have constant supervision and auditing of the entire environment for security events and automated isolation of these events.

Project Development Services

Central have the in-house capability to offer Project Development as a service. The process is to plan, organise, coordinate and control the resources to accomplish specific goals. Therefore, with initial collaboration (as described above in Early Planning) we would set some aims and objectives as to what you would like to achieve and then create the process to successfully achieve them. Our strategy would follow a simple formula; initiation, definition, design, development,

Hosting Managed Services

Central can provide the whole end-to-end consultancy and management services for your infrastructure in and out of the cloud, as well as the recommended hardware to refresh or replace legacy systems as a reseller of any trusted vendor.

A summary of the hosting managed services we offer are as follows:

- Recommended Hardware to integrate with existing hardware infrastructure systems
- Hosting in the cloud and all maintenance required, whether that be through our Central Private Cloud, Public Cloud or a Hybrid Cloud solution.
- Server management and maintenance.
    - This covers the following:
    - Critical security patches
    - OS Patches – testing and deployment
    - Anti-virus updates
    - Firewall testing and maintenance
- Pro-Active Monitoring of server performance and function
- Infrastructure orchestration, implementation, testing and on-going maintenance.

Offboarding Managed Services

Central offers a range of services to support offboarding which include:

- Content archiving
- Content exports
- Supply of all IPR materials including designs and content

Services related to the maintenance of on-going provision

This incorporates all the above services as detailed; Project Development, Hosting Managed Services, Off Boarding and any further maintenance of equipment or project management of products and services we have recommended. Our Engineers can be used for ad-hoc project work, and additional engineering days can be booked as little as two weeks in advance for upgrades or for additional work as and when required. Our goal is to be a one-stop shop for all your IT needs now and in the future.

Managed Support Services with certified ITIL Service Desk Provision

Central's service desk can handle 1st, 2nd and 3rd line support, as standard for any organisation.

We create a Service Level Agreement (SLA) for every single customer, which is customised to your needs, and will cover as many or as little of our services that you deem is business critical for your individual organisation's strategy. This will depend largely on your own resources and staffing. It is created in collaboration with you and what you want from a support contract. We will not add to the SLA without consultation with you first, and you are invited to change/amend/add to the contract before being signed off.

The service desk is based upon ITIL Service Management Methodology and each member of the service desk team is ITIL certified. Clients can interact with the service desk team via email, telephone and an online portal, that tracks each enquiry as it is received.

The key functions of the service desk are summarised below:

- Service Desk – incident and service request management in real time for 3rd line support.
- Problem Management
- Change Management
- Release and Deployment Management
- SLA management and service reporting as standard
- Configuration Management
- Service Management Plan
- SLA documentation

Additional services that can be added to the SLA include the following, however this is not an exhaustive list and we are always open to any specific requirements.

- 1st Line Support
- 2nd Line Support
- Central Cloud 24/7 Service
- MAC Service
- Central Monitoring – as standard
- Central Daily Early Notification Service
- Cloud Preparation service – incorporating a systems and networking health-check as described earlier in the consultancy service description.

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