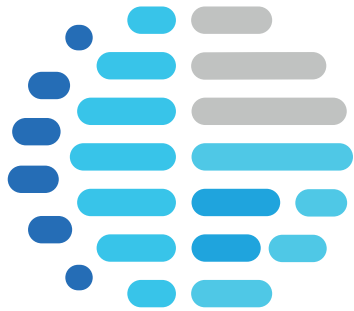




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SERVICE DEFINITION DOCUMENT

CLOUD MANAGEMENT AND SUPPORT
& MANAGED SECURITY

G-CLOUD 13, 2022



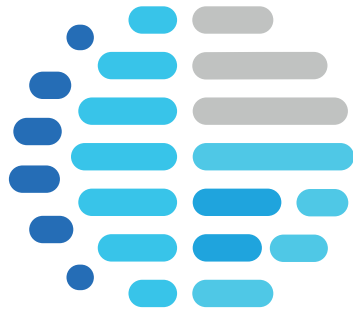
CONTENTS

1. CLOUD MANAGEMENT AND SUPPORT
2. MANAGED SECURITY
3. SERVICE OVERVIEW - ALL SERVICES
4. OUR CUSTOMERS



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CLOUD MANAGEMENT AND SUPPORT

SERVICE DEFINITIONS

CLOUD MANAGEMENT AND SUPPORT

WHY USE FACTORY?

We are a smaller-sized MSP which ensures consistent contact with experts who know your systems and services inside-out, allowing us both to develop a close working relationship as a true extension of your existing IT team.

Our team has decades of experience across large Telco's and Managed services providers, much of which has been spent engaging and delivering into Public sector accounts.

EXPIRIENCE
IN SECURITY,
INFRASTRUCTURE,
PLATFORM,
CLOUD

EXTENSIVE PUBLIC
AND PRIVATE SECTOR
EXPERIENCE

AGILE, ITIL

VENDOR AGNOSTIC

FOCUS ON
DELIVERING
REAL BUSINESS
OUITCOMES AND
VALUE



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CLOUD MANAGEMENT AND SUPPORT

.....

We are trusted by a broad range of SME customers, large Telco's and City Councils who have provided glowing feedback on our service. We are dedicated to continuous improvement in this area and ensure our customers are kept up to date with the latest technologies – whilst above all else ensuring that they are a good fit to support in hitting your business objectives.

Our work begins with first identifying the intended use case, assessing the solution's suitability and then ensuring the technology fits to deliver the highest quality of service.

- INCREASED SERVICE AVAILABILITY
- PROACTIVE MANAGEMENT.
- CAPACITY AND COST MANAGEMENT.
- PREDICTABILITY OF COSTS.
- SCALE OUT YOUR TEAM, VIRTUALLY
- EASILY EXTEND EXISTING INFRASTRUCTURE



CLOUD MANAGED SERVICES



Full Tenant management of all resources/systems within Amazon, Azure, Google or other.



Billed as a standing charge or as a % of Tenant spend.



All services are fully monitored inside and outside Amazon/Azure/Google, with DNS/SSL/3rd Party APIs/dependencies all alerting into Factory.



Extensive monitoring with Stackdriver, Grafana and OpsGenie integrations directly to our team.



Architecture, System admin and System engineering skillsets available as part of the service.



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CLOUD MANAGED SERVICES

WHO FOR?

MSPs who cannot offer this service, enterprise IT departments struggling with load, expertise or 24x7 coverage.

Digital and creative agencies who launch projects that need intensive monitoring and support to ensure service availability.

WHY FACTORY?

	AGNOSTIC	Ensure the platform does what you need it to; vendor move if required.
	SERVICE	As a smaller MSP, your project means a lot to us. We value your business and your trust, which will be apparent in dealing with us.
	MANAGEMENT	Dedicated Service management and access to the management team, ensuring every success of your project.
	SKILLS/SYSTEM	Prompt issue resolution with skills we have built in monitoring cloud/global scale systems over decades.



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CLOUD MANAGEMENT AND SUPPORT

MANAGED SERVICES FOR CLOUD, ON PREMISE OR VIRTUALISED

Trusted by City Councils, large Telco's and a broad range of SME's, Factory can manage your Cloud services, on premise services or Virtualised systems.

We support, deploy and modify services within your Cloud Tenant.

We setup real-world alerting and monitoring of key resources and ensure your cloud platform is meeting your business goals.

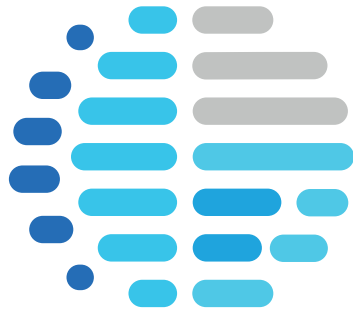
Your platform is continually monitored by our operations team and we respond to and refine your environment on an ongoing basis to meet your changing business needs.

- **AWS, AZURE, GOOGLE CLOUD, CONTAINERS**
- **APPLICATION, OS AND DATABASE SUPPORT**
- **24/7 UK BASED SUPPORT**
- **INCREASED SERVICE AVAILABILITY**
- **PATCH AND UPDATE MANAGEMENT**
- **CAPACITY AND COST MANAGEMENT**
- **EASILY EXTEND EXISTING INFRASTRUCTURE**
- **SCALE OUT YOUR TEAM, VIRTUALLY**



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MANAGED SECURITY

SERVICE DEFINITIONS

SECURITY

WHO FOR?

CTOs/IT Directors looking to fill Security gaps and/or recruit who may struggle to source the right candidates or do not necessarily have the budget available for the level of cover required or number of people needed.

Smaller MSPs who do not have dedicated security coverage for their own primary platforms – skilled hands focused on customers.

EXPIENCE
IN SECURITY,
INFRASTRUCTURE
, PLATFORM,
CLOUD

EXTENSIVE PUBLIC
AND PRIVATE SECTOR
EXPERIENCE

AGILE, ITIL

WHY FACTORY?

We have experience working across Government, Telecoms and Banking security projects aimed at defending from APT attack groups and sophisticated threat actors from organised crime.

Our experience can be utilised to help build practical security defences, and with no motivation to support any one vendor, we can help you achieve your corporate security goals.



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SECURITY

- EXTENSIVE EXPERIENCE ACROSS MULTI SECTOR SECURITY PROJECTS
- VENDOR NEUTRAL
- RISK AND REMEDIATION, WHILST DEALING WITH A SINGLE POINT OF CONTACT
- TECHNICAL AND SERVICE MANAGEMENT
- A BROADER UNDERSTANDING, BEYOND JUST SECURITY



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VIRTUAL CISO SERVICES

HOW IT WORKS

Covering a range of problems that a CISO would typically manage in a cost-effective way.

Assisting with Security strategy, identification of what needs protecting and level of protection required.

Looking at topics across Compliance, Security Architecture, Technical governance, Monitoring, Control methods, Data exfiltration prevention, End point protection and response.

CONSULTING/PROFESSIONAL HELP WITH:

- **POLICY**
- **GOVERNANCE**
- **SECURITY RISK REGISTERS**
- **TECHNICAL DECISION MAKING**
- **STRATEGIC SECURITY GUIDANCE**
- **SERVICE FEEDBACK/IMPROVEMENT LOOP ON SIEM/PEN-TESTING**



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VIRTUAL CISO SERVICES

HOW DO WE DO THIS?

- ONLINE SCHEDULED MEETING AT LEAST ONCE PER WEEK WITH NOMINATED VCISO.
- PRODUCTION OF DOCUMENTS/REPORTS/INSIGHT.
- ADVISORY ON CALLS, ABILITY TO BRING IN TEAM MEMBERS/EXTERNAL SPECIALISTS WHERE REQUIRED.
- WORK TOWARDS STRATEGIC AIMS AND OUTCOMES – I.E. REDUCING RISK, ACHIEVING COMPLIANCE AGAINST THE REQUIRED STANDARD.



SCOPE
ASSESS
GAP ANALYSIS
IMPLEMENT
EVALUATE
CONTINUAL -
MAINTENANCE



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MANAGED SIEM SERVICES



Factory offer Elastic search based SIEM/security logging/search systems.

Hosted (or self hosted where Factory manage) SIEM services to help you aggregate, correlate and make informed decisions based on your security data.

**DEMO
AVAILABLE
PLEASE GET IN
TOUCH TO
ARRANGE**

Our value stems from our extensive use of these systems at scale for some time and vast experience in bringing data into the platform and analysing and assessing that data quickly and effectively.

We have plugins immediately available for Office 365, syslog ingestion, JSON and csv data sources.

We also have network packet capture functionality for getting data directly from mirror/tap/span ports and agents which can be installed directly on devices/endpoints.



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SECURITY PEN-TESTING SERVICES

Designed to inform you on any vulnerabilities your services and systems may have to external attack.

We can offer Pen-tests against both individual applications and services.

We can operate to a narrow, confined scope or perform a more thorough attack, working in a more similar way to how an adversary might act.

We can target Network devices, Web applications, Cloud services and provide reports on all work conducted. We also provide pragmatic and practical advice, giving you the ability to focus on the most important problems.



SCANS ACROSS NETWORKS, HOSTS AND APPLICATIONS.



SCANS FROM AN INTERNAL OR EXTERNAL PERSPECTIVE.



SCANS OF APPLICATIONS – I.E. HTTP/LEGACY PORT TESTING.



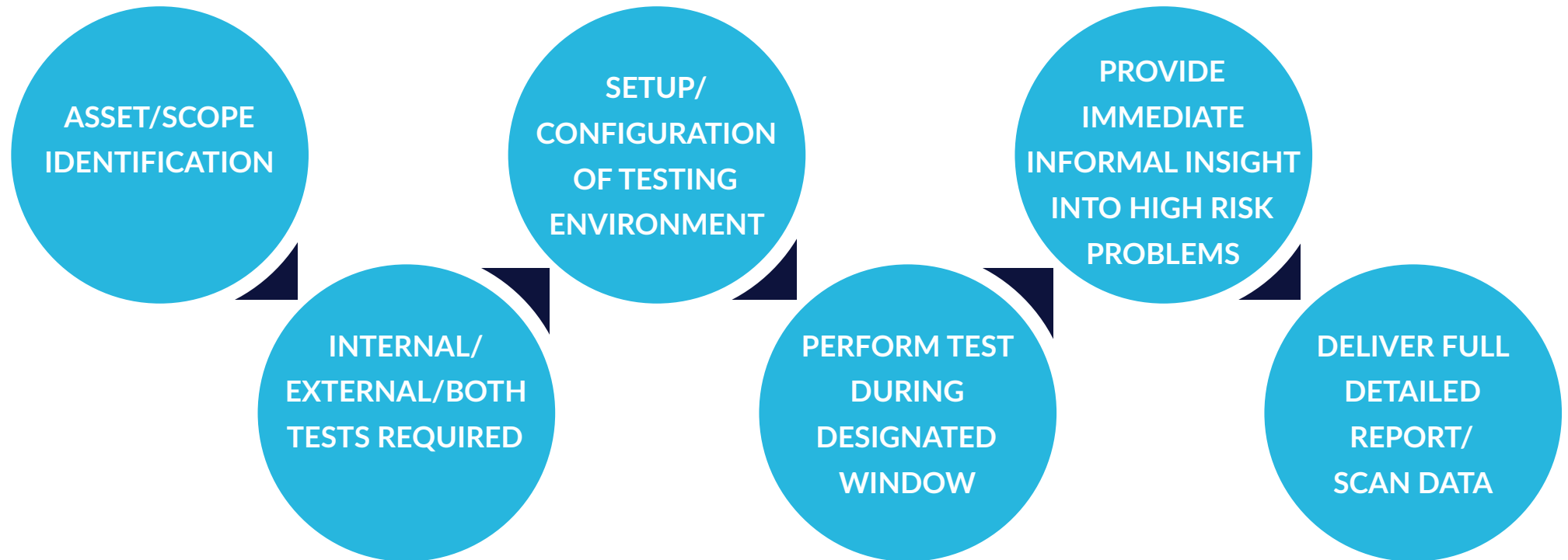
SCANS OF SYSTEMS – HOST SECURITY CHECKS ACROSS LINUX, WINDOWS AND NETWORK DEVICES (SWITCHES/ROUTERS/FIREWALLS).



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SECURITY PEN-TESTING SERVICES



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IT HEALTH CHECKS

IT Health checks are extremely valuable for ensuring your systems are secure against information security risks in accordance with best practice and industry standards.

Checks can be tailored in order to comply towards specified compliance and standards, be it PCI DSS or PSN CoCo.

WHAT CAN WE COVER?

- Network Diagrams & Scope
- Physical Security
- User Education Incident Response
- Compliance Checking
- Control Boundary Controls/Gateway
- Malware Protection
- Wireless Networks
- Protective Monitoring
- Personnel Security
- Configuration
- Information Risk Management
- Patch Management
- Removable Media
- Mobile/Home Working
- Network Obfuscation
- Email

PSN IT HEALTH CHECK
(ITHC) INDEPENDENT SECURITY
ASSESSMENT OF EXTERNAL
AND INTERNAL NETWORK
INFRASTRUCTURE AND DEVICES.

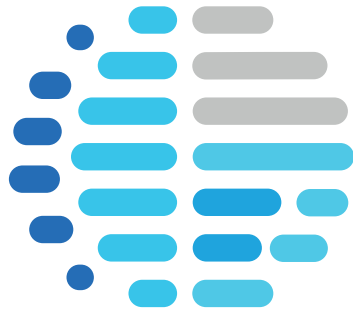
DESIGNED TO MEET PSN CODE OF CONNECTION
(COCO) REQUIREMENTS. ALIGNED WITH CABINET
OFFICE GUIDELINES FOR PSN ITHCS.

ALLOWS ORGANISATIONS TO MAINTAIN A
SECURE CONNECTION TO THE PSN.



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ONBOARDING AND DELIVERABLES

FOR ALL SERVICES

ONBOARDING PROCESS

The **Acceptance into Service** process documents the Customer's supported environment(s) to provide the information Factory Internet needs to produce the service deliverable. This process will highlight issues which may impact availability and security of the environment(s).

This enables Factory Internet to advise the Customer where the environment(s) are not built according to industry best practice and provides Factory Internet with the vital information required to deliver effective and efficient resolutions to the Customer's support issues.

This phase is used to consult with the Customer to identify the parameters for monitoring the supported environment(s) and provide details of to whom and with what frequency monitoring reports should be delivered.

The documentation of these parameters and reporting procedures is known as the **monitoring scope**.

This phase is also used to consult with the Customer to identify the parameters for a patching policy.

Documentation will be provided to the customer and on boarding discussions will take place with the customer's point of contact(s).

Should you ever wish to change service provider or manage your services in-house in the future, we assure you that this is made simple and easy by ensuring all documentation is in order and owned by our customers.

SERVICE OVERVIEW

DELIVERABLES

The contracted services are managed **24x7x365** with monitoring and reporting delivered proactively. Factory Internet will work with the Customer to define change and release processes for critical updates, security patches and point releases with ongoing, dedicated Service management and Technical contacts.

SERVICE DESK HOURS: 24x7x365

- Incident and request management.
- Events management - monitoring **24x7x365** with alerting and response **24x7x365**.
- Acceptance into Service Process.
- Change and release management.
- Capacity reporting.
- Availability reporting.
- Continual service improvement and enhancements.
- **15 MINUTE RESPONSE** on emergency (P1) issues.
- Dedicated Service delivery manager and technical account managers with weekly/monthly check in points.
- Dedicated Technical account management contacts.



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SERVICE OVERVIEW

SERVICE LEVELS

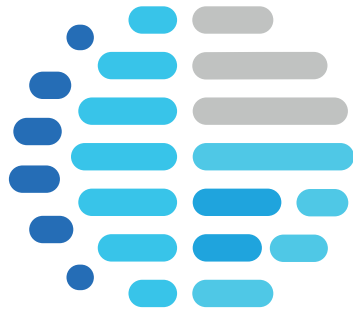
Depending on the type of issue, we will respond within the following time frames:

TICKET PRIORITY	RESPONSE TIME
 EMERGENCY	- 15-30 MINUTES
 CRITICAL	- 30 MINUTES
 HIGH	- 1 HOUR
 MEDIUM	- 1 BUSINESS DAY
 LOW	- 1-2 BUSINESS DAYS

TICKETS - DEFINITION OF CRITICALITY

We allow you to set the priority according to your business need and we'll strive to respond within that time.





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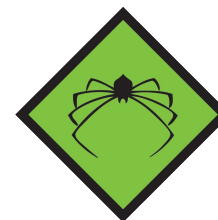
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OUR CUSTOMERS

WHO ARE OUR CUSTOMERS?



Derby City Council



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WHAT DO OUR CUSTOMERS SAY?

Factory Internet Ltd have demonstrated that they are an expert team who both understand our requirements and are able to deliver the service.

Following a smooth onboarding process - establishing secure connectivity and deploying the monitoring agent – Factory Internet Ltd conducted an initial health check in order to provide an audit report and recommendations that would allow DCC to optimise performance, security and resilience.

DCC now benefits from continuous and proactive monitoring, automated alerts, end point protection and a regular patching cycle carried out in line with our change control procedures, ensuring the high compliance levels we need.

We've found the people at Factory Internet Ltd easy to work with, knowledgeable and reliable.

We value working with a team that do what they say they'll do when they say they're going to do it - and Factory Internet Ltd have!

LIAM SALMON, TEAM LEADER, DERBY CITY COUNCIL

Managed Cloud services and Security customer



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WHAT DO OUR CUSTOMERS SAY?

Factory Internet came as a highly recommended supplier of Linux and Cloud services.

We have utilised Factory Internet services for the past FY and recently renewed the service once again.

Our previous supplier provided no-where near the customer service excellence and value for money that Factory Internet deliver. The difference is like night and day.

Factory Internet are proactive in their approach, with 80% of service requests identified and resolved by a proactive monitoring approach before it reached critical escalation.

Their commitment to the customer and cost effective solutions will undoubtedly contribute toward their success and growth of the company.

TYLER PEARSON, SENIOR SERVICE DELIVERY MANAGER, RICOH

Managed services customer



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WHAT DO OUR CUSTOMERS SAY?

Factory Internet are genuinely a pleasure to work with. Sometimes suppliers are under pressure and not always able to help when it is needed.

The team at Factory Internet are always keen to assist, with proactive suggestions, fitting-in around our demanding schedules, and offering some advanced analytics tools to provide deep insight into how our systems are performing.

We look forward to continuing to develop our relationship with Factory Internet going forward.

MATT DOWNES, HEAD OF IT, FOWLER WELCH, PART OF THE CULINA GROUP

Managed services customer



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