



Pure Cloud Solutions (PCS) - Service Definition – Secure Access Service Edge (SASE)

Service summary

Barracuda Secure Access Service Edge is a cloud delivered security and networking service that provides secure access to applications and data from any location. It combines Zero Trust access, secure web gateway and firewall capabilities into a single, centrally managed platform.

Service description

The service enables organisations to securely connect users, devices and sites to internal and cloud hosted applications without reliance on traditional perimeter networks. Security policies are enforced consistently using identity based controls and encrypted connections, supporting modern remote and hybrid working models.

Intended users

- UK public sector organisations
- Organisations supporting remote or hybrid workforces
- Buyers requiring secure access to cloud and on premises applications
- Organisations adopting Zero Trust security principles

Service features

- Cloud delivered secure access

MORE INFO: WWW.PURECLOUDSOLUTIONS.CO.UK

Pure Cloud Solutions Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 08033253
VAT No: 133702933

PCS IT Services Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 8500006
VAT No: 161614625

PCS Mobile Services Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 11692142
VAT No: 317276793



- Zero Trust network access
- Secure web gateway
- Firewall as a service
- Centralised policy management
- Identity based access control
- Integrated SD WAN capabilities
- Real time threat protection
- Global points of presence
- API driven automation

Service benefits

- Simplifies secure remote working
- Reduces network complexity
- Improves visibility and control
- Consistent security enforcement
- Faster application access
- Scales with demand
- Supports multi cloud environments
- Reduces on premises infrastructure
- Enhances user experience
- Lowers operational overhead

MORE INFO: WWW.PURECLOUDSOLUTIONS.CO.UK

Pure Cloud Solutions Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 08033253
VAT No: 133702933

PCS IT Services Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 8500006
VAT No: 161614625

PCS Mobile Services Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 11692142
VAT No: 317276793



Service constraints

The service depends on reliable internet connectivity for access and performance. Some capabilities are subject to licensing tiers. Where customer owned networks, devices or third party connectivity providers are used, those components remain outside supplier control and may limit troubleshooting or service guarantees.

Cloud deployment model

Public cloud

The service is delivered as a multi tenant, cloud hosted platform with logical separation between customers.

Multi cloud support

The service supports hybrid and multi cloud environments, providing secure access to applications hosted across multiple public cloud platforms and on premises infrastructure.

Add-ons and extensions

The service can integrate with existing identity providers, cloud platforms and networking services but can also be deployed as a fully standalone solution.

System requirements

- Reliable internet connection
- Supported modern web browser
- Windows, macOS, Linux support
- iOS and Android support

MORE INFO: WWW.PURECLOUDSOLUTIONS.CO.UK

Pure Cloud Solutions Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 08033253
VAT No: 133702933

PCS IT Services Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 8500006
VAT No: 161614625

PCS Mobile Services Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 11692142
VAT No: 317276793



- ChromeOS supported
- Lightweight client where required
- No mandatory on premises hardware

Service interface

Administrators access the service through a secure, web based management portal to configure policies, manage users and monitor activity. End users connect through a lightweight client or browser based access with security controls applied transparently.

Accessibility

- Interface meets WCAG 2.2 AA
- Documentation meets WCAG 2.2 AA
- User support aligns with WCAG 2.2 AA principles

API

An API is provided for automation, integration and data extraction.

- Documentation format: OpenAPI (Swagger)
- Sandbox or test environment available

Customisation

Buyers can customise policies, access rules, identity integrations, reporting and enforcement settings without altering the underlying platform.

MORE INFO: WWW.PURECLOUDSOLUTIONS.CO.UK

Pure Cloud Solutions Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 08033253
VAT No: 133702933

PCS IT Services Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 8500006
VAT No: 161614625

PCS Mobile Services Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 11692142
VAT No: 317276793



Onboarding and support

Users are supported through guided onboarding, online documentation and remote training. Optional professional services are available for deployment, migration and advanced configuration.

Data export and import

- Export via management interface and API
 - Export formats: CSV and JSON
 - Import formats: CSV and JSON
-

Metrics and monitoring

Metrics are provided through real time dashboards, regular reports and API access. Metrics include usage, performance, security events, policy enforcement and availability.

Data storage and processing

Data storage and processing locations are known and managed by the service. Data is stored and processed within the EEA and other operational regions. Buyers cannot specify individual data centre locations.

Security and compliance

- Encrypted data in transit using TLS 1.2 or above and IPsec or TLS VPNs
- Encryption of data at rest
- Logical separation between customers
- Datacentres comply with recognised standards such as SSAE-18 / ISAE 3402

MORE INFO: WWW.PURECLOUDSOLUTIONS.CO.UK

Pure Cloud Solutions Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 08033253
VAT No: 133702933

PCS IT Services Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 8500006
VAT No: 161614625

PCS Mobile Services Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 11692142
VAT No: 317276793



- Penetration testing performed at least annually by CREST approved providers
- Protective monitoring aligned with recognised standards

Data sanitisation and disposal

Customer data is sanitised using cryptographic erasure, logical deletion and secure overwrite processes. Physical media is destroyed at end of life in line with recognised standards.

Availability and resilience

- 99.9% availability target, measured monthly
- Distributed, multi region architecture
- Automatic failover and load balancing
- Redundant power, cooling and connectivity

Outage reporting

Outages are communicated via email alerts, a public status page, management portal updates and where applicable via API notifications.

Identity and access management

- Multi Factor Authentication
- Identity federation with existing providers
- Role based access control

- Full audit

logging

MORE INFO: WWW.PURECLOUDSOLUTIONS.CO.UK

Pure Cloud Solutions Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 08033253
VAT No: 133702933

PCS IT Services Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 8500006
VAT No: 161614625

PCS Mobile Services Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 11692142
VAT No: 317276793



Audit and logging

- Buyers can access real time and report based audit logs
 - Audit data retained for at least 12 months
 - Supplier activity audit information available on request
-

End of contract

At contract end, users are given time to export data. Standard offboarding and data deletion are included. Extended access or bespoke support is available at additional cost.

For more information. Please contact the support team on 0333 150 6780 or support@purecloudsolutions.com

MORE INFO: WWW.PURECLOUDSOLUTIONS.CO.UK

Pure Cloud Solutions Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 08033253
VAT No: 133702933

PCS IT Services Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 8500006
VAT No: 161614625

PCS Mobile Services Limited
6 The Pavilions, Tamworth, B77 4RP
T: 0333 150 6780
E: info@purecloudsolutions.com
Registered in England No: 11692142
VAT No: 317276793