



Pure Cloud Solutions (PCS) - Service Definition - Device Protection and Endpoint Management Service

Service overview

This service provides comprehensive protection, monitoring, and management of organisational endpoints. It combines Remote Monitoring and Management (RMM), automated operating system and third-party patching, asset tracking and lifecycle management, and advanced antivirus with Endpoint Detection and Response (EDR). The service reduces cyber risk, improves reliability, and supports compliance for public sector and regulated organisations.

Service components

Remote Monitoring and Management (RMM)

The RMM service delivers continuous monitoring of desktops, laptops, and servers. It provides real time alerting, remote access for authorised support staff, scripted automation, and proactive maintenance. Monitoring includes system health, performance, availability, and security status.

Weekly patching

Automated patching is applied weekly to supported operating systems and approved third party applications. Patching policies are centrally managed, scheduled to minimise disruption, and reported for compliance purposes. Devices must remain within vendor support lifecycles to receive updates.

Asset tracking and management

The service maintains an accurate inventory of managed devices, including hardware details, operating systems, installed software, and lifecycle status. Asset data supports security oversight, capacity planning, auditing, and contract management.

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Advanced antivirus and EDR

Advanced antivirus protection uses behavioural and signature based detection to identify malicious activity. Endpoint Detection and Response provides visibility of threats, automated containment, and remediation actions to reduce dwell time and impact.

Service scope

Supported platforms

- Windows desktop and server operating systems within vendor support
- macOS versions currently supported by the vendor
- Supported Linux distributions compatible with the RMM platform

Mobile operating systems and ChromeOS are not supported.

Service delivery model

The service is delivered as a cloud managed, multi-tenant platform with logical separation between customer environments. Endpoints connect securely using an installed agent.

Security and compliance

- Encrypted communications using TLS for data in transit
- Role based access control and multi factor authentication
- Centralised logging and audit trails
- Datacentres certified against recognised security standards

Availability and resilience

The platform is designed for high availability using scalable cloud infrastructure, redundancy, and continuous monitoring. Planned maintenance is scheduled outside core business hours where possible.

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User access and responsibilities

Authorised users can view dashboards, reports, alerts, and asset data, and perform actions within assigned permissions. Customers are responsible for maintaining supported operating systems, endpoint connectivity, and appropriate use of the service.

Support and onboarding

Onboarding includes agent deployment guidance, policy configuration, and documentation. Ongoing support is provided through service desk channels with agreed response targets.

Offboarding and data handling

Upon service termination, access is removed and agents are uninstalled. Data is retained and deleted in line with contractual and regulatory requirements.

Service constraints

- Supported operating systems only
- Internet connectivity required
- Agent installation mandatory
- Third party patching limited to supported applications

Service metrics

The service provides reporting on device availability, patch compliance, security events, asset inventory, and service health trends.

Pricing model

Pricing is based on the number and type of managed endpoints and selected service components.

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Service management

The service is managed in accordance with defined operational, security, and incident management processes to support ongoing reliability and compliance.

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

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