



Pure Cloud Solutions (PCS)

Service Definition - Managed Cyber Security – User Protection

Service Overview

The Managed Cyber Security – User Protection service provides fully managed protection for end users against cyber threats. Built on Kaseya technologies, the service combines phishing protection, security awareness training, user and account protection, and Microsoft 365 data backup. The service is designed to reduce user risk, improve cyber awareness, and support organisational resilience.

Service Scope

The service includes:

- Phishing detection and simulated phishing campaigns
- Security awareness training and user education
- User and account protection monitoring
- Microsoft 365 backup and recovery
- Centralised management and reporting

The service is delivered as a managed service, with configuration, monitoring, and ongoing management provided.

Service Delivery Model

The service is delivered using a cloud-based platform hosted within UK or EEA data centres. Management and user access is provided through a secure web portal. Agents or integrations may be deployed where required to enable full functionality.

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Supported Users and Platforms

- End users accessing email, cloud services, and training content
- Administrators and managers with role-based access
- Supported operating systems include Windows, macOS, and major Linux distributions
- Microsoft 365 is supported for backup and protection services

Security and Compliance

The service aligns with recognised security standards including ISO/IEC 27001. Data is encrypted in transit using TLS 1.2 or above and encrypted at rest within secure data centres. Role based access controls, audit logging, and monitoring are applied across the platform.

Data Protection and Residency

Customer data is stored and processed within the UK or EEA, depending on tenant configuration. Data handling supports UK GDPR requirements. Data sanitisation and secure deletion processes are applied when data is no longer required.

Availability and Resilience

The service is designed for high availability, typically targeting 99.9 percent uptime excluding planned maintenance. Resilience is achieved through redundant infrastructure, automated failover, continuous monitoring, and scalable cloud resources.

Incident Management and Monitoring

Protective monitoring and incident management processes are in place and aligned to recognised standards. Security events and incidents are logged, investigated, and resolved using defined procedures. Customers are notified of significant incidents where required.

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Audit and Reporting

Administrators have access to near real time audit logs and security reporting through the management portal. Audit and system logs are retained for at least 12 months to support investigation and compliance.

Support and Onboarding

Support is provided through standard service desk channels. Onboarding includes initial configuration, guidance, and access to documentation. Ongoing support and service management are included as part of the service.

Offboarding and Data Export

When a contract ends, an offboarding process is initiated. Customer data can be securely exported in supported formats, and secure deletion is carried out in line with defined retention policies.

Pricing and Trials

Subscription based pricing is offered, with special pricing available for educational organisations. A free trial option is available to allow evaluation of the service prior to full commitment.

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

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