

BlueFort Evolve Service Overview

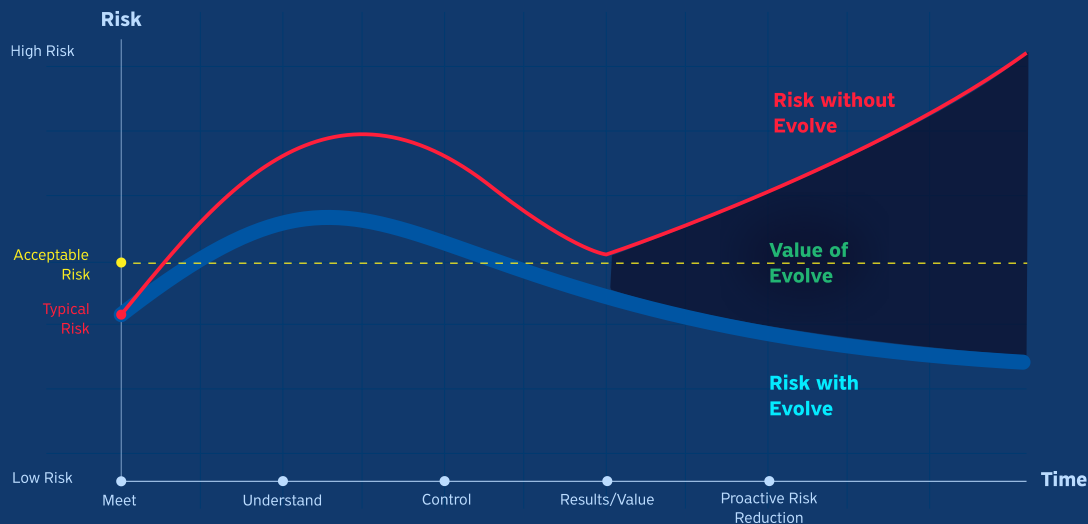
A comprehensive overview of the BlueFort Evolve service tiers, features, support services, and benefits across all editions.



What is BlueFort Evolve?

Evolve is a Collaboration Service where we support you by providing expertise-on-demand to help you with design, deployment, configuration, optimisation, health checks, break-fix issues, and on going co-management and delivery of Cyber solutions. Consider it the Operating System of your Cyber strategy.

The service is designed to minimise lifetime cyber risk, ensure success, deliver rapid ROI, and build a continuous programme of cyber improvement.



This diagram shows how cyber risk behaves over time once a security technology is introduced. Risk doesn't fall in a straight line just because a tool is purchased — in fact, without the right expertise and ongoing management, risk often increases as complexity, misconfiguration, and blind spots grow. The red curve illustrates this reality: initial gains are quickly eroded without continual optimisation. By contrast, the blue curve shows the impact of BlueFort Evolve — where risk is actively understood, controlled, and reduced over time. Evolve turns security investment into sustained value by ensuring technologies are properly implemented, continuously tuned, and aligned to evolving threats, keeping overall risk consistently lower and predictable.

This isn't really a *technology* story — it's a lifecycle and operational maturity story.

- The **early phase** ("Meet" "Understand") shows that simply deploying security tools can initially increase perceived or actual risk. Misconfigurations, policy gaps, and skills shortages surface problems rather than solve them.
- The **red line** communicates unmanaged security drift: as environments grow and attackers adapt, risk trends upward even though spend has already occurred.
- The **blue line** is subtle but powerful — it shows risk reducing gradually, not dramatically. That's an important message: credible cyber risk reduction is about consistency and governance, not silver bullets.
- The **green shaded area** reframes services as risk avoided, not just effort saved. It visually positions Evolve as the stabilising force that converts security tooling into long term business value.
- Finally, the **time axis** reinforces that this is not a one off engagement. Security is an ongoing evolution, and Evolve sits alongside the customer for that journey.

Evolve Service Tiers Overview

SME Edition

For the smallest of customers who recognise they want more than basic break fix support.

They need occasional expert help with upgrades but are happy to carry out regular patching.

This is a lighter version.

Essential

For larger customers who are more cost conscious and recognise they want more than basic break fix support.

They need occasional expert help with upgrades but are happy to carry out regular patching.

They value the annual MSA and will benefit from the insights that workshops and entitlements bring.

Not suitable for smaller customers.

Pro

The collaboration option. Intended for customers that recognise that their system is mission critical and want to keep on top of vulnerabilities, system stability, patches, and upgrades.

They look after the day to day operations but want to call on frequent expertise to get the most value from the system, whilst retaining scope to deliver other associated projects and outcomes throughout the contract.

Elite

The same as Pro but with an additional built in "Package B" for Professional Services which could be used for on site Professional Services work.

Service Provider

Intended for situations where there is an outsource or service provider involved who will need a higher level of attention and interaction. Also, potentially suitable for Co-managed services where the customer needs to lean much more heavily on our expertise for ongoing system optimisation.

Evolve Features – Core Services

Feature	SME Edition	Essential	Pro	Elite	SP Edition
BlueFort Break Fix	✓	✓	✓	✓	✓
8 X 5 BlueFort Break Fix	☒	✓	✓	✓	✓
24 x 7 BlueFort Break Fix	☒	✓	✓	✓	✓
Exec Kick off	☒	✓	✓	✓	✓
Annual MSA	Lightweight	✓	✓	✓	✓
Evolve Credits Per Year	10	10	50	50	100
Out Of Hours Credits	Double rate	Double rate	Double rate	Double rate	Double rate
Available on additional Vendors	✓	✓	✓	✓	☒
Evolve Packages Supported	Cyber & Identity	Cyber & Identity	Cyber & Identity	Cyber & Identity	Cyber & Identity

Evolve Features – Services & Support

Feature	SME Edition	Essential	Pro	Elite	SP Edition
Inclusive Workshops	0	1	2	4	4
Inclusive Assessments	0	2	4	4	4
Vulnerability Alerts	✓	✓	✓	✓	✓
Service Review	☒	Quarterly	Quarterly	Quarterly	Quarterly
Solution Deployment	☒	☒	Multi-year <i>subject to scoping</i>	Multi-year <i>subject to scoping</i>	Multi-year <i>subject to scoping</i>
Migrations	Multi-year <i>subject to scoping</i>	Multi-year <i>subject to scoping</i>	Multi-year <i>subject to scoping</i>	Multi-year <i>subject to scoping</i>	Multi-year <i>subject to scoping</i>

Evolve Features – Additional Services

Feature	SME Edition	Essential	Pro	Elite	SP Edition
Project Management	☒	Added cost	Added cost	Added cost	Added cost
CIISEC Memberships	1	2	2	2	2
Evolve Events	☒	✓	✓	✓	✓
Managed Services Option	☒	☒	POA	POA	POA
Available to Outsource / Service Provider	☒	☒	☒	☒	✓
Restrictions	Sub 500 users Only	Not for Service Providers	Not for Service Providers	Not for Service Providers	None