



Service Definition

Managed Firewall Services (FWaaS)

About Excellence IT

At Excellence IT we've formed a strong team that lives, breathes and sleeps IT.

We have a wealth of experience supporting organisations across a wide range of sectors. From not for profit organisations to manufacturing businesses, we're adaptable to all different types of work environments.

Our highly accredited team are on hand to offer customers IT advice and reliable support. We additionally operate alongside a 24/7 customer support portal aligned to customer SLAs. Meaning your problems are always solved. We are approachable, dependable and genuinely care about our clients.

The journey began in 2002, and our hard work ensures it will continue into the future.



Mission statement and Our values

Our mission statement defines the purpose of Excellence IT while our values sit at the heart of all our actions and decisions day to day.

“To focus on our customers’ requirements to deliver exceptional IT solutions through excellence in IT and strategic partnerships.”

We care about **people** not just technology. Our values are not empty promises. With these in mind we maintain our focus to deliver an excellent service every day. They guide us in our dealings with each other and with our customers; ultimately, they are the foundation of our company culture.



Professionalism

We will always deliver a service with the highest level of professionalism. This means meeting deadlines, dealing openly in discussion about costs and operating at a professional level throughout the organisation.



Integrity

We will tell you what we think in all situations, but we will always respect customer sensitivity. We will always strive to respect confidentiality and never compromise colleagues or customers in any way.



Flexibility

We organise ourselves around the job in hand to provide the best level of service possible. Our adaptable approach ensures customer needs are at the forefront of how we operate at all times.



Understanding

We make it our business to get to know your business. When we gain understanding of customers we then design and implement solutions based on their needs. We don't believe that 'one size fits all'.

Our accreditation's

As a technology company, systems and services are ever evolving and improving. Because of this, we are constantly acquiring new qualifications and accreditation's that give evidence to our clients that we are the technology experts they need.

Here are our current badges of honour, with a little bit of information explaining what they add to our IT services.



ISO:9001 & ISO:27001

Our management standards have been measured so we have all the requirements for standardisation and quality assurance.



Cyber Essentials Plus

This proves our commitment to cyber security. Ensuring ourselves and our clients are protected against cyber threats.



Microsoft Silver Partner

Our commitment to using Microsoft applications effectively for our clients, means security and efficiency are prioritised.



SonicWall Silver Partner

As a chief cyber security force, we are able to distribute advanced hardware to protect business networks 24/7.

Whats do we mean by Managed Firewall Services?

Businesses are rapidly moving to an all encompassing **cyber protection** for their business. Managed Firewall Services provides the solution organisations are looking for, as traffic can now ascend from a variety of locations and devices. A physical firewall simply cannot monitor all vulnerabilities, whereas a cloud based firewall can provide protection across an organisation with ease.

Better yet, Managed Firewall Services mean that security policies and updates can be rolled out to all users and devices. The threat of unverified devices accessing sensitive business information is no longer a worry. This in turn also means administrators and IT managers have complete visibility over their network without deploying physical appliances, as well as the support from technical experts.

Key benefits of migrating your organisation

1

Lightspeed recovery

Firewall as a service ensures reacting against threats has never been quicker. Your first line of defence sends alerts to a variety of administrators to act as soon as possible.

2

Reduce Costs

With less products to manage and sustain, you'll benefit from cloud based firewall technology. Also meaning there is no need to purchase or maintain your hardware.

3

Years of Expertise

You are providing your business with knowledge and experience your team simply won't have. Technical minds can solve, troubleshoot and manage firewalls with ease.

4

Up to date, all the time

A common problem for physical hardware firewalls was manually monitoring and upgrading device software. With managed firewalls this is never an issue.

5

Easily scalable

Inevitably, as your business evolves so will the amount of users. Managed firewall as a service ensures that new users can be protected as the protection size is controllable.

What does our Managed Firewall service look like?

What are our Managed Firewall features?

- Security as a Service Managed Firewall
- Flexible Remote Access via SSL-VPN for remote working
- High-performance DPI architecture
- Helps with compliance such as PCI and HIPPA
- Control Traffic leaving and entering your network
- Consolidated Security Features in a single Appliance.
- Layered Cyber Security Defence

What makes our Managed Firewall service stand out?

- Security As A Service with no upfront costs
- Scalable as your organisation grows
- No IT staff required
- Comprehensive network security
- Managed security from a SonicWall-certified partner
- Installed and configured by an experienced provider with ISO27001 accreditation
- Predictable expense model
- Reduce Cyber Security Risk

How else do we support our Managed Firewall service?



Partner Privileges and insights

We have a close relationship with our Firewall provider - SonicWall. Meaning we have the latest information regarding future services.



IT Support Expertise and knowledge

Alongside any projects we undertake, our experience and expertise as IT support consultants provide extra care for our clients.



Cloud Migration and Computing services

Managed Firewall is a cloud based service, but we also offer a wider range of cloud solutions to increase protection and development.



A Trusted provider with decades of experience

We have been supporting organisations for over 18 years and pride ourselves on our high client retention rate.

How have Managed Firewalls helped other organisations?

We pride ourselves on our expertise and experience. We have long been providing Managed Firewall as a service for our clients and have seen a major upturn in security since it's introduction. Here's a brief breakdown of our service and why we provide Sonicwall technology to organisations:



We protect **over 100** of our clients with advanced SonicWall Firewalls and security services



Sonicwall threat capture and managed firewalls block **25 million** malware attacks on a daily basis



Sonicwall identified **164K** never before seen threats from January 2018 to February 2019

How do we protect client data?

At Excellence IT we take data handling very seriously. With an in house Cyber Essentials Auditor always on hand, we are acutely aware how vital cyber security is for any client we engage with. Our network is protected by multiple layers of cyber security, including 2-factor authentication, password vaults and employee user permission levels.

All our services are GDPR compliant, meaning your data is never shared and only stored with your permission. We are transparent with our service, meaning you can request your data to be viewed, edited or deleted at any time.

What other services do we provide?

Along with Managed Firewall as a service, we also provide the following services.



IT Infrastructure

Industry leading solutions to improve, innovate and transform your business. Work environments rely on agile and flexible and solutions.



Cloud Services

Maximise cloud computing in your organisation with our trusted cloud services. It enables flexible and collaborative working to boost productivity.



Disaster Recovery

When disaster strikes our recovery services are a lifeline for your business. These solutions are essential to building a secure workplace.



VoIP Telephone Solutions

Revolutionise your telecommunications with hosted VoIP solutions, benefiting your employees and client relationships.



Cyber Security

Cyber threats are a danger to businesses of all sizes. Our systems keep them at bay,



Software Development

Solve problems in your business with our customised software development services.



IT Training

Our in house training department offer bespoke training across the whole Microsoft Office suite.

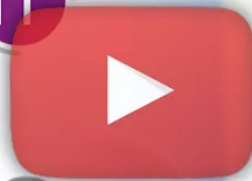


Managed IT Support

Proactive IT Support to give your organisation expert support 24/7.

What our customers say

excellence IT



Watch the video case study here:

https://www.youtube.com/watch?v=t1e6DOU_vmw&feature=emb_logo

"The support that we've had off the guys has been incredible, and there's no way this business would be where it is today without Excellence IT"

Jason Edwards, Director, Edwards Coaches

What did we do for Edwards Coaches?

99.70%

SLA response Rate (Q1 2020)

5 / 5

Satisfaction Rate (Q1 2020)