

G-Cloud 15

Zero Trust Secure Access Service Edge



Secure Access Service Edge (SASE)

Secure Access Service Edge, or SASE, is a cloud-based security model that provides network security functions and software defined networking delivered from a single service provider. Cantarus have partnered with Cloudflare to provide their best in class Zero-Trust platform with full identity-based security controls. Users can connect to your business applications simply and securely, with no need for a VPN.

- Implement and enforce consistent access controls across all your cloud, on-premise and SaaS applications.
- Integrate with one or more existing identity providers.
- Protect all your applications with rules that ensure your users' identity, security posture, and context with which they are connecting

What's wrong with VPN?

For many years, enterprises have put their applications behind on-premise hardware firewalls and forced users to connect via a VPN to secure their traffic. This usually requires some sort of software to be installed on the users' endpoint, and for relevant policies to be implemented and maintained on your VPN appliance.

As more of the world shifts to mobile, and modern applications move to the cloud, we can see that this model is beginning to break. The Zero-Trust model provides additional security against ransomware and other cybersecurity threats by assigning the least required access needed to perform specific tasks. Using Cloudflare's SASE solutions, you can restrict users' access to only the applications they actually need, without adding any additional access points to your corporate network, or the need to manage anything on their endpoint device.

How does it work?

Instead of a VPN, users connect to corporate systems directly through their web browser (a client may be needed for non-web applications).

As all your requests are routed and accelerated via Cloudflare, they are automatically evaluated against your Zero-Trust rules, which allows for checking of identity providers, trusted devices, and other context. Where RDP software, SMB file viewers, and other thick client programs used to require a VPN for private network connectivity, teams can now privately route any TCP traffic through Cloudflare's network where it's accelerated, verified, and filtered in a single pass, ultimately allowing for improved performance and security overall.

If you have SaaS-based solutions, you can use the same zero-trust policies to restrict access to those too, ensuring a consistent access policy across all your critical environments

How do I find out more?

Want to see how Zero-Trust can help your business? Give us a call today to arrange a free demo.

Dedicated & Ongoing Support

Many of our active clients engage with us on a monthly contracted basis, and we maintain an exceptional annual client retention rate of 95%. This loyalty reflects the confidence our clients place in us to continually deliver measurable results and long-term strategic value. Our Net Promoter Score (NPS) of +75 sits beyond the world-class benchmark of +70 and more than doubles the digital industry average of +30.

Our Client Success and Infrastructure Teams provide a dedicated pool of resources for managing your services. These are made up of a blend of experienced support engineers, infrastructure specialists and developers, who are all focussed on providing exceptional levels of support.

Support Channels	Online, phone, email
SLAs	Critical issue response within 1 hour

All authorised client personnel will be issued with online service desk credentials that will allow them to create and manage support tickers through our dedicated, ITIL-compliant, client portal. Authorised personnel can also email support@cantarus.com which will automatically create a support ticker on their behalf.

Where support issues are raised via our dedicated support phone number, our support engineers will create a ticket on the online helpdesk so that it can be tracked to resolution.

Support Hours

Our standard support is provided between the hours of 0900 and 1730 British time, Monday to Friday excluding public holidays. We can also provide, optional, dedicated 24/7 Business Critical support.

Service Levels

All support tickers are assigned a priority based on the scope, impact, and immediacy of the associated issue.

Business Critical	A catastrophic production problem which may severely impact client production systems, or in which client production systems are down or not functioning. Loss of production data has occurred, and no procedural workaround exists.
High Priority	Client system is functioning, but in a severely reduced capacity. The situation is causing significant impact to portions of the Client’s business operations and productivity. The system is exposed to potential loss or interruption of service.
Medium Priority	A medium-to-low impact problem which involves partial non-critical functionality loss. One which impairs some operations but allows the Client to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to the Client’s operation or issues in which there is an easy circumvention or avoidance by the end user.
Low Priority	General usage questions or a request for modification. There is no impact on the quality, performance or functionality of the solution.

It is recommended that Business Critical and High Priority issues are raised via the telephone support channel to ensure minimum response times.

Service Level Agreement (SLA) Targets

Service level targets – specifically the time within which we aim to be actively working on a resolution – for support are as follows (excluding on-site support):

Business Critical	Within 1 business hour
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High Priority	Within 4 business hours
Medium Priority	Within 2 business days
Low Priority	Within 5 business days

Remote support will be delivered via email, telephone or remote access.

Timebank Support Model

Our Timebank Support is an extremely popular support model with our clients as it provides a clear, predictable and flexible support package covering user / operational support, and technical support as well as development and creative design professional services.

The Timebank model requires a client to purchase a set amount of time per month, with that time going into the Timebank and having a lifetime of three months. Clients can then draw down on that time (the oldest time is always consumed first) as required. Visibility of Timebank consumption is assured via several methods:

1. On-demand visibility of Timebank status, including on a time log entry basis (i.e. how much time has been consumed, when, by whom, and for what purpose, is available via <https://my.cantarus.com/>
2. Monthly PDF reports can be emailed to authorised recipients; and
3. A request can be made to the Service Desk for the current status of the Timebank at any time.



Cantarus are a collective of strategic consultants, creatives and technologists blending digital strategy with craft to act as an amplifier for our client’s ambitions. We help our clients understand their audiences’ needs, optimise their investment in technology, drive meaningful engagement and offer deeply personalised end-user experiences. Our experience enables us to work across the entire digital ecosystem and we thrive on challenging projects that require a diverse skillset and close collaboration with our clients.

We’re an independent, full-service agency wholly owned by our employees and with locations in the UK, Europe and the US. Our ownership structure is highly advantageous; we have no tactical pressure – e.g., short-term financial targets – from external investors and zero bank debt. This facilitates strategic thinking combined with rapid decision-making and agility, enabling us to make long-term investments in our relationships with clients, our people, and our technology; we believe this ultimately leads to dramatically better results for all parties.

Our people are at the heart of everything we are and we’re extremely proud that so many talented and diverse individuals have elected to work and grow with us. We provide a true meritocracy where skillsets are continually honed, challenged, and expanded; a place to do the best and most rewarding work of our people’s careers whilst having a great time doing so.

We believe our deep cross-sector expertise, including membership, commercial, government, public sector, charitable and not-for-profit organisations, is truly unique in the UK. This experience gives us the ability to offer our clients knowledge and best practice from outside their sector.

Our client portfolio includes diverse commercial, Not for Profit (NFP) and public sector organisations in the UK, EMEA and the USA. In the UK, we are proud to have been accepted onto the Crown Commercial Services G-Cloud framework, enabling us to offer our services to the UK governmental organisations and the public sector.

Security Accreditation

Cantarus are ISO 9001 (quality), ISO 27001 (security) and Cyber Essentials Plus certified; demonstrating our commitment to placing information security and quality management at the centre of services we provide. Our data protection, communications and freedom on information practices are reviewed on an annual basis. We maintain and execute a number of internal policies around GDPR and Data Protection that each team within the business is responsible for executing, with managers of each team accountable for implementation.

We work closely with a number of government bodies and local authorities. As such, we're well versed in the extensive regulatory and compliance standards imposed upon suppliers, including GDPR and the DPA.



The logo for cantarus, featuring the word "cantarus" in a white, lowercase, sans-serif font. The text is enclosed within a white, hand-drawn rectangular border that has a slight tilt and irregular edges, giving it a casual, sketched appearance.

cantarus

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