

G-Cloud 15

CyberSmart Cyber Essentials Compliance Monitoring



Cyber Essentials

What is Cyber Essentials?

Cyber Essentials is a Government-backed scheme that will help you to protect your organisation against today's most common cyber-attacks. Cyber-attacks come in many different shapes and sizes, but the vast majority are very basic in nature, carried out by an automated tool or relatively unskilled individuals. The Cyber Essentials guidelines are designed to provide you with a defence against these types of attacks.

Certifications

There are two levels of Cyber Essentials certification available:

Cyber Essentials

This basic level is a self-assessment option which provides you with the basic guidelines to protect your business and gives you peace of mind that your systems and endpoints are protected against the vast majority of the most common cyber-attacks. Cyber Essentials certification shows you have addressed the basics and are prepared to respond to attacks.

Cyber Essentials Plus

Cyber Essentials Plus retains the same simple Cyber Essentials framework and protections but also includes a hands-on technical verification performed by a trusted Cyber Essentials assessment partner. This hands-on session will test the solutions you have put in place using real-world attack vectors and ensure the solutions you have in place perform as expected.

Why should I get certified?

- **Show your commitment to Cyber Security** – Assure your customers that you understand the importance of Cyber Security and that you are taking appropriate measures to secure your business.

- **Attract New Business** – Stand out from other competing businesses by showing you understand the risks of cyber crime and are taking active steps to prevent it. UK government contracts also require Cyber Essentials certification to bid.
- **Understand your Risk** – By becoming certified and implementing the Cyber Essentials framework you will gain a clear understanding of your business's cyber-security readiness.
- **Cyber Liability Insurance** – Cyber Essentials certification includes automatic cyber liability insurance for companies with an annual turnover of less than £20m.

CyberSmart

CyberSmart is the easiest way to achieve the Cyber Essentials security certification and ensure your endpoints are always compliant. The CyberSmart software continuously scans your endpoint devices for any configuration changes, software installations, or new vulnerabilities within your applications, and reports them back to a centralised dashboard. The CyberSmart technology solution allows you to ensure your devices are always compliant with Cyber Essentials, that you are quickly informed of any potential risk from newly published application vulnerabilities and monitor your devices for any new applications which may have been installed. When you're ready to complete your Cyber Essentials certification, then CyberSmart will help you through the process via a guided questionnaire and performing the Cyber Essentials Plus verification.

Ongoing Protection, 24/7

CyberSmart doesn't just give you a certificate. CyberSmart Active Protect continuously checks up on every device to make sure you are secure 24/7/365.

- Comprehensive device dashboard
- Live security information on all company devices
- Step-by-step instructions on how to fix security issues

- Company policies housed and deployed in-app
- Downloadable device, policy and software reports
- Ability to bulk install the app to multiple devices

Cantarus and CyberSmart

Cantarus works in partnership with CyberSmart to help organisations achieve and maintain Cyber Essentials and Cyber Essentials Plus certification quickly and efficiently. Leveraging our deep experience in cybersecurity, infrastructure and compliance, we support clients through every stage of the process — from initial readiness assessment to certification and ongoing compliance.

We help ensure the correct technical controls, policies and configurations are in place to meet Cyber Essentials requirements, identify and remediate potential risks within your environment, and provide clear, practical guidance on best-practice security measures. Using the CyberSmart platform, we can assist clients in achieving certification in as little as 24 hours, while also enabling continuous monitoring to maintain compliance over time.

Our services can be delivered as a fixed engagement, via Timebank or Timeblock, or in line with our published G-Cloud rate card, ensuring a flexible and transparent approach aligned to your organisation's needs.

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 Services Teams provide a dedicated pool of resources for managing your services. These are made up of a blend of experienced Client Success Support Engineers, Developers, Data Analysts, and Consultants, 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 to 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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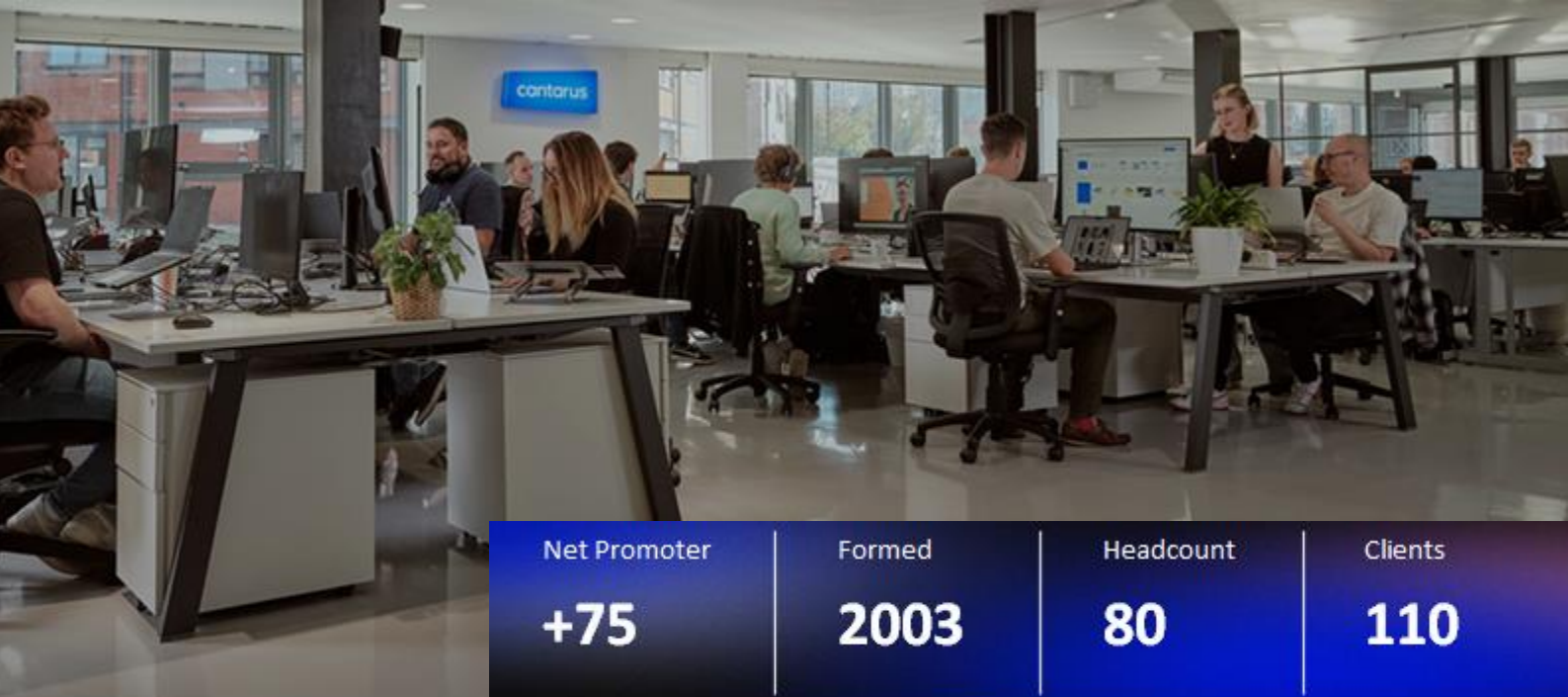
High Priority	Within 4 business hours
Medium Priority	Within 2 business days
Low Priority	Within 5 business days

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, sketch-like appearance.

cantarus

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