

PROFESSIONAL SERVICES CALL-OFF



ABOUT US

At Barrier, our mission is to help our customers build cyber resilience and develop strategies to defend against cyber-attacks. We have developed a portfolio of services and solutions that suit customers small and large, in both the private and public sector. Our portfolio encompasses security consultancy, solutions from innovative vendors to mitigate attacks, through to managed services that proactively detect attacks and provide swift incident response measures.

We have built a practice dedicated to providing assurance that systems are resilient to attack. We provide penetration testing services to check the effectiveness of the deployed controls against real-world attacks, and we can implement a vulnerability management system to maintain levels of operational resilience.

Our aim is to build trust and understanding of how our customers' organisation functions. Our work takes us across all sectors, with strong references in the Finance Sector, Data Hosting, Legal, Local Government, MOD, and the wider Public Sector.

Established in 2006, we are a cybersecurity-focused solutions and service provider. Our customers trust Barrier as a strategic part of their cybersecurity team and here's why:

- Our knowledge of the cybersecurity industry helps select the right solutions
- Our experience helps organisations build cohesive cyber resilience strategies
- Our people are empowered to work closely with our customers to forge strong partnerships
- Our services become an intrinsic part of our customer's security operations

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SERVICE OVERVIEW

Barrier provides expert cybersecurity professionals to supplement internal teams and support high-quality delivery of critical security projects. Through a Call-Off Agreement, Barrier can support risk assessments, solution design, implementation and ongoing advisory services to strengthen security posture and operational resilience.

SERVICE FEATURES

Barrier's Call-Off Agreements can support a range of services, including but not limited to:

- Comprehensive Risk Assessments (IT/OT/Cloud)
- Security Tooling Configuration and Deployment
- Penetration Testing
- Incident Response Readiness
- Security Project: Consultation, Design, Deployment and Configuration
- Tabletop Exercises
- Digital Forensics
- Cyber Resiliency Review
- Security Simulation Testing/Red Team Exercises
- Security Health Checks
- Security Improvement Planning
- Cyber Essentials (Basic and Plus)

SERVICE OUTCOMES

- **Enhanced Project Delivery:** Barrier's expert knowledge of industry-standard methodologies and best practice ensure that projects are completed on schedule and in accordance with quality objectives.
- **Risk Mitigation:** Our proactive approach to threat detection and mitigation significantly reduces the risk of cyber incidents and supports the improvement of the organisation's security posture.
- **Access to Specialised Skills:** Provision of access to a diverse pool of cybersecurity experts to support the management of complex and critical projects.
- **Cost Efficiency:** Allows organisations to scale their cybersecurity efforts and initiatives according to project demands without incurring long-term costs associated with permanent hires.
- **Knowledge Transfer:** Barrier's experts are embedded within the customer's organisation, collaborating with staff in order to provide valuable insight and training that will enhance internal capabilities over time.
- **Customer-Centric Design:** Barrier applies a deep understanding of the customer's environment to craft solutions that are contextually relevant, sustainable, and aligned with organisational priorities.

SUPPORT LEVELS AND TERMS

Support Level	Operational Hours	Operational Days	Targeted Response
8x5xNBD	08:30 – 17:30	Monday - Friday	Next Business Day

Remote Work Minimum Call-Off Increments: 4 Hours

Onsite Work Minimum Call-Off Increments: 8 Hours

Out of Hours Work is X2 (e.g. a 4hr increment out of hours = 8 hrs call-off)

EXCLUSIONS

Services rendered under this Agreement do not include:

- Parts, equipment or software not covered by vendor/manufacturer warranty or support, or the costs associated with any such items.
- The cost of any Software, Licensing, or Software Renewal or Upgrade Fees of any kind.
- The cost of any 3rd Party Vendor or Manufacturer support or Incident Fees of any kind.
- The cost to bring Customer's environment up to minimum standards required for Services.
- Failure due to Force Majeure incidents, building modifications, power failures or other adverse environmental conditions or factors.
- Service and repair made necessary by the alteration or modification of equipment other than that authorized by the Service Provider, including alterations, software installations or modifications of equipment made by Customer's employees or anyone other than the Service Provider.
- Travel and expenses, these will be pre-agreed and charged as incurred.
- Maintenance of Applications software packages, whether acquired from Service Provider or any other source.
- Programming (modification of software code) and program (software) maintenance



BARRIER NETWORKS

272 Bath Street
Glasgow, United Kingdom
G2 4JR

✉ info@barriernetworks.com

☎ +44 (0)141 356 0101

