

SERVICE DEFINITION DOCUMENT

ARK DNS



ArkDNS

VULNERABILITY RISK MANAGEMENT



Crown
Commercial
Service
Supplier



ISO/IEC 27001:2022

9940

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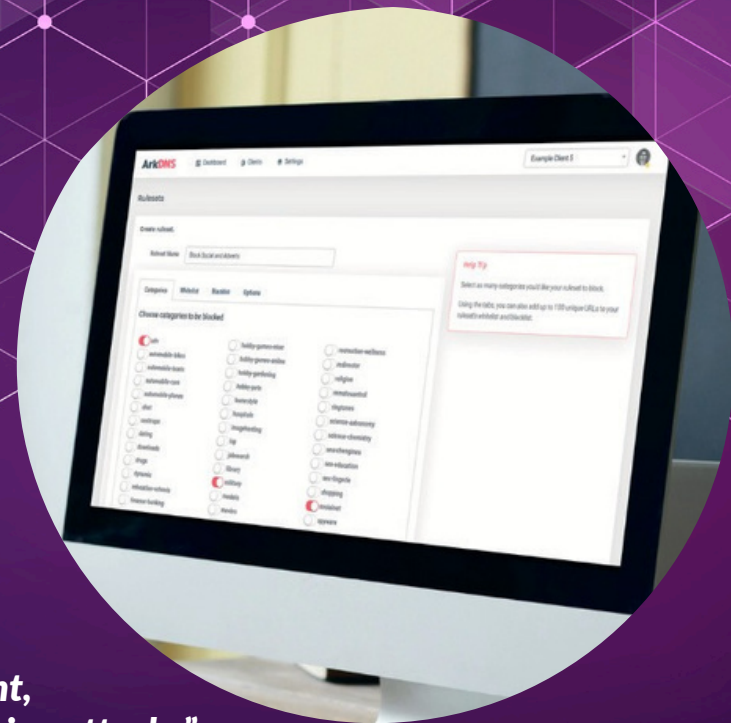


ArkDNS is a cloud based DNS service which is able to filter domains and traffic based on category, automatically detect malicious websites and bots and force users to use SafeSearch on Google, Bing and Youtube.

You can also block automatic system updates on Android, iOS and Windows devices if you need to reserve your bandwidth.

The DNS service has to be bullet-proof and scalable. We use a global Anycast Network with regional load-balancers and auto-scaling groups of servers which can scale to handle up to a billion requests per minute! The service isn't tied to any one specific data center so if there are any issues with connectivity in a region, the user would be re-routed automatically to their next closest server.

"It's reassuring knowing that our network and staff are protected by ArkDNS. We have categories disabled such as gambling, violence and adult content ensuring our staff aren't exposed to anything not safe for work, and disabling the "Advertising" category means we can browse the web without all the annoying adverts embedded into websites! Equally as important, the logs show that we've been protected against numerous malware and phishing attacks"



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FEATURES

- ▶ Filter web traffic by over 70 categories (Gambling, Adult...)
- ▶ Full analytics of visited and blocked sites
- ▶ Automatic Protection against Ransomware, Malware and Bots
- ▶ Defeat Phishing attempts at the DNS level
- ▶ AI Powered website categoriser for new websites
- ▶ Force Safe Search on Google, Bing and Youtube
- ▶ Includes the Internet Watch Foundation and Google Webrisk
- ▶ Custom Whitelist and Blacklist support for different groups
- ▶ Customisation of block pages and logos per group and site
- ▶ Realtime Alerts on Malware, Phishing or Ransomware detection
- ▶ Constant protection against Malware, Ransomware and Phishing
- ▶ Cloud based, no software to install on devices I Know Google safe-search is being used.
- ▶ Block gaming, gambling and other websites based on category
- ▶ Insight Reporting and Analytics
- ▶ Ensure only safe websites can be visited
- ▶ Know Google safe search is being used.
- ▶ Block gaming, gambling and other websites based on category
- ▶ Instant protection to new zero day vulnerabilities as they emerge
- ▶ Unknown websites scanned and categories by AI
- ▶ Enhance network usage by blocking updates during work hours
- ▶ Ability to react to ransomware and phishing attacks detected

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STANDARDS AND ACCREDITATIONS

Made Purple Systems and processes have been audited by a UKAS approved certification body and we were awarded our ISO27001 certification in July 2020.

All payments collected online are collected within a PCI compliant environment, using a third-party provider such as Stripe or SagePay to process payments on our behalf. No Payment data will be visible by our systems or be stored in any way.

Systems have been tested by an approved certified penetration testing service and a remediation plan has been developed in line with testing requirements.

We are pleased to confirm that our systems fully comply with the Cyber Essentials Plus certification scheme and our certificate is Available upon request.



Contact us - hello@madepurple.com

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SUPPORT AND DOCUMENTATION

Made Purple provide dedicated support managers to assist with your everyday use of any service that we provide. We take pride in assisting our customers and service users in getting the most value from any of our services.

ON-BOARDING

Our online documentation and on-boarding videos show how to set up your account. Our management portal is intuitive and the on screen tour will introduce you to the various features of our service. If you get stuck we're just a phone call or email away!

TERMINATION

Made Purple will destroy all information from the sites environment and it will be permanently removed. Users will have access to all data that they are the controllers of for 93 days beyond the contract end date. There are no end of contract or data extraction charges.

PRICING

The pricing document alongside this service definition document outlines the standard pricing for the service. From time to time Made Purple run flash sales and offer customised discounts based on volume / bulk orders so please get in touch with your requirements and we will do our very best to help.

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SOCIAL VALUES

FIGHTING CLIMATE CHANGE

Made Purple is committed to reducing environmental impact through the use of efficient, cloud-based technologies and digital service delivery. By enabling secure digital alternatives to physical processes, our services support reduced travel, lower resource consumption, and more sustainable public sector operations. Our infrastructure is hosted within UK data centres that prioritise energy efficiency.

COVID-19 RECOVERY

Made Purple supports organisational resilience through flexible, secure digital services that enable continuity of operations during periods of disruption. We operate flexible working practices for our staff and design our services to support remote access, service continuity, and workforce wellbeing across the public sector.

TACKLING ECONOMIC INEQUALITY

Made Purple is committed to improving digital inclusion by delivering accessible, scalable technology solutions within the public sector. Our services are designed to reduce barriers to access, support fair participation, and provide cost-effective digital alternatives that help organisations better serve diverse and disadvantaged communities.

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SOCIAL VALUES CONTINUED

EQUAL OPPORTUNITY

Made Purple is an equal opportunities employer and is committed to inclusive employment practices. We value diversity and ensure that recruitment, development, and progression are based on ability, attitude, and commitment, without discrimination.

WELLBEING

Made Purple places wellbeing at the centre of its service delivery and employment practices. We design user-friendly digital services that reduce administrative burden and operational stress, while promoting positive user experiences. We also support staff wellbeing through flexible working arrangements and wellbeing-focused internal initiatives.

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MADE PURPLE CUSTOMERS INCLUDE



HM Prison &
Probation Service



Ministry
of Justice



States
of Jersey



States of
Guernsey