FourNet SD-WAN

Service Definition for G-Cloud 15



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1. Overview

FourNet Defend is a managed detection and response (MDR) service that provides continuous monitoring, investigation, and response to cyber security threats. The service is designed to support public sector organisations by enhancing their security operations capability through a combination of advanced security tooling and human-led expertise.

FourNet Defend helps organisations rapidly identify, assess, and respond to security incidents, reducing cyber risk, improving operational resilience, and supporting compliance requirements.

2. Key Features and Benefits

Core Features

- Continuous security monitoring and alert management
- Human-led investigation and triage of security events
- Threat detection across endpoints, identities, and networks
- Guided and managed incident response actions
- Proactive threat hunting for advanced and emerging threats
- Integration with existing security tools and platforms
- Centralised reporting and service management

Business Benefits

- Reduces cyber risk through early detection and response
- Improves incident response speed and coordination
- Reduces operational burden on internal IT and security teams
- Enhances visibility across complex IT environments
- Strengthens organisational resilience to cyber threats

3. Service Scope

FourNet Defend is delivered as a managed service and may be provided alongside customer-owned or separately procured security tooling. The service scope includes:

- 24x7 or business-hours security monitoring, depending on service tier
- Investigation and prioritisation of security alerts
- Incident escalation and coordination support
- Response guidance and, where agreed, managed containment actions
- Regular service reporting and review

The service does not replace the customer's responsibility for overall information security governance or decision-making authority.

4. Service Options

FourNet Defend is available in multiple service tiers:

- Monitor – Continuous monitoring and alert prioritisation
- Detect & Respond – Monitoring plus investigation and guided response

- Advanced MDR – Full managed detection, response, and threat hunting

Service tiers differ by coverage hours, response scope, and level of proactive security activity.

5. Service Management and Support

FourNet Defend is delivered using ITIL-aligned service management practices and supported by UK-based security professionals.

Customers are provided with:

- Access to an online service portal for incidents and requests
- Defined response targets aligned to incident severity
- A named Service Delivery Manager for governance and service reviews
- Support from qualified cyber security engineers and analysts

6. Security and Compliance

FourNet Defend operates within FourNet's ISO/IEC 27001-certified Information Security Management System and aligns with Cyber Essentials Plus principles.

Security controls include:

- Secure handling of security telemetry and incident data
- Role-based access control and multi-factor authentication
- Segregation of customer data
- Audit logging and secure data retention

7. Availability and Resilience

The service is designed for high availability, supported by resilient security platforms and operational processes.

- Continuous monitoring of service availability
- Resilient tooling architectures
- Incident escalation procedures to ensure timely response

Planned maintenance is communicated in advance where applicable.

8. Onboarding and Transition

FourNet supports structured onboarding, which may include:

- Service initiation and scope confirmation
- Integration with existing security tools and data sources
- Configuration of monitoring and alerting workflows
- Operational handover and documentation

9. Offboarding and Data Management

At service termination:

- Security reports and logs can be exported in standard formats
- Access to monitoring platforms is securely revoked
- Customer data is securely deleted in line with GDPR and ISO/IEC 27001 requirements

10. Service Dependencies

- Supported security tooling or data sources
- Reliable internet connectivity
- Timely customer engagement during incident response

11. Accessibility

The service management portal supports WCAG 2.2 AA accessibility standards where applicable and is compatible with modern browsers and assistive technologies.

12. Contact and Further Information

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