

FourNet Protect

Service Definition for G-Cloud 15





1. Overview

FourNet Protect is a cloud-delivered cybersecurity service that provides continuous monitoring, detection, investigation and response to threats targeting endpoint devices. The service is designed to protect public-sector organisations against modern cyber threats including malware, ransomware, credential compromise, and advanced persistent threats.

Delivered as Software as a Service (SaaS), FourNet Protect combines advanced endpoint telemetry, behavioural analytics, and managed security oversight to identify suspicious activity, contain threats, and support rapid remediation across laptops, desktops, and servers.

2. Key Features and Benefits

Core Capabilities

- Continuous endpoint monitoring across supported operating systems
- Behaviour-based threat detection and anomaly identification
- Real-time alerting and prioritisation of security events
- Automated containment actions (e.g. isolate device, block processes)
- Centralised cloud management and reporting console
- Threat investigation workflows and forensic visibility
- Integration with identity and security tooling where required

Business Benefits

- Reduces cyber risk through early detection of endpoint-based threats
- Minimises operational impact with rapid containment and response
- Improves security visibility across distributed workforces
- Supports compliance through auditable security events and logs
- Reduces reliance on signature-based antivirus alone



4. Service Management and Support

The service is delivered using ITIL-aligned service management practices and supported by UK-based security operations resources.

Customers receive:

- Access to a secure service portal for incidents, requests, and reporting
- Defined incident severity levels and response targets
- Named Service Delivery Manager for governance and service reviews
- Regular operational and security performance reporting

Support is available during business hours, with optional enhanced or extended-hours coverage available.

5. Security and Compliance

FourNet Protect operates within FourNet's ISO/IEC 27001-certified Information Security Management System. The service aligns with Cyber Essentials Plus principles and supports public-sector security requirements.

Security controls include:

- Encrypted communications between endpoints and cloud platform
- Role-based access control for administrative users
- Multi-factor authentication for management access
- Secure handling and retention of security telemetry
- Segregation of customer data within the service

No customer content data is inspected beyond what is required for security threat detection and investigation.

6. Availability and Resilience

The service is designed for high availability using resilient, geographically distributed cloud infrastructure.

- Target service availability: 99.9% (excluding planned maintenance)
- Built-in redundancy across platform components
- Continuous monitoring of service health

Planned maintenance is communicated in advance and scheduled to minimise disruption.

7. Onboarding and Training

FourNet supports structured onboarding to ensure rapid and secure adoption. Onboarding activities may include:

- Endpoint security design and policy definition workshops
- Deployment planning and agent rollout support
- Integration with existing security processes where required
- Administrator orientation and operational handover



Documentation and guidance are provided to support ongoing operation.

8. Offboarding and Data Management

At contract end or service termination:

- Customers can export security logs and reports in standard formats
- Endpoint agents are securely decommissioned
- Customer data is securely deleted in line with GDPR and ISO/IEC 27001 requirements

Data retention periods are configurable and aligned to customer requirements.

9. Pricing

FourNet EDR is priced on a subscription basis, typically per protected endpoint per month. Pricing varies based on service scope, support level, and optional managed response services.

Full pricing details are provided in the G-Cloud 15 pricing document.

10. Service Dependencies

Supported endpoint operating systems and hardware

Reliable internet connectivity for endpoint telemetry

Appropriate permissions to deploy and operate endpoint agents

11. Accessibility

The cloud management portal supports WCAG 2.2 AA accessibility standards where applicable.

Administrative interfaces are compatible with modern browsers and assistive technologies such as screen readers and keyboard navigation.

12. Contact and Further Information

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