COMMERCIAL-IN-CONFIDENCE

AVELLA SECURITY SERVICES LIMITED

SERVICE DEFINITION DOCUMENT

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1.0 WHO ARE WE?

Avella Security Services Limited are a NCSC accredited Managed Security Service Provider (MSSP) for organisations across a variety of global industries including Government, Healthcare, Legal, Financial Services, Not for Profit, Sport and Entertainment, Energy, Education and Technology. We are passionate about keeping organisations secure, and provide insightful, proven solutions to tackle complex cyber challenges. Avella provide a tailored service based on our deep understanding and years of experience in building robust security postures that mitigate the most prevalent cyber security threats.

Avella's security professionals are trusted advisors with the expertise to enable organisations to prepare for and respond to cyber security incidents effectively and efficiently. We also provide guidance on the appropriate security controls to protect organisations, ongoing management of cyber security capabilities on behalf of customers and undertakes 24x7 security monitoring from its UK Security Operations Centres (SOCs).

2.0 MANAGED SERVICES

We will manage your security capabilities to enhance your agility, and you can focus on your core business.

Service	Description
Managed Security Operations Centre	A SOC is a facility that houses an information security team responsible for monitoring and analysing an organisation's security posture on an ongoing basis. The Avella Security Services Limited SOC team's goal is to detect, analyse, and respond to cybersecurity incidents using a combination of technology solutions and a strong set of processes, ensuring your systems are monitored with our 24/7 Security Operations Centre (SOC).
Zero Trust / Zero Trust Network Access	Avella has a proven track record of designing, building, transitioning and managing a Zero Trust/SASE architecture aligned with best practice NCSC guidelines. Helping our clients to transition to a cloud-ready hybrid or cloud-only secure network. Technologies include SD-WAN, IDaaS, SASE, Secure Web Gateway, ZTNA, FWaaS, CASB and Microsegmentation.
Endpoint Detection and Response	An endpoint security solution that continuously monitors end-user devices to detect and respond to cyber threats like ransomware and malware. EDR is defined by Gartner as a solution that records and stores endpoint-system level behaviours, uses various data analytics techniques to detect suspicious system behaviour, provides contextual information, blocks malicious activity, and provides remediation suggestions to restore affected systems. Avella will monitor your endpoints, respond to alerts and remove, contain and eradicate security threats.

Identity as a Service (IDaaS)	Cloud-based authentication built and operated by a third-party provider. IDaaS supplies cloud-based authentication or identity management to enterprises who subscribe. Avella Security Services Limited will ensure your users are who they claim to be, and give them the correct level of access at the right times.
Software Defined Segmentation / Microsegmentation	Our managed microsegmentation platform makes visualising and securing on-premises and cloud workloads fast and simple. It creates human-readable views of your complete infrastructure – from the data centre to the cloud – with fast and intuitive workflows for segmentation policy creation. It provides application and environment ringfencing, minimising your attack surface and reducing your risk of lateral movement and ransomware.
Cloud Access Security Broker (CASB)	A CASB is a software tool or service that sits between an organisation's on-premises infrastructure and a cloud provider's infrastructure, acting as a gatekeeper to allow you to extend the reach of your security policies beyond their own infrastructure.
Web / Email Gateway	Protect your organisation from web-borne malware, offensive or inappropriate content and manage time spent on websites that impact productivity and provide security for your entire organisation from known, unknown and emerging email security threats.
DDoS Protection	Avella can assist your organisation in securing your websites, applications, and entire networks while ensuring the performance of legitimate traffic is not compromised.
Ethical Phishing and Awareness Learning	Avella delivers Ethical Phishing and Cyber Security Training and Awareness to help reduce the impact of cyber-attacks on your business. Phishing, ransomware and socially engineered attacks rely on exploiting human vulnerabilities to succeed, improving user behaviour is essential. Our training programmes provide learning in multiple formats to ensure the most effective results.
Incident Response and Digital Forensics	Avella provide Incident Response and Digital Forensic experts to ensure your organisation can effectively respond and recover from a cyber incident. The Avella team has extensive experience investigating cyber-attacks such as ransomware, phishing and DoS attacks. We can provide support across the full incident management lifecycle, from preparation to recovery.
Penetration Testing and Vulnerability Management	Avella offer comprehensive security testing services including Web Application Penetration Testing, Network

	Vulnerability Assessment, Network Penetration Testing, Wireless Network Assessment, M365 review and edge testing. We also offer physical penetration testing, red/purple teaming, ethical hacking and social engineering.
Device Identity as a Service	A comprehensive device identity and posture solution. Integrated as part of Single Sign-On authentication and acts as one enforcement point for every enterprise service. Enables controlled access based on a user-device-service sequence and applies real-world risk intelligence to enforce static and dynamic policies.

3.0 CONSULTING SERVICES

Using a risk-based approach, our experienced security consultants can design, implement and manage your security controls to ensure your information and assets are protected against the most prevalent cyber threats.

- AI Managed Security Services
- Security Strategy
- Cyber Incident Response & Digital Forensics
- Cyber Risk Assessment
- Security Certifications
- Security Assurance & Testing
- Security Policy Framework
- Security Audits
- Training and Awareness
- Compliance
- Post Quantum Discovery and Post Quantum Migration and Planning (NCSC Accredited)

4.0 SUPPORT SERVICES

Security decisions you make today can determine your organisation's security and resilience for years to come. Our comprehensive security support services enable you to feel more confident about the actions you take to protect your employees, operations, and critical assets.

- Security Architecture and Design
- BCP / DR Planning
- Security Governance
- Helpdesk Services
- Project / Programme Management
- Change Management
- Virtual CISO / CTO / CIO
- Incident Management
- Supply Chain Review
- Policy / Procedural Review

5.0 PRICING

For detailed pricing information please see Avella Security Services Limited Pricing Document 2026.