

Secure Access Services Edge (SASE) by Nasstar

Service Definition Document G-Cloud 15



Contents

1	About Nasstar	4
2	Service Overview	6
	Key Features	6
	Benefits:	8



1 About Nasstar

At Nasstar, our people are ultimately here to do one thing: help organisations navigate complex change with confidence. Simple. Or at least it should be.

Technology is complex and always evolving and keeping up can feel like a full-time job. Our goal is to help you embrace transformative technology to help you deliver more, better, and faster.

We're a partnership, collaborating with you and providing the expertise to tackle today's challenges and identify tomorrow's opportunities. It's a journey, and we're your navigator. Let's get started.

- Our team of experts, pioneers, innovators, forward-thinkers and problem-solvers are here to make your goals a reality, through the power of technology.
- Our bread and butter, our jam, our superpower. However, you want to say it, we're good at it. 25+ years pioneering breakthrough solutions is why organisations continue to trust us.
- Nasstar's people are paramount in all we do, which is why our 780+ strong team aspire to build long-term relationships with customers, not short-term flings.
- Our in-depth sector knowledge gives us insight into our clients' world, meaning we're always on the same wavelength.
- We believe in collaboration at every step – both with our clients, and our technology partners. We partner with the very best, including Microsoft, AWS, Cisco and Fortinet, to deliver the very best.

A Network that Connects and Protects

Networks do a lot more than just connect devices. They keep your team productive and your business moving. But without strong network security, they can quickly become your greatest liability. We help organisations like yours build secure networks that connect and protect. Whether it's rolling out SASE, working with Zero Trust frameworks, or just simplifying a complicated setup, we've got the tools and experience to help.

We understand that as your business grows, so does your digital footprint, and with it, the potential for risk. But you don't have to tackle this alone.

With partner support from Cisco and Fortinet, and a team that genuinely cares about your success, we'll help you create a network security strategy that lets you move forward with confidence.

- Let's replace complexity with clarity by securing legacy systems, modernising your infrastructure, and exploring frameworks like SASE and Zero Trust.
- You're managing a lot: legacy systems, evolving threats, new ways of working. We understand how overwhelming that can be, and we're here to lighten the load. From protecting your systems to empowering your people, we're with you every step of the way.
- Cyber threats aren't what they used to be, so your network shouldn't be either. That's why we'll help you embrace modern security frameworks like SASE and Zero Trust. They'll give you visibility and control across your entire digital landscape, so you can scale with confidence.



- We work across public and private sectors to build IT foundations that are secure, modern, and built to last. Whether you're juggling remote teams, legacy systems, or scaling fast, we've got you covered.
- The future of networking is AI-enabled, automated, and intelligent. Together, we'll build a secure, responsive network that gives you time back, reduces stress, and keeps your business running strong.

Why Nasstar?

Nasstar brings over 25 years of innovation to the table, delivering next-generation services and solutions that keep organisations ahead of the curve. Our deep in-house expertise spans Technical Leads, Project Managers, Account Managers, and a broad team of specialists—all dedicated to providing the guidance and support our customers need. Backed by a market-leading portfolio and partnerships with industry leaders such as Fortinet, Cisco & Microsoft, we ensure our customers benefit from cutting-edge technology and trusted best-in-class solutions.

Quality and compliance sit at the heart of everything we do. Nasstar is accredited to ISO 27001, 20000, 14001, and 9001 standards and is PCI-DSS certified, demonstrating our commitment to delivering secure, compliant, and reliable services. As a trusted HSCN (NHS Digital) and Crown Commercial Services approved partner, we proudly support public sector organisations with assurance and confidence. Our next-generation managed services provide 24/7 proactive monitoring, systems automation, and AI-driven capabilities, ensuring resilient, future-ready operations for every customer.



2 Service Overview

Nasstar's Cloud Managed SASE Services delivers 24x7 enterprise-class systems management for a Customer SASE based on Nasstar's ICC Network. SASE is an architecture that combines network, security, and WAN capabilities delivered as a service to provide endpoints (remote users, devices, and branches) with secure internet, cloud, and data centre network access.

The SASE architecture achieves secure network access using network security technologies including firewall-as-a-service (FWaaS), secure web gateway (SWG), zero trust network access (ZTNA), and cloud access security broker (CASB), and relying on WAN technologies including software-defined wide-area network (SD-WAN), enabling true integration of zero trust.

The Service is designed to be highly flexible and insightful, giving customers the ability to make informed traffic optimisation policy decisions that best meet their individual business needs today and into the future ensuring the network can support private or public cloud migrations. This is delivered through Nasstar's advanced network monitoring and management platforms, informing customers through application and network performance dashboards & reports.

Nasstar's highly resilient ICC network and dedicated Service Desk engineering team's driven by SLAs ensures minimal disruption to Customer's end users' productivity due to networking issues and maximises quality of experience.

Key Features

Nasstar uses a global SASE vendor who's network spans 170+ PoPs, providing low-latency, high-performance connectivity. Part of this network is owned by Fortinet, ensuring greater control, reliability, and security. Each cloud location integrates SASE security locally, eliminating the need for external traffic routing for security processing. Google Cloud and AWS integration expands the network to all locations globally.

Managed service, 24x7 operations

Nasstar's Cloud Managed SASE Services offer a fully managed solution featuring continuous, proactive monitoring across both SD-WAN and SD-Branch environments. Backed by SLA-driven incident management, service and change requests are expertly handled by Nasstar's dedicated Service Desk and engineering teams, ensuring swift resolution and minimal disruption. Furthermore, Service Delivery Management underpins the governance, reporting, and ongoing enhancement of service quality, providing customers with comprehensive oversight and support for resilient, high-performing network operations.

Centralised management

Nasstar's Cloud Managed SASE Services provide controlled updates for configuration, policy, and firmware to ensure operational stability. The service includes one-month log retention and configuration backups for resilience and auditability. Customers get clear security and application visibility, allowing effective firewall monitoring, bandwidth tracking, and prioritisation across SD-WAN and SD-Branch. This integrated solution helps organisations optimise network performance and maintain security.

Co-Management (optional):

Our co-managed service allows customers to self-serve on networking policies that are a low risk to overall network operations. This provides the customers networking engineering teams with the ability to make quick changes that would otherwise be categorised by Nasstar's NOC as low priority. I.e. URL Filtering changes ie Whitelist and Blacklist changes.

Firewall-as-a-service

Firewall-as-a-service (FWaaS) is a firewall solution delivered as a cloud-based service that can scale and have new services provisioned to it to meet expanding and changing needs. Essentially, a FWaaS is a location-independent perimeter firewall for secure access. It provides



next-generation firewall (NGFW) capabilities like web filtering, advanced threat protection, intrusion prevention system, and domain name system (DNS) security.

Secure Web Gateway

Secure web gateway (SWG) is a web gateway or proxy solution that forwards or proxies a user's web-based traffic to a web gateway or proxy server that applies web filtering, DNS security, antivirus, antimalware, anti-botnet, SSL inspection, and data loss prevention functions to the traffic before sending it to the internet.

Zero Trust Network Access

Zero trust network access (ZTNA) is a solution that protects applications by allowing only trusted entities access to the application. Therefore, you can use ZTNA as an alternative to VPN for accessing protected resources on an organization's network.

Cloud Access Security Broker

Cloud access security broker (CASB) is a software or hardware solution that is located between users and a cloud service to enforce security policies around cloud-based resources. You can consider CASB a subset of ZTNA.



Benefits:

Improved Security: Nasstar's ICC Network is built to meet network security best practices and protect against the latest security threats and cyberattacks using the latest technologies. Our SASE service prioritises the protection of customers sensitive data and assets. We incorporate industry-leading security appliances to provide end-to-end encryption, intrusion detection, and advanced threat intelligence, ensuring the highest level of data integrity and confidentiality.

All-in-one comprehensive endpoint security solution

SASE provides all-in-one comprehensive endpoint security by allowing you to configure different security features. You can also configure security posture-based tagging, which dynamically tags endpoints based on their current security posture.

Protection Against Cyberattacks

- **Antivirus:** Protect against malicious files.
- **Intrusion Prevention:** Defend against external threats.
- **Application Control with Inline-CASB:** Access control to SaaS application traffic.
- **Data Loss Prevention:** Prevent sensitive data from leaving your network.

Increased reliability: Nasstar's Managed SASE Service is delivered against Service Level Agreements (SLAs) that guarantee a level of reliability and performance.

Reduced operational costs: While setting up and maintaining many disparate security solutions in-house can be costly, managed SASE services operate on a subscription model, allowing businesses to scale resources according to their needs without significant upfront investments in hardware, software, and personnel. freeing up customer internal IT resources for other tasks

Reduced risks: Nasstar's ICC Network complies with public sector industry regulations and standard regarding data privacy and security, reducing the burden on customers to maintain networks that adhere to their industry regulatory compliance, resulting in lower risk networks and network operations.

Improved quality of experience and productivity: Our SASE service optimises network performance by intelligently routing traffic from off-net endpoints to a cloud-delivered security service's closest point of presence (PoP). Further reduce congestion by distributing endpoint traffic to different PoPs with sufficient geographical spread and avoiding a single point required for traffic flow This results in enhanced application performance, reduced latency, and improved user experience and productivity for all users

Fast, Scalable & Flexible Cloud adaption: Our SASE service provides the adaptability and flexibility to move, add, change and grow how network resources are applied to serve the changing and growing business demands as workloads move between cloud landing zones without disrupting operations. Actual network and application performance data, customer consultations and Nasstar networking expertise are combined to inform customers of network adaptations and optimisation option for specific customer business scenario.

Increases costs efficiencies: Our solution delivers cost savings through intelligent bandwidth utilisation, centralised management, and reduced reliance on expensive legacy technologies. Leveraging our expertise and economies of scale.

