TSG Cyber Care Service Definition

Protecting Your Business from Cyber Threats

Date: 2026

Assured Service Provider
in association with National Cyber Security Centre
Cyber Advisor (Cyber Essentials)

CYBER ESSENTIALS CERTIFIED
CYBER ESSENTIALS CERTIFIED PLUS
ISO 27001

Classification: Public

Welcome to Cyber Care

We monitor your Microsoft 365 environment, and detect threats before they cause harm, giving you the confidence that your business is secure.

Our Cyber Care portal shows you real-time alerts and actionable insights in plain English. No more uncertainty about what's happening in your digital estate or who's responsible for responding

We provide proactive threat detection, identity lifecycle management, and strategic guidance to keep your organisation safe and compliant.

The service combines advanced security tools, automation and human expertise to deliver a complete cyber defence solution. We focus on risk reduction and resilience through 24/7 monitoring, UK business-hours containment, quarterly reviews, and ongoing optimisation.

The service comes in three tiers, so you can choose the level of protection that fits your business.

MONITOR

Continuous 24/7 threat detection with real-time alerts and reporting. You get visibility and control while your team handles the response and containment.

RESPOND

Everything in Monitor, plus expert-led investigation and containment during UK business hours. Includes quarterly security reviews and escalation support.

MANAGE

Full-service cyber management. Adds proactive Identity lifecycle management (joiners, movers, leavers) and strategic IT guidance through TSG Accelerate.

What You Get

We offer three tiers that build on each other. Pick the level that matches where you need help.

Monitor

- 24/7 automated threat detection and monitoring
- Real-time Security Portal with plain-English alerts.
- Expert-grade detection rules (TSG-tuned Sentinel & Defender)
- Email alerts when suspicious activity detected (monitor only)
- TSG Academy training access
- Client investigates and responds to alerts (chargeable escalation to TSG Cyber Team)

Respond

Everything in Monitor, plus:

- Expert-led investigation and containment during UK business hours (09:00–17:30)
- Quarterly expert security reviews
- Unlimited support tickets (fair usage)
- Direct escalation to TSG Cyber team

Manage

Everything in Respond, plus:

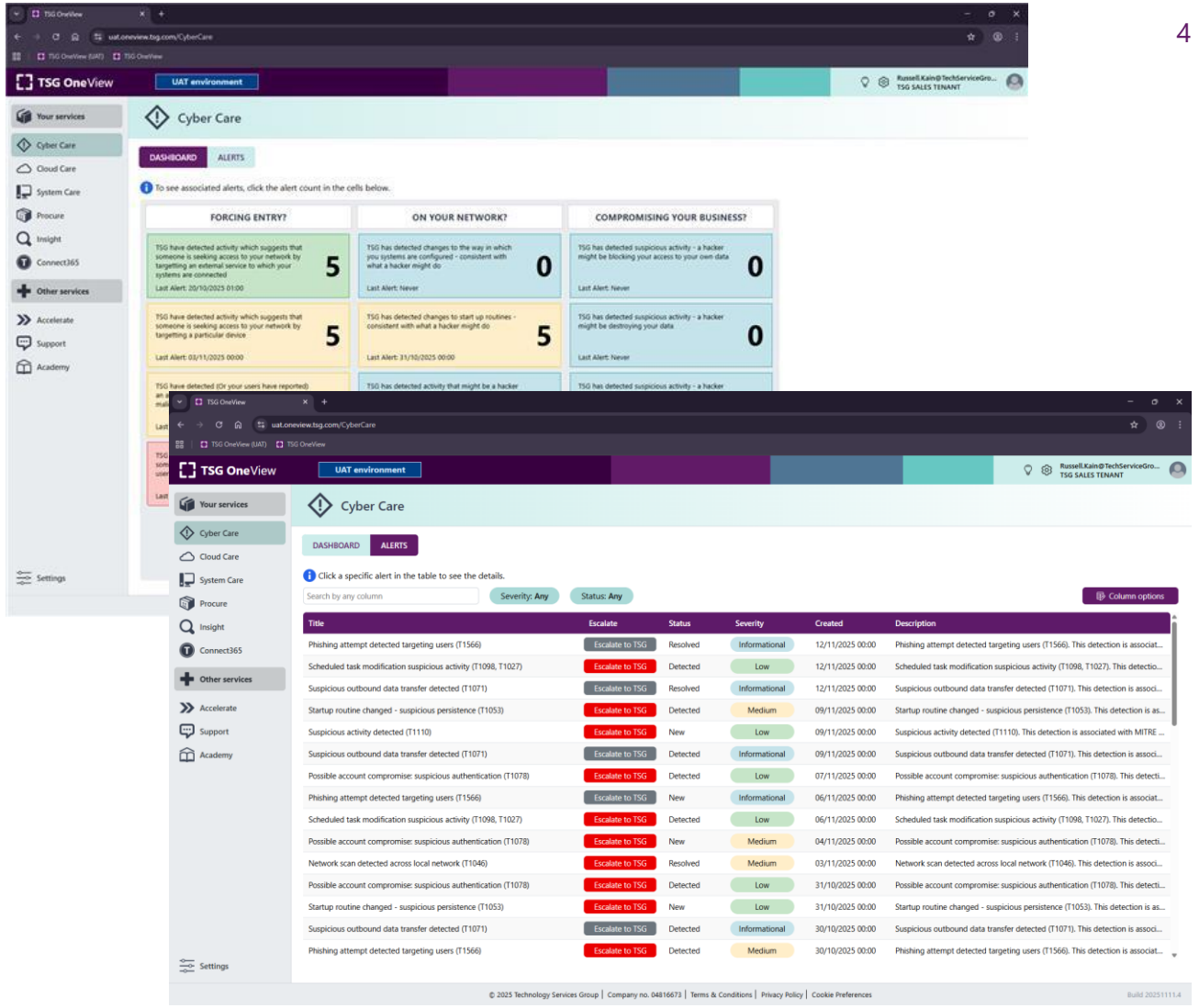
- Proactive Identity lifecycle management (joiners, movers, leavers)
- Access to TSG Accelerate – CTO-led strategic IT roadmap
- Complete security partnership approach

Your Cyber Care Portal

Real-Time Threat Insights Simplified

Key Features:

- **Single dashboard for alerts and escalations**
  All critical information in one place—no hunting through multiple tools.
- **Plain-English threat descriptions**
  We've simplified alerts so you know exactly what an attacker is doing and where they may be in your environment.
- **Contextual insights**
  See the attack path, affected users and recommended actions at a glance.
- **Threat trend analytics**
  Identify patterns and emerging risks before they become incidents.
- **Audit-ready logs**
  Maintain compliance with full traceability of alerts and actions.



Cyber Care sits within TSG OneView, giving you complete visibility into your security posture with an intuitive dashboard designed for clarity and action.

Service Scope and Boundaries

What we need from you to deliver Cyber Care successfully, and where other services take over.

What You Need	What We Need	What We Don't Cover
Microsoft 365 Business Premium or equivalent So we can protect your users and devices effectively.	Access to your Microsoft environment So we can monitor and respond to threats (depending on tier).	Fixing physical devices We don't repair laptops or servers if impacted by a cyber attack (chargeable)
Minimum 20 users + 12-month duration Designed for businesses where scale matters.	Create secure accounts for our team Allows us to investigate alerts safely.	On-premises server management Managing physical servers or on-premises infrastructure is outside the scope of Cyber Care.
Cyber Insurance & Cyber Controls While Cyber Care reduces risk and strengthens your security posture, it does not replace insurance or formal compliance frameworks	Shared responsibility – Your Part in Making Cyber Care Work Take part in quarterly reviews and incident response discussions and act on the recommendations provided by the Cyber Care team.	Third-party app support Support for non-Microsoft 365 applications is not included unless explicitly agreed.
Admin access for setup We need permission to configure security tools properly.		Full forensic investigations Cyber Care does not include full forensic investigations or complete incident response – these are available as separate specialist services.

Contract Terms
Cyber Care requires a minimum 12-month commitment with at least 20 seats.

Service Tier Scope

What you get (and don't get) with each tier

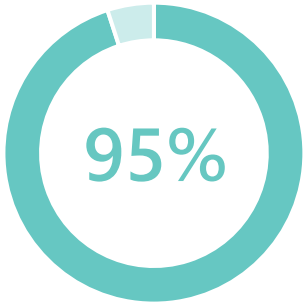
Tier	What We Cover	What We Don't Cover
Monitor	• 24/7 automated threat detection and monitoring • Real-time alerts via portal and email • Expert-grade detection rules (Sentinel & Defender) • TSG Academy training access	• No incident investigation or containment • No identity lifecycle management • No strategic IT roadmap guidance
Respond	Everything in Monitor, plus: • Expert-led triage, investigation & containment (UK business hours) • Quarterly security reviews • Unlimited support tickets (fair use)	• No 24/7 human response (UK business hours only) • No identity lifecycle management • No full forensic investigation
Manage (recommended)	Everything in Respond, plus: • Identity lifecycle management (joiners, movers, leavers) • Unlimited escalations (fair use) • Access to TSG Accelerate (CTO-led strategic roadmap) • Executive-level guidance and planning	• No physical device break/fix • No custom application code review • No on-premises server management (additional ingestion charges apply if included)

Response Times That Matter

When something goes wrong, you need to know when it'll be fixed.
Here's what you can expect from our Service Level Agreements (SLA):

Priority	What It Means	Response Time	Resolution Target
High	Active cyber attack or breach	15 minutes	2 hours
Medium	Medium vulnerability or suspicious activity	1 hour	1 business day
Low	User security issue or alert	4 hours	3 business days
Informational	Advisory or informational alert	8 hours	5 business days

Applies to Respond & Manager tiers. SLA timers based on Microsoft Sentinel and pause outside business hours (Monday to Friday 09:00-17:30).
Containment is best-effort for predefined high-risk threats. See T&Cs for full detail.



SLA Compliance Target

Minimum performance standard across all priority levels

Net Promoter Score (NPS)

User satisfaction benchmark for service quality

Quarterly Reviews

Completion rate for scheduled business reviews

How We Work

Everything you need to know about getting in touch

Ways to Reach Us:

OneView Portal (preferred)

Escalate alerts for investigation directly from the Cyber Care alerts pane

https://oneview.tsg.com/

Connect 365 Portal

Joiners, movers, leavers requests.

connect365.tsg.com

Security Notice: Submit all high-risk security requests through the Connect365 portal. This ensures proper authentication and maintains audit trail compliance.

Implementation Timeline

Our Commitment: Complete Cyber Care deployment within one week from order (Monday–Friday)

1

Day 1 (Monday): Cyber Care Order Confirmed

Our Cyber Team confirms your order and sets up secure communication, ensuring a smooth start.

2

Days 2–4 (Tuesday to Thursday):

Setting-up, Deploying & Fine-Tuning CyberCare

Our Cyber Consultant will deploy and configure Microsoft security tools, fine-tune detection rules, and validate your environment—giving you robust protection and visibility

3

Day 5 (Friday): Cyber Care Ready for Protection

Your dedicated consultant will personally complete the deployment, deliver hands-on training for your team, and provide a full handover with documentation—ensuring you're ready and confident to go live

Commercial Terms

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Months Minimum

Service commitment period with 20+ users

£5 **(£21 inc. Business Premium*)**

Monitor

Per user per month

£15 **(£31 inc. Business Premium*)**

Respond

Per User Per Month

£18 **(£34 inc. Business Premium*)**

Manage

Per User Per Month

Onboarding Investment: Approximately £4,000 setup fee covering set-up of Cyber Care (subject to survey)
Monitor tier – each escalation to Cyber Care team charged at £600 for first 3 hours and £200 per hour thereafter
*Price includes the purchase of Business Premium license, procured by TSG.