2023 Charter and Fees

We believe that delivering excellent customer service and support is vital to our success.

We are an ISO 20000 Company

We intend to provide quality, information that sets our customers expectation, support, advice and assistance to help our customers be competitive, innovative and maintain a skilled workforce.

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Support

This service forms part of our Managed Service and is a premier grade response by telephone and email for general matters relating to Security. Cover for matters relating to Remote Connectivity and App Protection; Adaptive Defence; Continuous Security Validation and Compliant Archiving are also included. We reserve the right to charge fees for on site support and particularly charge fees where emergency call out is requested. The support service includes but is not restricted to Microsoft Federation Services, Remote working, O365, Identity Services and Security Breach and Attack Simulation. The product/service platform also includes Security Awareness Training modules. These services are designed to complement best practices in conjunction with all our products and services.
Training is not supported and charged separately. Security Awareness Training is proven more appropriate than support. Security Awareness Training is available as Proof of Concept as it will test user's vulnerability to phishing attack.
Support cover is not provided without charge for devices or systems which we do not supply, although discretionary help will be given, especially if it requires contact help from a 3rd party outside our supply chain

Consultancy

Our business dealings with you will be conducted with professional integrity and honesty. Our advice and recommendations will be based on the needs of the business and drawn from a pool of different vendor partners based on budget, business fit and ease of ownership and reliability of their use.

Our staff will focus on helping you find solutions for your business needs, that satisfy the user experience and their expectation, drawing on our partnerships that are regularly updated at www.cmsecurity.co.uk.

Our staff will be accountable in their dealings with you.

Consultancy will be given whenever it's needed. It is designed to work for you, not the other way around; however, we generally encourage a minimum quarterly review of the ever-changing threat landscape and the constantly changing network perimeter.

Consultancy and support combine to give full explanations of our recommendations and include professional management of product demonstration; Proof-of-Value, final service deployment and support thereafter. Full disclosure of the effects of the recommendations made as well as the business benefits are included in our Charter, notwithstanding full support for any post-deployment disruption or conflict with existing applications.

CM Security Ltd aims to give customers the freedom to communicate around the world from anywhere underpinned with a Zero Trust approach and includes advanced web, email and multi-factor authentication password security and backup.

Terms of Subscription Support and subscription contracts

Subscription of part or whole to services on our portal entitles you, during the subscription period, to telephone- and email-based Technical Support during support hours (as defined below), free software updates, offers to purchase new add-ons, and upgrades (as defined below). "Updates" means a minor modification or addition that includes corrections or modifications (other than an upgrade) to correct errors, provide patches, bug fixes or minor enhancements. "Upgrades" means a major revision or modification, which changes its utility or efficiency and/or which adds features, functions, applications or modules.

Contract Termination requires 90 days notice prior to renewal date to avoid autorenewal. We reserve the right to charge penalties for late cancellation amounting to the full value of the auto renew rate quoted.

Quality of Service

Our staff understand your issues because of their extensive experience with generic networks. They are Certified Systems Engineers with more than 15 years' experience in a variety of business networks and are trained to act responsibly under Microsoft's certification process, as well as bound by ISO 20000 certification framework.

We aim to tailor our response to your needs.

In the event of a conflict of network Apps/network devices over the cause of a problem, especially when another application may cause it, you will not be left isolated to resolve this with another company. We will take management of the problem and coordinate resolution on your behalf, for expediency.

When it is appropriate to attend your place of business, you can expect us to respect the office culture and to abide by the rules of conduct. We will tell you how long our assessment processes may take and where relevant, inform you of any potential disruption and inform you of our contingency, such as a service upgrade request or something similar.

We will take the time to understand your needs and obligations and aim to fulfil them. This is always reliant on the information you give us that is timely, accurate and complete to provide the best

Confidentiality

We have systems in place to ensure that we protect your privacy and your confidential information.
We comply fully with GDPR and other Frameworks such as HM Government G Cloud and ISO 20000 Frameworks

We understand that your ideas are your business advantage - and will not use our position to gain an advantage for ourselves or others - or cause a detriment to you.

SLA's and responding to your needs:

Security Ltd will respond promptly and knowledgeably to your enquiries and requests through our phone and email communications. We do not have lengthy processes to register requests or enquires.

We will immediately acknowledge a ticket logged and respond within 4 hours, although we often respond immediately. Our response is technical response given by knowledgeable technicians

We will provide accurate, and up to date information, particularly where a notice of intended service interruption is planned for maintenance; or a service upgrade request is required.

Our resolution times are dependent on the nature of the support issue.

Support is a proactive service, sometimes a skill transfer, depending on customer triage resources, but always provides advice to benefit and protect your business in a continually changing threat landscape.

Price

Our Service and Consultancy Charter where applicable is priced at 20% of the total order value for the duration of the total subscription contract. A minimum charge of £2500 plus VAT per year applies. The provision of our service is unrestricted.
Emergency call out for support has a minimum charge of £1500 plus expenses plus VAT (Travel Expenses and overnight if needed, being charged at cost)
We encourage feedback from our customers and welcome comments and suggestions. Please send your feedback to info@cmsecurity.co.uk,

A statement on modern slavery & human trafficking

CM Security Ltd is an IT provider of Cloud Security and Protection Services. CM Security Ltd is not associated with any company of a similar type. It publishes its cloud platform at www.cmsecurity.co.uk
CM Security Ltd is contracted to client users in UK, Europe, and USA who are part of multi-national enterprise companies that we believe are compliant with the Modern Slavery Act 2015.
We are contracted to support an end-user client base of registered companies who we believe are well known to be ethical and law-abiding in their employment policy. We respectively operate with the same ethical behaviour.
This statement is made voluntarily and is made in conjunction with the guidelines that accompany the Modern Slavery Act 2015, available at:
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/649906/Transparency_in_Supply_Chains_A_Practical_Guide_2017.pdf
Staff employed by CM Security Ltd are based in the UK, in London and Manchester. We supply Cloud Web Security, Cloud Application Management and Control, Cloud Email Security and Cloud Multifactor Authentication from vendor partners that include Acronis, Censornet, Digital Shadows, Entrust, NetMotion and Microsoft.
CM Security Ltd employs eight staff; four are full-time contracted out to corporate clients in the banking sector. Our staff and contract staff are full-time employees and accountable to our code of conduct and ethics. We are an equal opportunities employer. All staff work and live in the UK.
We do not consider any of the company's activities or its staff to engage in or be at risk of slavery or human trafficking. This would be a disciplinary matter and result in instant dismissal.
We also consider that our supply chain is ethical and responsible and at low risk due to the nature and the limited number of organisations with which we trade. We partner with vendor companies and resell their services and products; however, we are selective in our choice of partner and do not enter into relationships without conducting due diligence. The directors manage this process.
A code of practice for staff is clearly and comprehensively outlined in staff contracts. An Acceptable Conduct guide, itself reviewed regularly, is handed to all staff. All staff understand that CM Security does not tolerate bullying, harassment, corruption or bribery. All staff members who regularly attend our client premises are trained to observe a commensurate code of conduct with business-like behaviour, maintaining integrity and professionalism at all times.