



Firewall-as-a-Service Service Definition Document

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Document Control

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1. Service Overview

Maple are a next generation Digital and IT service provider in the UK. With skills in various areas across the digital landscape. Maple have developed several services to support customers in their digital, data and business transformations.

Through their passion for cost effective, highly secure infrastructure and their ability to simplify and care fiercely Maple can provide sophisticated AI driven, Support Services. The Maple Support Services are delivered across both on-premises, cloud and hybrid cloud infrastructures to provide customers with the confidence that their infrastructure is supported and available 24/7. While also having the assurance in the rapid recovery from an incident and root cause analysis.

Maple Networks 24x7x365 Firewall-as-a-Service (FWaaS) is a bespoke Firewall support service that allows organisations to have rapid response and recovery from any potential Firewall issues across multiple vendors including but not limited, Cisco and Palo Alto. Maple FWaaS is delivered through the support of highly skilled engineers and consultants with a wealth of knowledge and experience in both troubleshooting and planning technical challenges.



2. Service Scope

This chapter identifies and describes the high-level components that make-up the service, which comprise the:

- Service package – which defines the service, capabilities and options
- Service platform infrastructure - which defines the service delivery mechanism
- Supporting services - any processes or resources that support the delivery of the service

Service Package

Objective	Provide bespoke, ongoing proactive support of our customer's firewall environment by highly skilled and experienced technical engineers
Description	This service provides bespoke proactive support of customer's Firewall infrastructure 24/7 including response, troubleshooting and resolution. Our technical team have a wealth of knowledge and experience to help troubleshoot, recommend, and plan technical implementation and resolve technical challenges that may arise with Firewalls from different vendors and hosted on different platforms including public cloud environments.
Hosted-in	Remote
Supported from	All support and management are delivered remotely from the Maple Networks 24x7x365 NOC
Support level	The Maple Networks service includes the following support levels on the platform: • Remediation support The level of support per customer will be customised and specific to each individual customer.
Required connection types	The Maple Networks service requires internet connectivity. Maple will establish a remote session to customer environments by a pre-determined method suitable for both parties. All connections are encrypted over the public internet.

Service Features

	Description	Standard / Optional / Customisations
Rapid onboarding	A key pillar of the Maple FWaaS service is for organisations to be able to take advantage of, and gain value from the service as quickly as possible. Upon completion of implementation and signature of the support contract Maple will aim to have critical business services/solution on board within days.	Standard



	Maple can work and support with Firewall vendors hosted in across multiple platforms including public cloud vendors include but are not limited to: • Palo Alto • Cisco • Juniper • WatchGuard • Sophos Where a vendor is not listed Maple will happy have a discussion about taking on support for the Firewall in question.	
Account CTO	Maple FWaaS will provide each organisation with an aligned Account CTO. The account CTO will be there for multiple purposes which includes: • Maple contact in the event of a major incident • Technical escalation point for any incidents, changes and service requests • Direct point of contact for any queries and guidance regarding major changes and projects with the customer • Vendor updates for systems within the supported environment. Account CTO's will be assigned during the onboarding.	Standard
Support Portal	All customers will be provided with access to an online custom support portal where incidents, changes and services requests can be logged. The support portal will be available 24x7 and calls will be picked up 24x7 in accordance with their priority and the aligned SLA.	Standard
Escalation Path	Maple FWaaS comes with multiple escalation paths as standard within the service. Technical Escalation Path • Into vendors under support as part of the service Commercial and Operational Escalation Path • Into vendors under support as part of the service Escalation paths and contact details will be clearly defined and onboarding.	Standard



Health Checks	Maple FWaaS will carry out regular health checks on the environment which is supported. The default will be for annual health check to take place, however, the frequency can be customised and made bespoke per environment.	Customisations
24x7 Support	Maple FWaaS is a 24x7 support service delivered out of the UK. Every organisation is different therefore the support service can be customised to meet the requirements of each individual organisation. This can include: - Subject Matter Expert (SME) Support • Maple FWaaS becomes an extension of the internal IT team and delivers an additional layer of support. • Maple FWaaS expects that initial triage will have been carried out by the internal IT team. Proactive Support • Maple FWaaS will proactively support, triaging, troubleshooting, and resolving issues to negate the need for the internal IT to carry out any of the mundane tasks. • Maple FWaaS proactive support will come with AI based monitoring built in • Maple FWaaS proactive support will also include SME support in the event escalation is required. Hybrid • A combination of both SME and proactive support • Some organisations may deliver 24x7 but only provide IT Support during core business hours. Maple will perform SME support during the core business hours and proactive support out of hours. Operational processes and procedures will be agreed and documented during the onboarding process, allowing for a bespoke service for each organisation.	Customisations
Custom SLA's Definitions	Maple FWaaS team provide a standard set of SLA's identified within of this Service Definition Document. Maple Care will work with each organisation to customise the definition of each service level.	Customisations



	For example, a P1 incident could be a total loss of service and may also include VIP contacts who whenever an issue occurs that impacts them and their systems the incident is treated as a P1.	
Monitoring	Maple FWaaS Monitoring can be added and delivered with 24x7 AI and ML based monitoring. A Maple FWaaS hosted solution that the customer can also have visibility of for assurance of system and service availability. Maple FWaaS Proactive Support will come with AI/ML based monitoring as standard.	Optional
System Upgrades	Maple FWaaS System Upgrades at all layers within the Firewall Security stack. Frequency and additional systems to be upgraded are bespoke to each customer and agreed during the onboarding.	Optional



3. Available Service Levels

This chapter identifies the service level measures applicable to the service.

Customers should consider these measures in the context of the general terms and conditions described in full in the Maple Networks Service Level Agreement document (available on request).

Response time	• Incidents ○ P1 ○ P2 ○ P3 ○ P4 • Changes ○ Standard ○ Normal ○ Emergency • Service Request
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