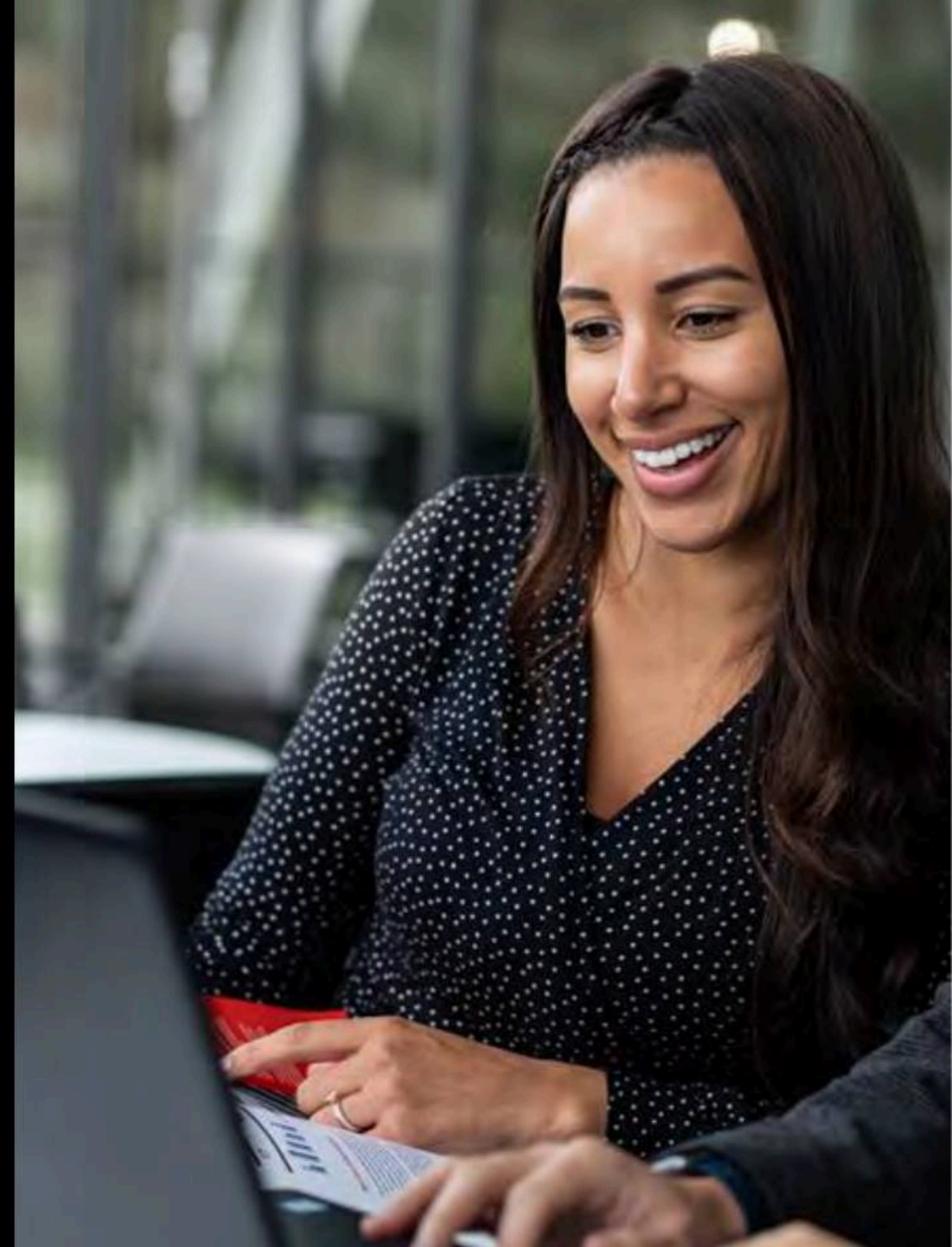




SD-WAN & SASE

Design, Deployment and Managed Service

Cisco, Fortinet & SonicWall



About ROCK

ROCK is a technology services group delivering cloud, cybersecurity and managed IT services to public sector, healthcare, education, housing and regulated organisations.

Headquartered in the UK, the ROCK Group supports clients globally across and beyond Europe and North America.

The group is structured for scale and resilience, combining disciplined delivery with deep regulatory understanding. This enables ROCK to operate as a trusted partner in complex, high-assurance environments where reliability and security are critical.

The group operates through two focused service disciplines:

- As a Managed Service Provider (MSP), ROCK runs and optimises cloud platforms, infrastructure and modern workplace environments.
- As a Managed Security Service Provider (MSSP), ROCK delivers continuous cyber defence, risk management and compliance-led security operations.

These services can be consumed independently or combined into a unified operating model.

Clients partner with ROCK for clarity and confidence. From a client standpoint, every partnership is shaped by three principles.

Commitment – Through clear ownership and long-term partnership.

Proof – Through measurable outcomes, service metrics and transparent reporting.

Certainty – Through predictable delivery, resilient design and controlled change.

ROCK supports organisations to modernise securely and operate more effectively. We pair technical depth with practical guidance to support informed decisions and keep technology aligned to business priorities.

The group operates within a mature governance framework aligned to ISO 27001:2022, ISO 9001:2015 and Cyber Essentials Plus.

Engineering and service practices are consistent, repeatable and auditable, enabling scale while managing risk.

Ongoing investment in people, platforms and innovation strengthens capability and keeps services responsive to evolving needs. As a strategic partner, ROCK helps clients improve today while building the foundations for long-term change.

Responsible & Sustainable Delivery

ROCK is committed to delivering Social Value alongside high-quality technology services. Our approach is aligned to the UK Government Social Value Model and focuses on creating good jobs, developing skills, supporting inclusive employment, strengthening supply chains, protecting the environment, and promoting workforce wellbeing.

Social Value is embedded into how we operate as an organisation and how we deliver services, including through fair working practices, skills development and training, responsible supply chain management, environmental sustainability, and community engagement.

For each contract, commitments are tailored to customer needs and local context, and agreed during mobilisation and contract governance.



Our Services

ROCK's SD-WAN and Secure Access Service Edge (SASE) Design, Deployment and Managed Service enables public sector organisations to deliver secure, resilient and high performance connectivity for users, sites, devices and applications.

The service supports the transition from traditional, perimeter based network models to a cloud delivered, identity led access architecture that aligns with hybrid working, cloud adoption and modern security expectations.

ROCK provides end to end accountability across the full service lifecycle, including assessment, architecture design, deployment, migration and ongoing managed support.

The service is designed to provide buyers with confidence and control, ensuring connectivity and access services are delivered in a secure, predictable and auditable manner.

The service is delivered using a consistent service management, governance and assurance framework, independent of the underlying technology platform.

Preferred SD-WAN and SASE platforms are selected based on customer requirements, risk profile and operational needs, rather than technology preference.

The service can be delivered as a standalone network and security capability or integrated with wider cloud, identity, security and managed IT services.



“Secure, high-performance connectivity is delivered consistently across users, sites and cloud environments.”

Warren Walker, CTO at ROCK

Our Approach

ROCK's approach combines application aware networking with Zero Trust security principles, aligned to ITIL 4 and public sector assurance expectations.

Each engagement begins with a structured discovery and assessment phase. This reviews existing network topology, connectivity services, application dependencies, user access patterns and security controls. Findings are used to inform evidence based design decisions that are proportionate to organisational risk, performance requirements and user experience expectations.

SD-WAN capabilities are used to optimise traffic flow, resilience and availability across multiple connectivity types. SASE capabilities provide consistent, cloud delivered security controls enforced through identity, device posture and contextual policy.

Architectures are designed to be observable, manageable and auditable, with clear ownership and accountability across ROCK, platform vendors and third party connectivity providers.

Following deployment, ROCK provides structured operational management, proactive monitoring and continuous optimisation. Regular service reviews ensure the service evolves in line with changes to applications, threats and organisational priorities.

Supported Technology Platforms

ROCK delivers SD-WAN and SASE services using a defined set of preferred technology partners:

- Cisco Meraki
- Fortinet
- SonicWall

These platforms are selected to provide coverage across a range of public sector use cases, scales and risk profiles.

Technology selection is guided by requirements and architectural principles. Regardless of platform, the service is delivered through a consistent operational, security and governance model, ensuring a uniform buyer experience and predictable outcomes.

ROCK remains the single accountable service provider, with responsibility for design, implementation, ongoing management and vendor coordination.



Key Features

ROCK's SD-WAN & SASE service provides an integrated networking and security capability designed to support modern, cloud-connected organisations.

The service combines intelligent traffic management with cloud-delivered security controls to create a secure, resilient and manageable access platform.

Discovery & network assessment

Structured discovery and network assessment, reviewing existing connectivity, application dependencies, user access patterns and security controls to ensure design decisions are evidence-based and proportionate.

SD-WAN architecture design

SD-WAN architecture design, enabling application-aware routing across multiple connectivity types (internet, MPLS, private links) to improve resilience, performance and cost efficiency.

SASE architecture design

SASE architecture design aligned to Zero Trust principles, providing identity-led access controls that enforce security policies consistently regardless of user location or device.

Policies & controls

Policy-based traffic inspection and enforcement, ensuring network and security controls are applied consistently and transparently across users and locations.

Identity & device integration

Identity and device posture integration, supporting conditional access decisions based on user identity, device compliance and contextual risk.

Network segmentation

Network segmentation and access control, limiting lateral movement and reducing the impact of security incidents.

Monitoring & visibility

Centralised monitoring and operational visibility, providing insight into performance, availability, access activity and security events across the environment.

Incident, request & change management

Managed incident, request and change management, delivered through ROCK's ITIL-aligned Service Desk with clear escalation and communication.

Optimisation & service improvement

Ongoing optimisation and service improvement, ensuring connectivity and access services evolve as application usage, threats and organisational priorities change.

Key Benefits

ROCK's SD-WAN & SASE services deliver clear operational, security and financial benefits by simplifying how organisations connect users to applications securely and reliably.

Improved application performance

Improved application performance, achieved through intelligent traffic routing and prioritisation across multiple connectivity paths.

Stronger and more consistent security

Stronger and more consistent security, with identity-led access controls applied uniformly regardless of user location.

Reduced dependency on legacy networking

Reduced dependency on legacy networking models, including traditional WAN architectures and VPN-centric access.

Improved resilience & availability

Improved resilience and availability, by removing single points of failure and supporting dynamic traffic routing.

Simplified operational management

Simplified operational management, combining networking and security into a unified, cloud-delivered service model.

Visibility & control

Better visibility and control, with clear insight into network performance, access behaviour and security posture.

Improved hybrid & remote working

Improved support for hybrid and remote working, without compromising security or user experience.

Reduced operational risk

Reduced operational risk, through standardised architectures, clear governance and controlled change management.

Predictable & scalable connectivity

Predictable and scalable connectivity, allowing services to grow or adapt as organisational needs change.

Greater confidence for managers

Greater confidence for leaders, knowing access and connectivity services are secure, governed and aligned to business objectives.

Management & Governance

ROCK's SD-WAN & SASE services are delivered through a structured service management and governance framework designed to ensure reliability, transparency and continuous improvement.

Our approach provides buyers with confidence that connectivity and secure access services are operating predictably, securely and in line with organisational priorities.

Service Desk & Support Model

All SD-WAN & SASE services are supported through ROCK's ITIL-aligned Service Desk, providing a single point of contact for incidents, service requests and queries. Issues are triaged promptly and escalated to specialist network or security engineers where required. Clear communication is maintained throughout the incident lifecycle.

Proactive Monitoring & Operational Oversight

We continuously monitor network performance, availability and access services to identify early signs of degradation or failure. This proactive approach helps prevent disruption and supports consistent user experience across sites and remote users.

Incident, Problem & Change Management

Incidents are managed with a focus on rapid service restoration and impact reduction. Recurring issues are analysed to identify root causes and reduce future risk.

Changes to network or security configurations are planned, assessed and implemented in a controlled manner to minimise disruption.

Governance & Service Reviews

Regular service reviews are led by a designated Service Delivery Manager and tailored to buyer needs.

These reviews provide visibility into:

- Service availability and performance trends
- Incident and request volumes
- Security and access considerations
- Risk, issues and mitigation actions
- Agreed improvement initiatives and priorities

This ensures accountability, transparency and continuous service alignment.

Supplier & Platform Coordination

Where third-party connectivity providers or platform vendors are involved, ROCK manages coordination and escalation on behalf of the buyer, reducing administrative burden and ensuring timely resolution.

Security & Data Protection

Security is foundational to ROCK's SD-WAN & SASE services. We combine cloud-delivered security controls, identity-led access management and ISO-aligned governance to protect users, applications and data wherever they are accessed.

Security Framework & Best Practice Alignment

The service is delivered in line with Zero Trust principles and operates within ROCK's ISO 27001:2022 Information Security Management System. Security controls are embedded into both design and ongoing operations rather than treated as one-off configuration activities.

Identity & Access Controls

Access decisions are based on user identity, device posture and contextual risk. This ensures only authorised users and compliant devices can access applications, reducing reliance on network location or perimeter-based security.

Secure Connectivity & Traffic Inspection

Traffic is inspected and controlled through policy-based enforcement, protecting users from malicious activity and reducing exposure to threats. Network segmentation limits lateral movement and minimises the impact of incidents.

Monitoring, Detection & Incident Handling

Security-relevant events are monitored as part of day-to-day operations. Suspected security incidents are escalated promptly, with clear communication and guidance provided to buyer stakeholders.

Data Handling & Privacy

ROCK processes only the operational data required to deliver the service, such as logs and telemetry. No customer production data is copied or stored outside agreed platforms. All data handling complies with UK GDPR and Cyber Essentials Plus requirements.

Access Management & Auditability

All administrative access is controlled using least-privilege principles, protected by multi-factor authentication and subject to regular review. Actions are logged to support audit and assurance requirements.



Values & Outcomes

ROCK's SD-WAN & SASE services deliver meaningful operational, financial and strategic value by modernising how organisations connect users to applications securely and reliably.

Operational Value

Improved service stability through proactive monitoring and controlled change

Faster issue resolution supported by structured escalation and vendor coordination

Reduced complexity by converging networking and security services

Financial Value

More efficient use of connectivity services through intelligent traffic routing

Reduced reliance on legacy WAN and VPN infrastructure

Improved cost predictability through standardised architectures and governance

Security & Compliance Value

Stronger security posture through identity-led, cloud-delivered controls

Reduced attack surface compared to traditional perimeter models

Improved audit readiness through consistent policy enforcement and logging

Strategic & Organisational Value

Better support for hybrid and remote working models

Scalable access services that evolve with organisational needs

Increased leadership confidence in the resilience and security of access services

Accreditations & Certifications

ROCK maintains a proven, independently assessed way of working that underpins every service, helping us provide the best IT solutions to our clients. Our certifications and partnerships show that we take security, governance and quality seriously, strengthening our credibility through best-practice services, recognised standards, and ongoing accreditation.

Security Clearances

BS7858:2019 Screening

All staff undergo background screening aligned to BS7858:2019 for roles with access to client systems or sensitive information.

Security Check

Staff can hold UK Government Security Check clearance where required by the service scope, buyer requirements or contractual obligations.

Enhanced DBS Checks

Enhanced DBS checks are performed for staff supporting regulated or sensitive environments where required by client contracts or service scope.

Strategic Partnerships

ROCK works with a range of leading cloud and technology providers to deliver secure, resilient and well-governed services.



Microsoft Partner

Cloud, identity, security and productivity services across Azure, Microsoft 365, Microsoft Entra ID and Microsoft Defender.



AWS Partner

Infrastructure and platform services including compute, storage, networking and security.



Cisco and Meraki

Cloud-managed networking, SD-WAN and secure connectivity solutions.



Cloud Security & SASE

Secure access, firewalling, SD-WAN and ZTNA capabilities, including cloud security.



Backup & Recovery | N-Able & Cove

Cloud-based backup, replication and disaster recovery solutions supporting cloud, hybrid and endpoint environments.



Endpoint & Device Management

Endpoint security, configuration, monitoring and lifecycle management tooling across user devices and servers.



SonicWall

Network security, firewalling, secure remote access and SD-WAN capabilities for on-premise and cloud-connected environments.

Certifications & Compliance



ISO 27001:2022

Certified information security management system demonstrating effective controls for data protection, access management and operational security.



ISO 9001:2015

Certified quality management system supporting consistent service delivery, continuous improvement and effective governance.



Cyber Essentials Plus

Independently verified assurance of strong baseline cybersecurity controls across all operational systems.



ICO registration

Fully registered with the Information Commissioner's Office for data processing compliance.

How To Buy

This service can be procured quickly and compliantly through the Crown Commercial Service (CCS) G-Cloud 15 Framework under the Cloud Support lot.

This provides a streamlined route for public-sector organisations to access high-quality managed support without needing to run a full tender.

What Buyers Can Expect

- Fast mobilisation, with service commencement scheduled quickly after award.
- No contract negotiation, as all terms follow the standard G-Cloud framework.
- Transparent pricing, published and fixed in accordance with the G-Cloud catalogue.
- Clear onboarding processes, including asset discovery, documentation intake and communication setup.

Purchasing Steps

1. Search for ROCK on the Digital Marketplace under: Managed IT Services - Cloud Support
2. Review the Service Definition, pricing document and terms.
3. Shortlist ROCK based on your technical, operational and commercial criteria.
4. Evaluate shortlisted suppliers following CCS guidance.
5. Award a Call-Off Contract directly to ROCK through G-Cloud 15.
6. Agree service scope and onboarding timelines with our mobilisation team.

Support with Procurement

ROCK can support buyers with:

- Responding to clarification questions
- Helping shape scope within the boundaries of G-Cloud
- Providing guidance on service levels, onboarding and shared responsibilities
- Supporting internal approvals or business case preparation

We remain fully compliant with CCS rules - no pre-award customisation of terms.





Your Cloud and AI provider to
accelerate business transformation.

rock.co.uk