

Fortinet Managed SASE Service Description

G-Cloud 15

Company Name:	FluidOne Ltd
Legal Entity:	Private limited Company
Company Number:	05296759
Registered Address:	5 Hatfields, London, SE1 9PG

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Fortinet SASE Managed Service Description

Delivering Reliable, Flexible, and Secure Wide Area Networking

Software Access Service Edge (SASE) is a transformative approach to enterprise security providing secure access to cloud, internet and internal applications and data, regardless of where your users are physically located. It incorporates SD-WAN and Security Service Edge (SSE) to provide seamless connectivity for users.

Enabling dynamic, application-aware cloud based security, a SASE Managed Service enables organisations to leverage the full benefits of SASE technology without the complexity of in-house deployment and ongoing management. This service is ideal for businesses seeking to improve network agility, security, and performance across multiple sites and remote users, whilst reducing operational overhead.

Key Features

FluidOne SASE is a fully cloud hosted platform, with a software client (or clientless option) for users who consume the service, with a single dashboard for management and analytics.

The core management platform is fully diverse, resilient and is fully managed, meaning that customers do not need to worry about hardware upgrades or platform support.

From a capability perspective SASE incorporates:

- **Secure web gateway (SWG)**
- **Zero-trust network access (ZTNA)**
- **Cloud access security broker (CASB)**
- **Firewall-as-a-Service (FWaaS)**
- **Secure SD-WAN**
- **End-to-end digital experience monitoring (DEM)**
- **Identity & Access Management (IAM)**
- **Data Loss Prevention (DLP)**
- **Threat Prevention & Intelligence**

Benefits

FWaaS

- FortiSASE FWaaS is a cloud-based service that provides hyperscale, next-generation firewall (NGFW) capabilities, including web filtering, advanced threat protection (ATP), intrusion prevention system (IPS), and Domain Name System (DNS) security.

SWG

- SWG secures customers' web traffic.

ZTNA

- ZTNA is a capability within Zero Trust Access (ZTA) that controls access to applications. It extends the principles of ZTA to verify users and devices before every application session. ZTNA confirms that they meet the organisation's policy to access that application.

CASB

- Directly connected to leading SaaS providers to access usage and data stored in the cloud. This connection enables Administrators the ability to scan provisioned cloud resource configurations for potential threats as well as SaaS application data for threats, proprietary information, or sensitive customer records. This ability ensures that all users of the organisation's SaaS applications are monitored and protected no matter where they are or what device they are on.
- Protects data in motion and data at rest for cloud applications, create shadow IT report, perform risk assessment, expand visibility into risk trends and events.

Data Leak Prevention

- DLP allows businesses to identify sensitive information across multiple cloud-based systems, prevent the accidental sharing of data, and monitor and protect data. Provides organisations visibility into policy violations so they can be tracked and remediated.

Secure SD-WAN

- Full integration with FluidOne's Secure SD-WAN service.

Forti-Client

- The agent can be used for ZTNA, traffic redirection to SASE, and Endpoint protection without requiring multiple agents for each use case.

Deployment

As a Managed Services Provider, FluidOne recognises that there's no one-size-fits-all so we take the time to assess your situation and goals before making a recommendation that's fit for now but prepared for the future, through our consultancy, design and project management services, all underpinned by cutting-edge technology.

Consideration will be given for your needs in terms of the level of assistance required in deployment and also the level of management, or co-management, and support that will be needed following the initial implementation. The scope of the deployment services will cover the following:

- **System Design**
- **Project Management**
- **Initiation & Planning**
- **Internet Circuit Migration Strategy**
- **Solution Deployment**
- **IPSec connections**
- **Network rules**
- **Firewall rules**
- **SSL certificate deployment**
- **Optional Threat protection**
- **Directory service integration**
- **Alerting**

Managed Service

As a Managed Services Provider, FluidOne adds proactive management of the following:

- **Integration with the FluidOne service desk and ticketing system**
- **Fault investigation and rectification**
- **Implementation and change control on behalf of customers**
- **Management of user identity integration and access**
- **Third party circuit fault management**

About FluidOne

Trading Name:	FluidOne Limited
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Established in 2006 as independent data delivery business 'Fluidata,' we have been in business for close to 20 years. Innovation has always been at the heart of the business with Platform One winning the Queen's Award for Innovation in 2014, to today, firmly planting ourselves as a leading Connected Cloud Solution provider and one of the largest aggregators in the UK in terms of carrier choice, vendor selection and network reach.

Our vision is to become the best quality provider of Secure Connected Cloud Solutions to UK Businesses. Our strategy is to grow both organically and via acquisition, bringing an increased range of connected cloud related services to our client base. We've aggregated a powerful suite of solutions, combining everything from high-quality IT services to cyber security and beyond, to deliver a unified cloud experience for our clients' with our solutions secure by design.

As AI becomes a core enabler of innovation, a core part of our vision is to lead the way in secure AI adoption and to support the development of automation into our clients operations. We do this by combining innovative Secure Connected Cloud solutions with unmatched expertise and service, empowering businesses to thrive confidently in the AI era. Our toolkit seamlessly integrates AI for adoption across our client's workforce and applications, empowering their business to safely stay competitive and thrive in the AI era.

Core Service Areas & Mission

Our services are designed to help businesses modernise IT infrastructure, enhance security, leverage AI and data analytics to support their digital transformation. We empower our clients to work from anywhere, simply and securely, combining expert consultancy, specialists in delivery and in-life support across the following Centres of Excellence (CoE):

Centre of Excellence	Description
Secure Connectivity	With expert Solution Architects consulting our clients, we can provide MPLS, Internet, SD-WAN and SASE solutions designed with leading vendors. Our own core network is interconnected with a market leading range of carriers to deliver secure and resilient connectivity from fixed line access technologies, stand-alone 4G/5G services and innovative forward thinking satellite services.
Cyber Security	FluidOne Group brand CSA Cyber offers both offensive and defensive security services, led by experts with MOD and GCHQ backgrounds. Services help organisations to detect, protect and educate against the ever-changing cyber threat. With a dedicated team of cyber security experts, solutions consist of threat monitoring, detection, vulnerability assessments, penetration testing, consultancy and protection via our own 24/7/365 Security Operations Centre (SOC).

IT Services	Our IT & Cloud Managed Services provide flexible, scalable support, either as an extension of your existing IT team or as a fully outsourced solution. With over 30 years of expertise, we manage everything from network monitoring and data backups to cloud migrations and software management, ensuring your business-critical applications are always secure and accessible, no matter where your team is located.
Mobile & IoT	With an award-winning service desk, we provide traditional mobile voice and data services across all major UK networks as well as offering IoT connectivity solutions with global coverage. Rapid Site Deployment and leading satellite services are available via our unique managed mobile platform.
UCaaS & CCaaS	Market-leading UCaaS and CCaaS solutions, streamlining business communications for a fantastic end client experience.
Data & AI	Specialises in leading technological innovation, offering advanced solutions for rapidly changing data environments in the AI era. Our Data & AI team is dedicated to helping you utilise your data to your advantage and navigate AI adoption and automation. Database management & optimisation helps deliver actionable insights & increasing efficiency by facilitating data-driven decisions. From data cleansing and providing business intelligence services, to developing custom AI builds, we deliver solutions that allow you to sit at the cutting-edge of technology.

With these core Centres of Excellence (CoE), the company's mission is to enable businesses to thrive through secure, connected cloud solutions, focusing on simplifying complex technology and providing integrated IT, cyber, connectivity, cloud and mobile services as a single provider. Our teams have an inherent understanding of how to take complex hybrid multi-site environments and making them simple.

Accreditations

Quality is at the core of FluidOne's network design and business operations, and as part of this 6 ISO standards across quality processes, info security, business continuity, service management and environment are held. FluidOne Ltd is also Cyber Essentials certified.

- **ISO 27001** – Information Security Management
- **ISO 9001** – Quality Management Systems
- **ISO 14001** – Environmental Management Systems
- **ISO 20000** – Information Technology Service Management (ITSM)
- **ISO 22301** – Business Continuity Management
- **ISO 27701** – Privacy Information Management
- **Cyber Essentials**
- **Cyber Essentials Plus** (CSA Cyber)

Under a single partnership with FluidOne, clients can trust their security to committed and highly certified teams of specialists within Group Cyber Security brand **CSA Cyber**. With continuously growing capabilities and security certifications, cyber security operations are world-class and our customers can trust in the services we deliver. CSA Cyber currently hold the following certifications, demonstrating both the calibre of the people within the Cyber Centre of Excellence and ongoing commitment to excellence.



Awards

Name of Award	Year
Queens Innovation Award (Platform One)	2014
Enterprise Networking 2020 Top 10 SD-WAN Consulting/Service Companies in UK	2020
IT Europa Awards 2021 Vertical Market Solution of the Year	2021
The Billing People Awards 2021 Commitment to Customer Service Finalist	2021
The Billing People Awards 2021 Reseller Billing Team of the Year Finalist	2021
CIO Review 2021 Most Promising Cisco Solutions Providers in UK	2021
Best Companies 2021 [Technology Top 50, London's to 50 Mid-sized2* Outstanding]	2021
Technology Reseller Awards Best Public Sector MSP of the Year	2022
Technology Reseller Awards Best Enterprise MSP of the Year	2022
Best Companies 2023	2022
Best Enterprise Mobile/IoT Customer Solution	2023
Registered Partner of the Year – Samsung (Mobile)	2024
Cyber Security Partner of the Year (Comstor)	2025

Net Promotor Score (NPS)

A customer loyalty and satisfaction measurement taken from asking customers how likely they are to recommend products and services to others on a scale of 0-10.

At the heart of the FluidOne vision sits customer experience. Customer feedback is pivotal to success, and it is the driving force behind a strong determination for delivering quality customer excellence. Benchmarking takes place on a regular basis to support a model of continuous improvement

- The results of a collaborative approach to customer relationships and quality service has been evidenced by our market leading Net Promotor Score (NPS) consistently being above 80.
- Please see our latest score on our website: <https://www.fluidone.com/nps>



The industry average score is up to 40 and it is therefore credit to dedicated teams for delivering a consistently brilliant customer experience all while adapting to improvements we make within our operations.

How do we measure NPS:

NPS is measured through a few factors and a Senior Manager is assigned to contact customers directly to understand if something hasn't been up to their standard. Where appropriate, the business is then able to make changes and Senior Managers will continue to be on hand to discuss. Examples where feedback is requested:

- When we resolve a fault ticket, feedback is captured with a follow up survey
- When we complete an order, feedback is captured via a portal independent of FluidOne