

Digital Marketplace

Cloud Security Posture Management (CSPM)

OUR QUALIFICATIONS AND PARTNERSHIPS

We boast a team of highly skilled professionals with extensive expertise in software development, cloud architecture, and IT management. Our certifications and qualifications attest to our commitment to excellence and our ability to deliver top-tier solutions. Additionally, we have cultivated strategic partnerships with leading technology vendors and cloud service providers. These partnerships enable us to leverage cutting-edge tools, access specialised resources, and deliver enhanced value to our clients. Through collaborative relationships with industry leaders, we stay at the forefront of innovation and provide you with best-in-class solutions tailored to your unique needs.

- ① Certification as a Microsoft Education Partner demonstrates our expertise in providing solutions tailored to educational institutions using Microsoft technologies, such as Office 365 for Education and Microsoft Azure for Education.
- ① ITIL certifications demonstrate our proficiency in IT service management practices, which are essential for delivering high-quality IT services to educational institutions.
- ① ISO 27001 certification showcases our adherence to international standards for information security management systems, which is crucial for safeguarding sensitive data in educational environments.

OUR CERTIFICATIONS

As a company accredited to and rigorously following ISO 27001 and ISO 9001 certifications, adhering to ITIL Version 4 principles, and holding Cyber Essential Plus certification while also serving as a Cyber Essential Certifier, we stand as a premier choice for buyers seeking excellence in software and cloud infrastructure services. Our commitment to these industry-leading standards demonstrates our dedication to security, quality, and best practices in service delivery. By aligning with ISO 27001 and ISO 9001, we ensure robust information security management systems and quality management processes, providing clients with peace of mind regarding data protection and service reliability. Our adherence to ITIL Version 4 principles guarantees efficient and effective service delivery, while our Cyber Essential Plus certification underscores our commitment to cybersecurity best practices. Additionally, our role as a Cyber Essential Certifier further enhances our expertise in assessing and certifying cybersecurity measures. These accreditations and certifications collectively position us as a trusted partner capable of delivering high-quality, secure, and reliable solutions that meet the diverse needs of our clients, making us an exceptional choice for buyers seeking excellence in software and cloud infrastructure services.

SERVICE SUMMARY

Cloud Security Posture Management (CSPM) is a service designed to help organisations ensure the security and compliance of their cloud infrastructure and applications. It offers tools and capabilities to continuously monitor cloud environments for misconfigurations, security vulnerabilities, compliance violations, and threats.

Key features of CSPM services typically include:

- ① Continuous Monitoring: CSPM solutions continuously scan cloud environments to identify security risks and compliance issues in real-time.
- ① Automated Remediation: They offer automated remediation capabilities to fix misconfigurations and security issues promptly, reducing the time to mitigate potential threats.
- ① Policy Enforcement: CSPM tools enforce security policies based on industry standards and best practices, ensuring that cloud resources are configured securely and comply with regulatory requirements.
- ① Risk Assessment and Prioritisation: They provide risk assessment and prioritisation features to help organisations focus on addressing the most critical security issues first.
- ① Visibility and Reporting: CSPM services offer comprehensive visibility into the security posture of cloud environments through dashboards, reports, and alerts, enabling organisations to track security metrics and demonstrate compliance to auditors and stakeholders.

Overall, CSPM services play a crucial role in helping organisations secure their cloud infrastructure, mitigate security risks, and maintain compliance in today's dynamic and evolving threat landscape.

SERVICE FEATURES

- 🔑 Instant threat detection via real-time monitoring.
- 🔑 Auto-fixes for misconfigurations and vulnerabilities.
- 🔑 Policy enforcement to meet industry standards and compliance.
- 🔑 Prioritised risk assessment for effective mitigation.
- 🔑 Complete visibility into security and compliance status.
- 🔑 Swift threat response with proactive alerts.
- 🔑 Integration with existing security tools for seamlessness.
- 🔑 Adaptable policies for evolving threats and regulations.
- 🔑 Centralised dashboard for effortless tracking and auditing.
- 🔑 Collaboration tools for coordinated security efforts.

SERVICE BENEFITS

- 🔑 Enhances cloud security and compliance, providing peace of mind.
- 🔑 Prevents breaches by identifying and resolving vulnerabilities.
- 🔑 Simplifies security with automated monitoring and remediation.
- 🔑 Reduces errors, enhances efficiency with less manual effort.
- 🔑 Maintains compliance with regulatory standards and industry mandates.
- 🔑 Proactively mitigates risks to safeguard business operations.
- 🔑 Offers insights for informed decisions and prioritisation.
- 🔑 Adapts to evolving threats, increasing agility.
- 🔑 Centralises operations, enhances collaboration, and boosts productivity.
- 🔑 Fosters trust via transparent reporting and accountability.



TECHNICAL SPECIFICATIONS

Hardware and Software Compatibility:

- 🔗 Hardware compatibility assessment to ensure compatibility with educational institution's existing infrastructure.
- 🔗 Software compatibility evaluation to verify compatibility with educational software applications commonly used in the institution.

Network Requirements:

- 🔗 Assessment of network infrastructure to ensure it can support the IT Managed Service Provider's (MSP) solutions without degradation in performance.
- 🔗 Evaluation of network security measures to ensure compliance with data protection regulations and safeguard sensitive educational data.

System Capacity:

- 🔗 Scalability assessment to determine if the MSP's solutions can accommodate the educational institution's current needs and future growth.
- 🔗 Performance evaluation to ensure that the system capacity meets the demands of educational applications and services without compromising speed or reliability.

IMPLEMENTATION PROCESS

Installation:

- 🔗 Professional installation services provided by certified technicians to ensure proper setup of hardware and software components.
- 🔗 On-site installation support to minimise disruption and ensure seamless integration with existing infrastructure.

Configuration:

- 🔗 Customised configuration of hardware and software to align with the specific requirements and preferences of the educational institution.
- 🔗 Configuration of security settings, access controls, and user permissions to enhance data protection and compliance.

Integration:

- 🔗 Seamless integration with network infrastructure and security measures to ensure compatibility and interoperability.

User Training:

- ⑦ Comprehensive training programs tailored to the needs of educators, administrators, and IT staff to maximise productivity and proficiency with the MSP's solutions.
- ⑦ On-site or virtual training sessions covering topics such as system usage, troubleshooting, and best practices for data security and compliance.

SECURITY AND COMPLIANCE

Data Encryption:

- ⑦ Implementation of robust encryption protocols to protect sensitive data stored and transmitted within the educational institution's network.
- ⑦ Utilisation of industry-standard encryption algorithms to safeguard data confidentiality and integrity, both at rest and in transit.

Compliance:

- ⑦ Adherence to relevant data protection regulations and industry standards governing educational data, such as GDPR (General Data Protection Regulation).
- ⑦ Regular audits and assessments to ensure compliance with regulatory requirements and maintain data privacy and security standards.

COST AND PRICING

- ⑦ Customised pricing packages tailored to the specific needs and budget constraints of educational institutions.
- ⑦ Transparent pricing structure with no hidden fees, ensuring clarity and predictability in cost management.
- ⑦ Value-added services included in the pricing packages, such as ongoing support, maintenance, and software updates, to maximise the return on investment.
- ⑦ Dedicated account management and customer support to address any pricing-related queries or concerns and ensure a positive and transparent pricing experience.

ONGOING SUPPORT

Onboarding

We facilitate a seamless onboarding process, guiding you through the setup and configuration of the software and cloud infrastructure. Our comprehensive onboarding plan ensures that your team is equipped with the necessary knowledge and resources to effectively utilise the system from day one, minimising downtime and maximising productivity.

Monitoring and Performance Optimisation

We provide continuous monitoring of your new software and associated cloud infrastructure to ensure optimal performance. Our proactive approach identifies and addresses performance issues or bottlenecks promptly, ensuring smooth operation.

Security Updates and Patch Management

Regular security updates, patches, and hotfixes are applied to the software and underlying cloud infrastructure. This ensures mitigation of vulnerabilities and protection against cyber threats, safeguarding your environment.

Backup and Disaster Recovery

We implement and maintain robust backup and disaster recovery solutions for software. These measures safeguard your data and ensure business continuity in the event of system failures, data loss, or cyberattacks, providing peace of mind.

User Training and Support

Our team provides ongoing training and support to users of the software. We address user queries, issues, and feedback promptly, empowering users to effectively utilise the software and maximise its benefits.

Scalability and Growth Planning

We monitor usage patterns and system resource utilisation to anticipate future growth and scalability requirements. Working closely with you, we develop and implement plans for scaling the software and infrastructure as needed, ensuring seamless expansion.

Compliance and Governance

We stay abreast of regulatory requirements and industry standards relevant to your business. Our implementation of governance frameworks ensures that the software and cloud infrastructure remain compliant, maintaining data privacy and security.

Performance Reviews and Reporting

Regular performance reviews are conducted to assess the effectiveness of the software and cloud infrastructure. Insights gained from these reviews are used to identify areas for improvement and optimisation, ensuring continuous enhancement.

Cost Optimisation

We continuously evaluate the cost-effectiveness of the software and cloud infrastructure. Identifying opportunities for cost optimisation without compromising performance or security, we help you achieve maximum value from your investment.

Vendor Management

As your liaison with software vendors and cloud service providers, we manage vendor relationships, contracts, and service level agreements (SLAs). This ensures that you receive timely support and assistance whenever needed, enhancing your overall experience.

Regular Communication and Planning

We maintain open communication channels with you to discuss ongoing needs, challenges, and opportunities. Collaborating on strategic planning initiatives, we align the software and cloud infrastructure with your business objectives, driving success.

Exit Plan

In the event of transitioning away from the software or cloud infrastructure, we assist in developing and executing an exit plan. This includes data migration strategies, vendor contract terminations, and ensuring minimal disruption to your operations. Our goal is to facilitate a smooth transition while preserving data integrity and minimising any potential risks or challenges.