

**Kick**

SERVICE DEFINITION DOCUMENT

KickSecure Managed Firewall Service

About Kick

Kick ICT Group are one of the UK's leading independent ICT services businesses, with a talented and highly skilled team that provide outstanding service and value to our clients. Our four divisions, Technical, Dynamics, Infor and Communications allow us to deliver tailored expertise to each client.

Founded in 2015, we've grown rapidly with **nine** acquisitions, combining over **40 years** of expertise and service from respected industry players Castle and Talon.

We pride ourselves on our commitment to providing outstanding IT solutions, services and support. Yet we believe that it's how we work with people that is most important to us.

You can trust in our expertise. *We're here to help.*

About the service

KickSecure's Managed Firewall Service utilises next generation firewalls from Fortinet to provide best-in-class perimeter security for your network. This comprehensive service involves the ongoing management, and regular updating of next-generation firewall solutions, ensuring round-the-clock protection. Designed to shield against sophisticated malicious attacks, our service significantly enhances application-level security and threat management, while maintaining predictable and robust network performance.

Service Features

Subscription Management: Manage and maintain Fortinet security subscriptions to ensure all protection services stay active and up to date. This includes overseeing licence status, renewals, and feature availability, keeping your organisation fully covered with the latest threat intelligence and security capabilities.

Creation of rules to control traffic to known URL categories: Develop and implement policies within Fortinet to regulate access based on URL categorization, enhancing security by restricting undesirable or unsafe websites.

Enable web browsing and security policies for groups of users: Configure differentiated browsing and security settings tailored to specific user groups within an organisation, ensuring appropriate access and security levels.

Block .exe and malicious filetypes at the perimeter: Set up Fortinet defences to intercept and block executable and potentially harmful file types before they enter the network perimeter, reducing risk of malware infection.

Service Benefits

Regular Health Checks: Conduct routine assessments of the Fortinet environment to ensure optimal performance and security, identifying and addressing potential issues proactively.

Manage hardware warranty incidents: Oversee and handle warranty claims and services for Fortinet hardware, ensuring repairs and replacements are managed efficiently without impacting network security.

Update firmware and software revisions: Keep Fortinet devices updated with the latest firmware and software versions to protect against vulnerabilities and enhance functionality.

Manage subscriptions: Administer all Fortinet-related service subscriptions, ensuring they are renewed and managed without lapses, maintaining

continuous protection and support.

Maintain and update rule base as required: Regularly review and adjust Fortinet rule sets to align with evolving security needs, ensuring the infrastructure remains robust against emerging threats.

Contact us

For comprehensive details or to initiate your journey towards robust network security with KickSecure, visit kickict.co.uk, email ask@kickict.co.uk, or contact us directly at 01698 844 600. Begin safeguarding your digital infrastructure today and ensure continuous, comprehensive protection with KickSecure's Managed Firewall Service.

Delivering a strong, sustainable financial performance

The efforts of our highly skilled and talented team have been demonstrated through our continued year-on-year growth. We are transparent in sharing our financial performance, detailed below, to provide customers and stakeholders with the continued assurance in the strength and sustainability of our business model and suitability of Kick as your IT partner of choice.

2024/2025 Financials



Why Kick for Managed IT & Support?

45+

Skilled Specialists

300 years

Combined experience

4.9/5

for customer support

24/7

Support

Expertise

We are experts. Add over 300 years of combined experience across our managed IT team into your business, rated 4.9/5 for customer support from thousands of customer reviews.

Solutions

We work with the best. From support to datacentre to virtualisation to digital transformation within the modern workplace, we provide solutions from the world's leading technology vendors.

Innovation

We provide next-generation services. With leading solutions backed by our in-house team of experts from Microsoft Azure through to the latest vulnerability scanning functionality included within our standard Managed Services offering.

Accreditations

We have the badges. With Microsoft Solutions Partner, N-Able Elite, Citrix and Cyber Essentials accreditations, we ensure our people have the specialist skills to provide outstanding support and products to our customers.

Strategy

We are here to help. Alongside your appointed account manager, we will work collaboratively to implement the technology that will secure and modernise your IT environment today and set in place your roadmap for the future.

Find out more by searching
'Kick Managed IT'

