SERVICE DEFINITION DOCUMENT

Cyber Security Services

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 Cyber Security Services provide a structured, managed security portfolio designed to reduce cyber risk and improve organisational resilience. Delivered by Kick ICT's cyber specialists, the service combines advanced threat detection, incident management, security tooling, and ongoing consultancy to support secure, well-governed IT environments across users, endpoints, and cloud services.

Service Features

KickSecure Premium (Enhanced Managed Security)

An advanced managed security service that builds on core security foundations by providing deeper visibility, proactive oversight, and enhanced assurance. KickSecure Premium is designed for organisations requiring stronger protection, improved detection capabilities, and continuous review of security posture.

SentinelOne Endpoint Detection and Response (EDR)

Deployment and management of SentinelOne EDR to provide real-time threat detection, behavioural analysis, automated response, and rollback capabilities. This protects endpoints against ransomware, malware, and advanced persistent threats.

Security Operations Centre (SOC)

Continuous monitoring and analysis of security events to detect suspicious or malicious activity across endpoints and cloud services. Alerts are triaged and escalated in line with agreed response procedures.

Incident Management

Coordinated handling of cyber security incidents, including investigation, containment, remediation guidance, and post-incident review. This ensures incidents are managed in a controlled, auditable manner with minimal operational disruption.

Cyber Security Consultancy as a Service

Ongoing access to cyber security specialists providing advisory support, security reviews, risk assessment, and strategic guidance. Consultancy time can be applied flexibly to address emerging risks, regulatory requirements, or security improvement initiatives.

Cyber Essentials & Cyber Essentials Plus Support

Practical guidance and technical support to help organisations prepare for and achieve Cyber Essentials and Cyber Essentials Plus certification, including control alignment and evidence preparation.

Security Awareness & Phishing Training

Structured user awareness training and simulated phishing campaigns to reduce human-related risk and improve security awareness across the organisation.

Dark Web ID Monitoring

Ongoing monitoring for exposed user credentials and other identifiable information on known dark web sources. Alerts support timely password resets and response actions, helping reduce the risk of account compromise and unauthorised access.

Benefits

Reduced cyber risk

Improved detection and response capabilities reduce the likelihood and impact of security incidents.

Enhanced assurance

KickSecure Premium and SOC services provide continuous oversight and confidence in security controls.

Faster incident response

Structured incident management limits operational disruption and supports recovery.

Access to expertise

Ongoing consultancy provides informed guidance without ad-hoc engagements.

Compliance support

Supports alignment with recognised standards and certification schemes.

Scalable service

Suitable for organisations of varying sizes and risk profiles

Contact us

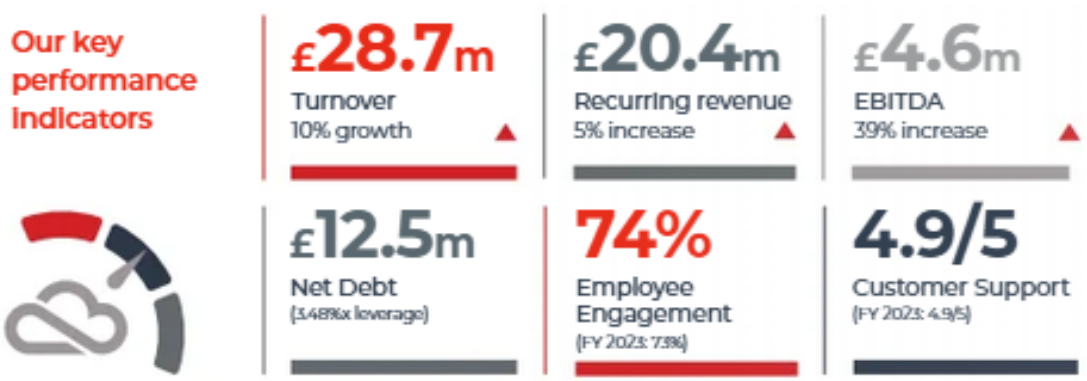
For more detailed information or to discuss your specific needs, please contact us:

Website: kickict.co.uk

Email: ask@kickict.co.uk

Phone: 01698 844 600

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'