AMICIS GROUP

Together, we'll build cyber resilience.

Amicis Group Delivery
G-Cloud 15
Terms and Conditions –
CyberGuard Lite
January 2026

hello@Amicisgroup.co.uk

www.Amicisgroup.co.uk

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Service Terms and Conditions

CyberGuard Lite

Supplier: Amicis Group Limited
Framework: G-Cloud 15
Service Reference: [Service ID]
Last Updated: 07/01/2026

1. Purpose

These Service Terms and Conditions describe the operational and service-specific terms applicable to the **CyberGuard Lite** service ("the Service").

These terms supplement the G-Cloud Call-Off Contract and do not replace or override it.

2. Relationship to G-Cloud Terms

These Service Terms and Conditions shall be read in conjunction with the G-Cloud Framework Agreement and Call-Off Contract.

In the event of any conflict, the G-Cloud Call-Off Contract shall take precedence.

3. Service Description

CyberGuard Lite provides essential, managed cyber security controls designed to reduce common cyber risks.

The Service includes:

- Managed Detection and Response (MDR)
- Vulnerability scanning and management
- Patch management
- Email security
- Security awareness and phishing training
- Cyber Risk Dashboard and reporting

The Service does not include:

- Penetration testing

- Incident response retainer
- Backup or disaster recovery services
- Cloud or identity posture management

4. Service Scope and Assumptions

The Service is delivered on the basis that:

- Customer environments meet minimum technical requirements
- Patch deployment approvals are provided where required
- Supported email platforms are in use

5. Onboarding and Implementation

5.1 Onboarding Activities

Onboarding typically includes:

- Service setup and configuration
- Deployment of agents and integrations
- Initial vulnerability and risk baseline

5.2 Customer Responsibilities During Onboarding

The Customer must:

- Provide access to systems and email platforms
- Nominate a primary contact
- Support deployment activities

6. Service Levels and Support

6.1 Monitoring and Support Coverage

- Security monitoring: 24x7
- Support hours: 09:00 – 17:00 Monday to Friday

6.2 Incident Handling

Security alerts are investigated and escalated in accordance with the Service scope.

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7. Customer Responsibilities

The Customer is responsible for:

- Applying or approving recommended patches
- Acting on remediation guidance
- Ensuring staff participation in security awareness training
- Maintaining accurate asset information

8. Security and Compliance

The Service supports improved cyber hygiene and visibility and assists Customers in meeting common security and cyber insurance expectations.

9. Reporting and Visibility

The Customer will have access to:

- A Cyber Risk Dashboard
- Vulnerability and patch status reporting
- Threat and alert summaries

10. Change Management

Service updates may be introduced to:

- Improve detection capabilities
- Address emerging threats
- Maintain compatibility

Material changes will be communicated where appropriate.

11. Service Limitations

The Service:

- Provides risk reduction, not risk elimination
- Relies on Customer action for remediation
- Is limited to agreed systems and users

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12. Offboarding and Contract End

At contract end:

- Access to the Service will be withdrawn
- Customer data will be returned or securely deleted in line with the Call-Off Contract

13. Pricing Basis (Informational Only)

Pricing is based on:

- Per user per month
- Scope defined in the G-Cloud service listing

14. Contact and Escalation

Support requests are raised via:

- Support portal / email / phone/web chat

15. Pricing Definitions

CyberGuard Lite is charged at £37 per user per month, with a minimum contractual period of three years.

16. Entire Service Terms

These Service Terms apply solely to **CyberGuard Lite** and must be read alongside the G-Cloud Call-Off Contract.