

G-Cloud 15 Service Definition for Cisco Duo – Identity and Access Management (IAM)



1 Service Description

Cisco Duo provides secure access to applications and systems through a combination of MFA, single sign-on (SSO), device visibility, and risk-based authentication. It integrates with cloud, on-premise and hybrid environments, supporting a wide range of applications, directories and network access services.

The service enables organisations to:

- Protect against credential theft and account compromise
- Enforce consistent access policies across users, devices and applications
- Improve user experience through simple, fast authentication methods
- Gain visibility into devices and access activity

2 Service Features

- Multi-factor authentication (push, passcodes, biometrics, hardware tokens)
- Phishing-resistant authentication (FIDO2, Verified Duo Push)
- Risk-based authentication using contextual signals
- Device health checks and trusted endpoint policies
- Single sign-on (SSO) for cloud applications
- Passwordless authentication options
- Secure remote access to private applications without VPN
- Centralised policy and reporting dashboard

3 Service Benefits

- Reduces the risk of unauthorised access and account takeover
- Supports Zero Trust security models
- Improves user productivity with fast, intuitive authentication
- Scales easily across large and distributed organisations
- Lowers operational overhead compared to traditional access controls

4 Supported Environments

Cisco Duo supports integration with:

- Cloud and SaaS applications (SAML, OIDC)
- On-premise applications (LDAP, RADIUS, AD)
- VPNs and remote access services
- Windows, macOS, Linux, iOS and Android devices

5 Service Levels and Editions

Cisco Duo is available in three core editions. Each edition builds on the previous to provide increasing levels of security, visibility and access control.

Feature	Duo Essentials	Duo Advantage	Duo Premier
Multi-Factor Authentication (MFA)	✓	✓	✓
Push Phishing Protection (Verified Duo Push, FIDO2)	✓	✓	✓
Single Sign-On (SSO)	✓	✓	✓
Passwordless Authentication	✓	✓	✓
Trusted Endpoints	–	✓	✓
Device Health Checks	–	✓	✓
Device Visibility & Reporting	–	✓	✓
Risk-Based Authentication	–	✓	✓
Threat Detection (Duo Trust Monitor)	–	✓	✓
Secure Access to Private Applications (ZTNA)	–	–	✓
VPN-less Remote Access (Duo Network Gateway)	–	–	✓

Buyers can select the edition that best aligns with their security maturity, risk appetite and access requirements.

6 Onboarding and Implementation

Quadris supports buyers through structured onboarding, including:

- Initial service setup and configuration
- Integration with directories and applications
- Policy design aligned to organisational security requirements
- Administrator training and knowledge transfer

7 Service Management

The service is managed via a central web-based administration portal. Administrators can manage users, devices, policies, authentication methods and reporting.

8 Security and Compliance

- Cloud-hosted service with high availability
- Strong encryption for data in transit
- Role-based administrative access
- Comprehensive audit logging and reporting
- Supports public sector security and assurance requirements

9 Pricing Model

Pricing is based on the selected Cisco Duo edition and chosen Quadris support model. Pricing is provided on the Digital Marketplace.

10 Dependencies

- Internet connectivity required
- Supported applications and platforms as per Cisco Duo documentation

11 Exit Management

At contract end, buyers can export configuration and reporting data and transition to an alternative service. Quadris will provide reasonable assistance to support service exit in line with G-Cloud requirements.

12 Quadris Support Model for Cisco Duo

Quadris provides optional support services for Cisco DUO to assist organisations in the effective operation, administration, and ongoing use of the service. These support services are designed to meet differing operational models within the public sector, from self-managed environments requiring limited assistance to fully managed services delivered on behalf of the buyer.

Quadris support services are offered in addition to the Cisco DUO software subscription.

12.1 Base Support Service – Assisted Self-Managed Operation

12.1.1 Service Description

The buyer retains day-to-day operational control of Cisco Duo, with Quadris providing guidance, training and named administrator support. This option is suitable for organisations with in-house security or infrastructure teams who wish to manage their own Cisco DUO policies and operations, while accessing specialist expertise when required.

12.1.2 Inclusions

- Initial configuration guidance
- Named technical contact
- Administrator training sessions
- Best practice advice on policy design
- Support during business hours

12.1.3 Buyer Responsibilities

- Day-to-day administration
- User and device management
- Policy changes and access requests
- First-line support to end users

12.2 Managed Support Service – Quadris-Operated Service

12.2.1 Service Description

Quadris operates Cisco Duo on behalf of the buyer, assuming responsibility for configuration, monitoring, policy management, and incident response activities, providing a managed service aligned to public sector operational requirements. This option is suitable for organisations seeking to reduce operational overhead or lacking in-house expertise.

12.2.2 Inclusions

- Full service configuration and management
- Policy management and optimisation
- User and device lifecycle management
- Monitoring and incident response support
- Regular service reviews

12.2.3 Buyer Responsibilities

- Define access and security requirements
- Approve policy changes
- Provide user and organisational context

12.3 Service Boundaries and Assumptions

- Quadris support services do not replace the underlying Cisco Duo subscription.
- All services are delivered remotely unless otherwise agreed.

12.4 Support Service Responsibility Matrix (RACI)

Activity	Base Support Service (Assisted Self-Managed)	Managed Support Service (Quadris-Operated)
Service provisioning	Quadris (R) / Buyer (A)	Quadris (R) / Buyer (A)
Policy Design	Buyer (R) / Quadris (C)	Quadris (R) / Buyer (A)
User & Device Management	Buyer (R)	Quadris (R)
Platform Monitoring	Buyer (R)	Quadris (R)
Incident Support	Buyer (R) / Quadris (C)	Quadris (R)
End-User Support	Buyer (R)	Quadris (R)