



Service description document: Cato SASE

Introduction to eir Business

eir Business is a leading provider of advanced network, cloud, and IT managed services, supporting public and private sector organisations across the UK and Ireland for almost 30 years. We design, implement, and manage next-generation solutions that strengthen resilience, enhance security, and enable organisations to work seamlessly and securely from anywhere.

Every engagement starts with listening, understanding your environment, your priorities, and the outcomes you need to achieve. From there, we shape solutions that deliver genuine value, long-term performance, and measurable operational impact.

As a trusted managed service provider, we bring together specialist engineering, proactive service management, and a 24x7 operations capability. Our tightly integrated teams work across the full IT and network landscape, including cloud, cybersecurity, WAN/LAN, connectivity, digital workplace, AI and automation, data centre services, and unified communications.

Our managed services are built on industry best practice and underpinned by ITIL principles, ensuring consistency, accountability, and continual improvement. We combine rigorous processes with real human engagement: our service managers, engineers, and analysts work side-by-side with customers to anticipate needs, resolve issues quickly, and identify opportunities for ongoing optimisation.

Our goal is simple: To give customers complete confidence that their technology is in expert hands, enabling them to focus on delivering essential public services and organisational objectives.

Service introduction

The Cato Networks SASE Cloud Security Platform is a fully cloud-delivered Secure Access Service Edge (SASE) solution that converges networking and security into a single, globally distributed service.

Cato provides cloud security, and Zero Trust access through a unified platform delivered from the cloud. All user, site, and application traffic is inspected and protected consistently, regardless of location, without reliance on traditional on-premises security appliances.

eir Business delivers Cato Networks SASE as a managed cloud service, combining SASE platform access, policy control, and service support. The service is designed to simplify secure connectivity, improve performance, and provide consistent protection across users, sites, and cloud environments.

This service is suitable for public sector organisations seeking a cloud-native approach to secure networking, remote access, and application protection.

Gamma Connectivity (optional access underlay)

Where customers require new or replacement access circuits, eir Business can supply Gamma Connectivity services as the managed connectivity underlay for the Cato SASE platform.

This provides business-grade internet access for sites and/or backup links, enabling resilient connectivity into the Cato global backbone.

Connectivity is procured, delivered, monitored and supported through eir Business as part of the managed service, with clear responsibility for end-to-end service performance and fault management.

Key service features

The service provides a unified set of cloud-delivered networking and security capabilities, including:

Secure Networking and SD-WAN

- Cloud-native SD-WAN delivered over a global private backbone
- Optimised routing to improve performance, reduce latency, and increase resilience
- Support for branch sites, cloud environments, and remote users

Zero Trust Network Access (ZTNA)

- Identity-based access to internal and cloud applications
- Replacement for traditional VPN solutions
- Granular, policy-based access control

Secure Internet Access

- Secure Web Gateway (SWG)
- Web filtering and content controls
- Malware and threat protection

Cloud Application Security

- Cloud Access Security Broker (CASB)
- Visibility and control over SaaS usage
- Protection against unauthorised or risky cloud services

Threat Protection

- Firewall-as-a-Service and intrusion prevention
- Advanced threat detection and prevention
- Continuous updates delivered from the cloud

Unified Management and Visibility

- Centralised cloud management portal
- Real-time monitoring and analytics
- Security and performance reporting

Connectivity underlay (optional – Gamma Connectivity)

- Provision of business-grade access circuits (subject to availability and site survey)
- Primary and secondary links for resilience (dual path / diverse carrier options where available)
- Managed installation coordination, circuit turn-up and handover testing
- Proactive monitoring of circuit health and availability
- Incident management and escalation with Gamma as required
- Ongoing performance and service reporting (availability, latency/jitter where available, utilisation)

Key service benefits

Single, Cloud-Native Platform

Networking and security are delivered together through one cloud service, reducing complexity.

Consistent Security Everywhere

Policies are applied uniformly across users, sites, and cloud environments.

Improved Performance

Traffic is routed over an optimised global backbone rather than relying solely on the public internet.

Reduced Operational Overhead

Eliminates the need for multiple point solutions and on-premises security appliances.

Delivered and managed by eir Business

Supported by local teams with expertise in secure connectivity and cloud security.

Service scope

Included	SaaS access to the Cato Networks SASE platform
	Initial service design and configuration
	Configuration of security, access, and connectivity policies
	Portal access, dashboards, and reporting
	Ongoing 3rd-line managed support delivered by eir Business
	Connectivity design input (link sizing, resilience options, site readiness)
	Integration of access circuits with the Cato deployment (routing, policy alignment, failover)
	End-to-end incident ownership across underlay connectivity and SASE overlay (triage, escalation, comms)
Optional add-ons	Extended support hours
	Additional reporting or service reviews
	Policy optimisation and consultancy services
	Additional training sessions
	Gamma Connectivity access circuits for sites (primary and/or secondary)
	Diverse access / multi-circuit resilience options (where available)
	Managed router / handoff device (if required for circuit presentation)
	Site survey coordination and installation management
	Enhanced monitoring and monthly service review reporting

Not Included	End-user device rollout or desktop support
	Bespoke application development
	Internal LAN changes not directly related to secure connectivity
	User acceptance testing

Onboarding

eir Business follows a structured onboarding approach:

- 1. Discovery and Design Review:** Understand users, applications, access requirements, and security posture.
- 2. Connectivity provisioning (if selected):** eir Business coordinates Gamma circuit order, site survey (if required), installation scheduling and circuit turn-up. We perform handover testing, validate performance, and configure resilient routing/failover into the Cato service.
- 3. Configuration and Deployment:** Configuration of secure connectivity, access policies, and security controls.
- 4. Testing and Validation:** Validate access policy enforcement and traffic handling.
- 5. Knowledge Transfer:** Training and handover to customer administrator teams.
- 6. Transition to Live Service:** Activation of support and operational management.

Support

Premium Support Packages (Deliverables)

eir Business can provide enhanced support options (subject to the support package selected) to complement the Cato Networks SASE managed service. These packages are designed to give customers faster response times, access to more senior engineering resources, and (where applicable) dedicated service ownership.

Support availability

All support packages provide **24x365** support availability, with requests accepted via **support portal and phone**. The support tier determines the level of engineer assigned and the target SLA for response and updates:

- **Standard**
 - **Assigned to:** Support Engineer
 - **SLA: 2 hours; 2 hours**
- **Gold**
 - **Assigned to:** Advanced Support Engineer
 - **SLA: 1 hour; 1 hour**
 - **Target customer:** Available to all customers
- **Platinum**
 - **Assigned to:** Senior Support Engineer
 - **SLA: 30 minutes; 30 minutes**
 - **Support Delivery Manager (SDM):** Included
 - **Target customer:** Available to enterprise customers only

Dependencies

- Customer integration with identity provider if required
- Customer approval of security and access policies
- Reliable internet connectivity for cloud access
- Site readiness for circuit install (access, permissions, power, space, contact details)
- Lead times dependent on access type, survey outcomes and supplier availability
- Customer timely approval of resilience design (single vs dual links) and install dates

Service constraints

- Performance subject to customer connectivity quality
- Short interruptions may occur during maintenance windows
- Some capabilities may vary by licence tier selected
- Access circuit availability and performance are subject to supplier coverage and local conditions
- Lead times may vary and can be impacted by surveys, wayleaves and third-party delays
- Resilience options (diverse routing / dual carrier) are best-efforts and location dependent

Pricing

Pricing is based on:

- Per-user SaaS subscription licences
- Optional add-on services
- Optional professional services

Where required, access circuits are quoted separately based on site location, access type, bandwidth and term following site survey.

Exit and offboarding

At contract end:

- Licences will be deactivated
- Customer can export logs, policy details and reports
- Administrative access is revoked
- No customer data retained beyond defined retention period

