



Service description document: Checkpoint Harmony 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

Check Point Harmony Connect SASE is a cloud-delivered Secure Access Service Edge (SASE) solution that provides unified cloud security, threat prevention, and secure connectivity for remote and hybrid users, branch locations, and cloud applications. It brings together advanced security functions including secure internet access, Zero Trust access, firewall services, and threat intelligence into a single cloud platform.

eir Business delivers Harmony Connect as a managed SaaS service, providing licensing, onboarding, configuration, policy setup, and ongoing support. The service helps organisations strengthen their security stance, simplify operations, and deliver consistent protection for users and applications regardless of location.

This service is suitable for public sector organisations seeking to improve secure access controls, protect against modern threats, and adopt a unified cloud security approach.

Key service features

Cloud-Delivered Secure Access

Check Point Harmony Connect provides secure access to internet, cloud and private applications through a cloud security platform, enforcing policies consistently across users and locations.

Threat Prevention

- Application and web threat filtering
- Anti-malware and ransomware protection
- Zero-Trust Network Access (ZTNA)

Data loss prevention (DLP) features depending on licence tier

These capabilities help protect against known and unknown threats, reducing organisational risk.

Secure Internet and Web Gateway

- Secure Web Gateway for safe browsing and web filtering
- URL categorisation and policy enforcement
- Inline threat inspection for web and internet traffic

Cloud Access Controls

Protection and policy enforcement for SaaS and private applications
Access control based on identity and contextual risk

Unified Policy and Management

Centralised cloud portal for policy creation, visibility, and reporting
Real-time and historical dashboards for applications, users and threats

Scalable and Cloud-Native Architecture

Delivered from Check Point's cloud security infrastructure
Scales with user count and organisational growth and supports hybrid users, remote workers and distributed branches

Key service benefits

Security policies are applied uniformly to users and applications whether on-premises, remote, or mobile.

Reduced Operational Complexity

A cloud-managed security platform reduces the need for multiple standalone tools and simplifies operations.

Threat-Aligned Security

Built-in threat prevention and inspection reduce exposure to web- and application-level attacks.

Supports Zero Trust Access

Identity-based access control enables Zero Trust principles without the complexity of traditional VPNs.

Backed by eir Business Expertise

Delivered and supported by local teams with escalation to Check Point technical resources when required.

Service scope

Included

- SaaS subscription and licence provisioning for Harmony Connect
- Configuration of security policies and access controls
- Setup of secure internet access, ZTNA and cloud application controls
- Centralised policy management and reporting
- Ongoing 3rd-line managed support delivered by eir Business

Optional add-ons

- Extended support hours
- Additional reporting services
- Security policy optimisation consultancy
- Training sessions for technical staff

Not Included

- Endpoint software installation or device rollout
- Internal network configuration not directly related to managed service delivery
- Desktop support for end users
- Custom software development or bespoke integrations

Onboarding

eir Business follows a structured onboarding approach:

- Discovery and Design Review: Understand users, applications, access requirements, and security posture.
- Configuration and Deployment: Configure Harmony Connect security policies, access controls, and reporting.
- Testing and Validation: Validate access policy enforcement and traffic handling.
- Knowledge Transfer: Training and handover to customer administrator teams.
- Transition to Live Service: Activation of support and operational management.

Support

Support is delivered from eir Business' operations centres:

- Standard support hours: 09:00–17:00, Monday–Friday
- Major incident escalation: 24×7×365
- Channels: Phone, email, service desk portal

Support includes incident logging, diagnosis, escalation and service reporting in line with ITIL and ISO-aligned processes.

Dependencies

- Customer integration with identity provider if required
- Customer approval of security and access policies
- Reliable internet connectivity for cloud access

Service constraints

- Performance subject to customer connectivity quality
- Short interruptions may occur during maintenance windows
- Some capabilities may vary by licence tier selected

Pricing

Pricing is based on:

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

Full pricing details are provided in the G-Cloud pricing document.

Exit and offboarding

At contract end:

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

