



inTRUST Security Operations Centre.

weareintec.co.uk

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inTRUST Security Operations Centre

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Sweethaven
MANAGED IT SERVICES

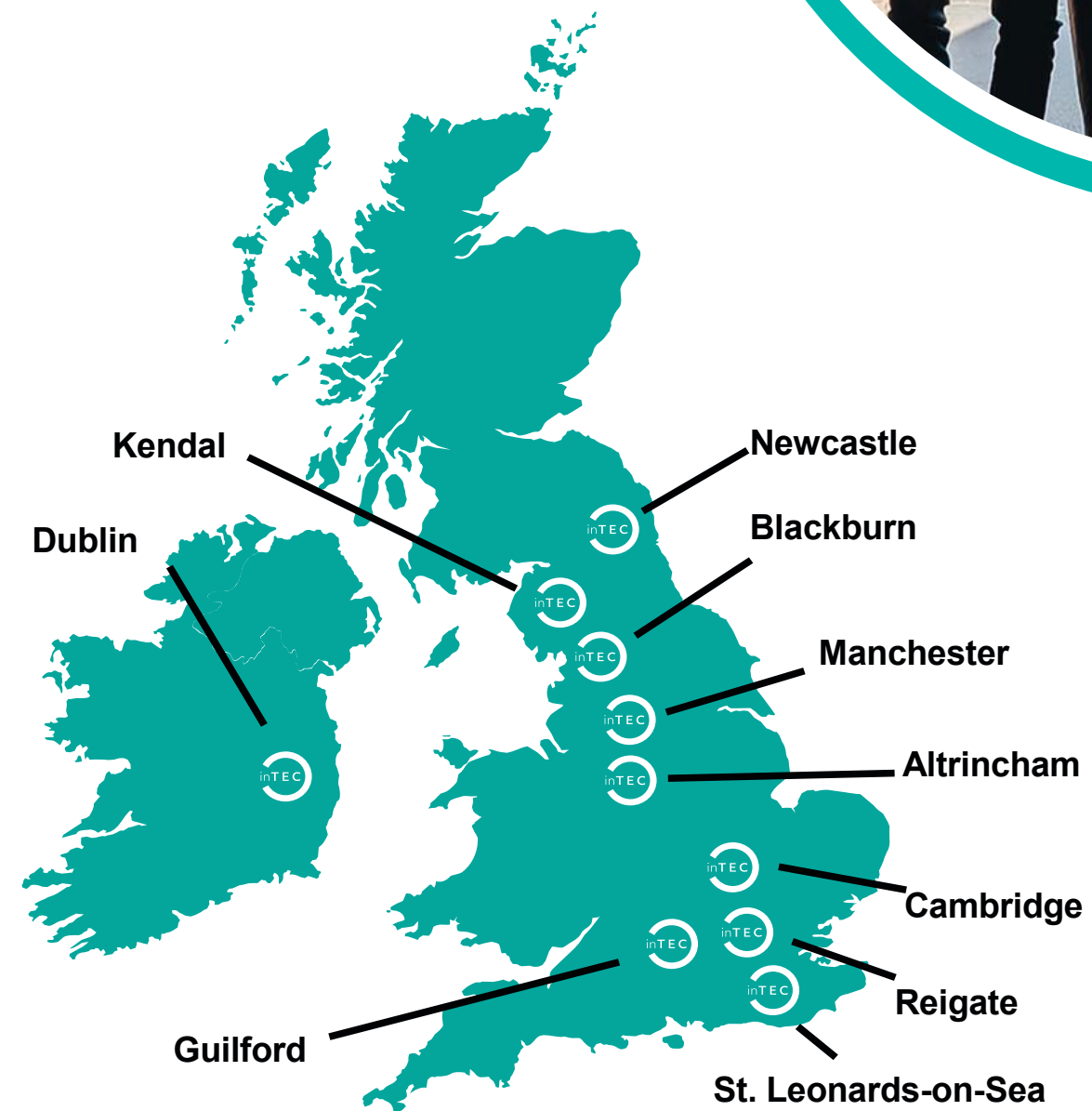
Who We *Are*

We are **Sweethaven Computers Ltd**, a leading IT Service Provider based across the UK – and part of the illustrious **inTEC Group**. In the market for **47+** years, we proudly serve Public Sector Organisations nationwide by combining cutting-edge technology solutions with a bespoke, hands-on approach to customer care.

Throughout our history, we have always been driven by two passions: **Technology** and **People**. We believe that technology should empower, not overwhelm – it should simplify processes, create opportunities and help organisations to thrive.

Therefore, in a world shaped by rapid innovation, our Mission is clear:

“To make technology work for *you* – seamlessly, intelligently and always personal.



Our *Values*



Curious

We're driven by a desire to investigate and learn. Our people are naturally inquisitive and not afraid to do things differently.



Open

We tell it like it is. Open and honest with you every step of the way and always act with integrity.



Determined

We rise to the challenge and get the job done. Everyone at inTEC is happy to roll up our sleeves and deliver for our customers.



inTEC were so reassuring, and it was quickly apparent that these guys were at the absolute top of their game."



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Our *Vision*

We strive to be a company that...



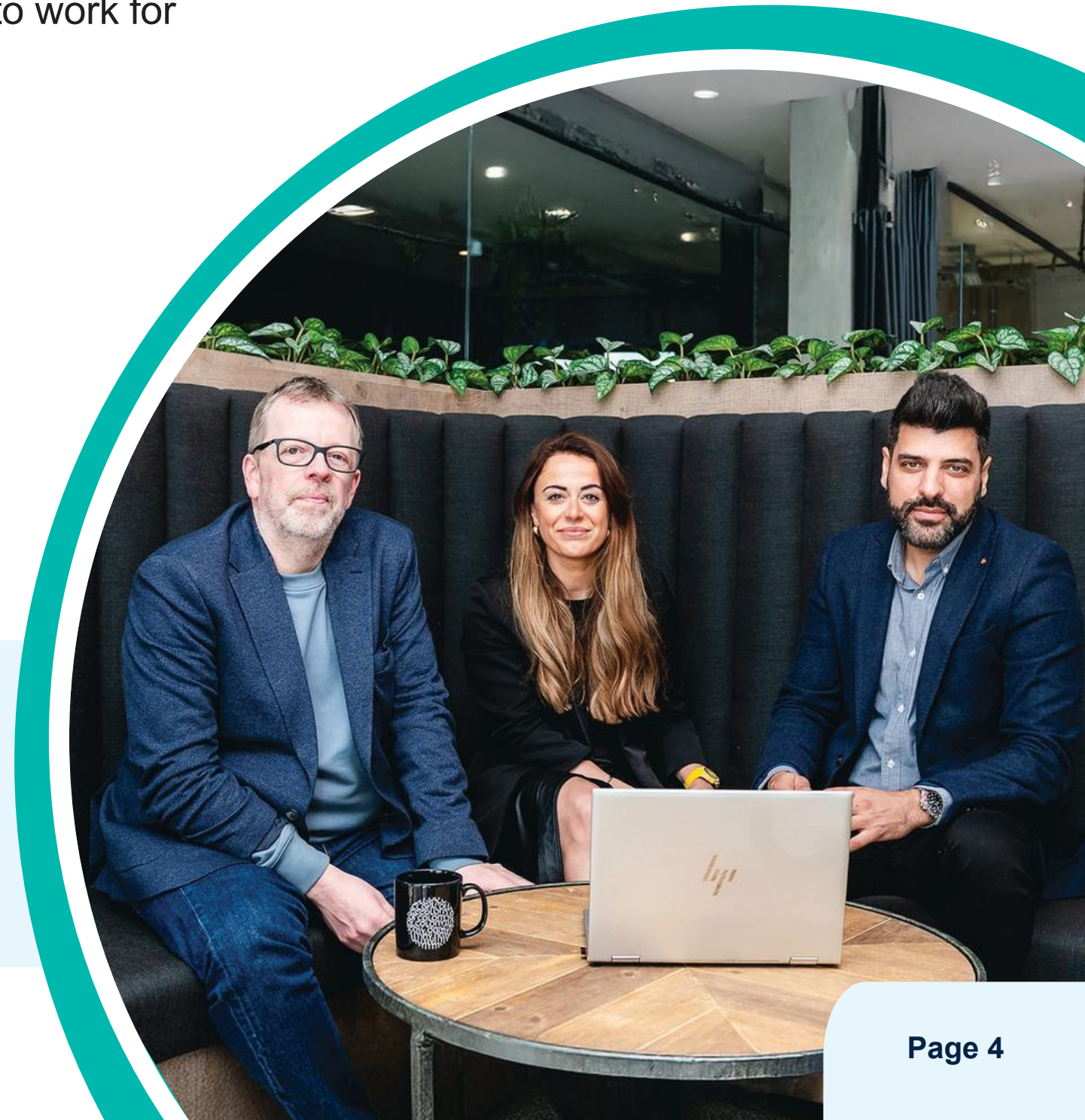
...has an excellent reputation in the industry



...our customers love to work with



...our people are proud to work for



Our *Difference*

Put simply, we stand out because we consistently put people first. Our goal isn't just to deliver the latest technology; it is to build **partnerships** that grow and adapt with your organisation – and the ever-evolving digital landscape. In practice, this means:

- We take time to understand your priorities before creating your bespoke Digital Strategy
- We review and refine systems regularly, so they stay relevant and secure
- We respond quickly and proactively, solving problems before they become disruptive
- We remain supplier-agnostic, recommending solutions on what is best for you

We pride ourselves on our ability to create technological solutions that truly work for our customers. By leveraging our long-lasting relationships with leading industry providers, such as Microsoft and Google, we consistently deliver **best-in-class** innovations. This independence allows us to choose the technology that best suits each client's unique needs – ensuring flexibility, performance and long-term value.



Who We Work *With*

As a nationwide organisation dedicated to empowering businesses with innovative technology solutions, we are proud to have partnered with a diverse range of clients across the Commercial and Education Sectors, including:



What We *Do*

Owing to our multitude of specialisms, we offer a range of services across our different functions – acting as a ‘**one stop shop**’ for all our partners. Spanning proven Commercial and Education Solutions, we ensure that every client – whether a local primary school or a national organisation – receives the bespoke tools, support and strategy they need to succeed in the ever-evolving IT Sector.



Our *Solutions*



Our *Solutions*



IT Support

For all-on-one IT Support, we deploy **inTEC Assist** – our flexible, fully managed IT Service, combining 24/7/365 support, bespoke bolt-on mechanics and proactive remote monitoring to resolve issues quickly and effectively



Cloud

To evolve existing infrastructures, we provide M365, Modern Workplace Solutions, Google Workspace Solutions, Azure Cloud Services, inTEC Cloud Back-Ups and Private & Hybrid Cloud Infrastructure Set-Ups



Cyber Security

For ultimate peace-of-mind, we offer a comprehensive **Cyber Security Suite**, encompassing a variety of our leading products, such as inTRUST, inCONTROL, inFORCER, inFILTRATE, inSIGHT and inTEC Back-Up

Our *Solutions*



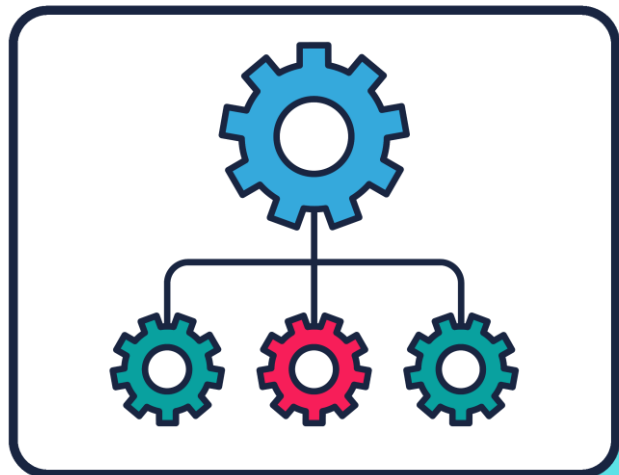
Professional Services

Fostering collaboration, we work with our partners to create bespoke Digital Strategies that keep pace with the rapidly evolving IT Sector – combining consultancy, project delivery and targeted training packages



Communications

Boosting productivity, collaboration and customer service, we deliver projects that unify communication platforms, drive connectivity and facilitate mobile and hybrid working – all of which are under our **inTEC Telecommunications** product



Infrastructure

Providing a reliable backbone, we build, install and maintain robust storage, networks and hardware for our partners – all with the aim of creating a secure, trustworthy system that can effectively handle all their needs

Product Overview – *inTRUST SOC*

Free Consultation

Protect your organisation with inTRUST Security Operations Centre (SOC) – our fully-managed solution powered by Datto RocketCyber. Designed to proactively detect, respond to and remediate critical cyber security incidents, our SOC combines automated intelligence with expert human analysis to keep your business secure. With continuous monitoring and rapid incident response, we minimise disruption, reduce financial risk and strengthen compliance with industry standards.

With inTRUST SOC, you will benefit from:

- 24/7/365 threat detection and response, using continuous monitoring to identify threats in real-time
- Rapid incident containment and recovery, including the isolation of contaminated devices
- Actionable insights for improvement, through detailed reports and recommendations
- Consistent compliance to industry standards, leveraging the MITRE ATT&CK Framework
- Streamlined integrations with Autotask, Datto, inTRUST Security and dedicated SOC Specialists
- Reduced impacts on your internal teams, with L1 and L2 Engineers handling and escalating tickets

By combining advanced technology with accredited expertise, inTRUST SOC delivers proactive threat management that protects your reputation, reduces risk and ensures business continuity.

Our *Successes*



‘Exceptionally Committed’ – *‘inTEC look after all our day-to-day IT Support and are a key part of our business, enabling us to continually work and communicate between all our sites wherever we are in the country. Ben and his Team are exceptionally committed to providing a First-Class Service and are quick to respond to all requests, small or large.’* – **David Simms, Director of Culinary Operations & Development, Keller Restaurant Group**



‘Top of Their Game from Day One’ – *‘From the very first meeting with inTEC they seemed to have an innate understanding of our business and our IT needs. The inTEC people were so reassuring, and it was quickly apparent that these guys were at the absolute top of their game.’* – **Mark Phillips, Managing Director at SLM Group**



‘Simply the Best’ – *‘Thank you inTEC! We just had to email and let you know how grateful we are to inTEC in respect of the rapid service you have provided getting us up and running after the floods. No one could have done more and you guys are simply the best. Thank you from all at Triple D Motorsport Ltd.’* – **Maria Crayston, Director, Triple D Motorsport Ltd**



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Data Back-Up, Restore & *Recovery*

We maintain full compliance by backing-up, restoring and recovering data in line with the Data Protection Act 2018, GDPR, Cyber Essentials and our robust Privacy Policy. Leveraging Microsoft 365 infrastructure, all our Solutions include built-in backup, restoration and recovery capabilities through Azure Cloud. This approach prioritises data security, ensuring client information is automatically backed-up and can be restored or recovered quickly from inTEC Cloud.

Azure provides a centralised, secure environment for storing and backing up client data within the Microsoft Cloud. Its reliability is reinforced by certifications to recognised industry standards, demonstrating our commitment to secure and compliant data back-up, restoration and recovery.



Onboarding & *Offboarding*

Put simply, we stand out because we consistently put people first. Our goal isn't just to deliver the latest technology; it is to build **partnerships** that grow and adapt with your organisation – and the ever-evolving digital landscape. In practice, this means:

Onboarding

Ensuring you can use our products from day one, we deliver tailored onboarding through client-specific workshops, onsite sessions and online training. Designed to address any post-launch challenges quickly, our onboarding package also includes:

- Additional bug testing and resolution
- Enhanced technical support
- Continuous communication

Offboarding

We value long-term partnerships, and most clients choose to renew their contracts with us. In the rare event that client opts to not renew, we implement a structured offboarding process to ensure a smooth transition. This process includes:

- Completion of a Closure Report
- Assistance with data migration
- Agreement on any post-handover support
- Provision of full contract closure documentation



Service *Levels*

Tailored for every need, our support levels are highly flexible and designed around each product in our portfolio. Allowing you to build the perfect package for your business, most of our solutions include a core support level, as outlined in our MSA, and a menu of bolt-ons and upgrades.

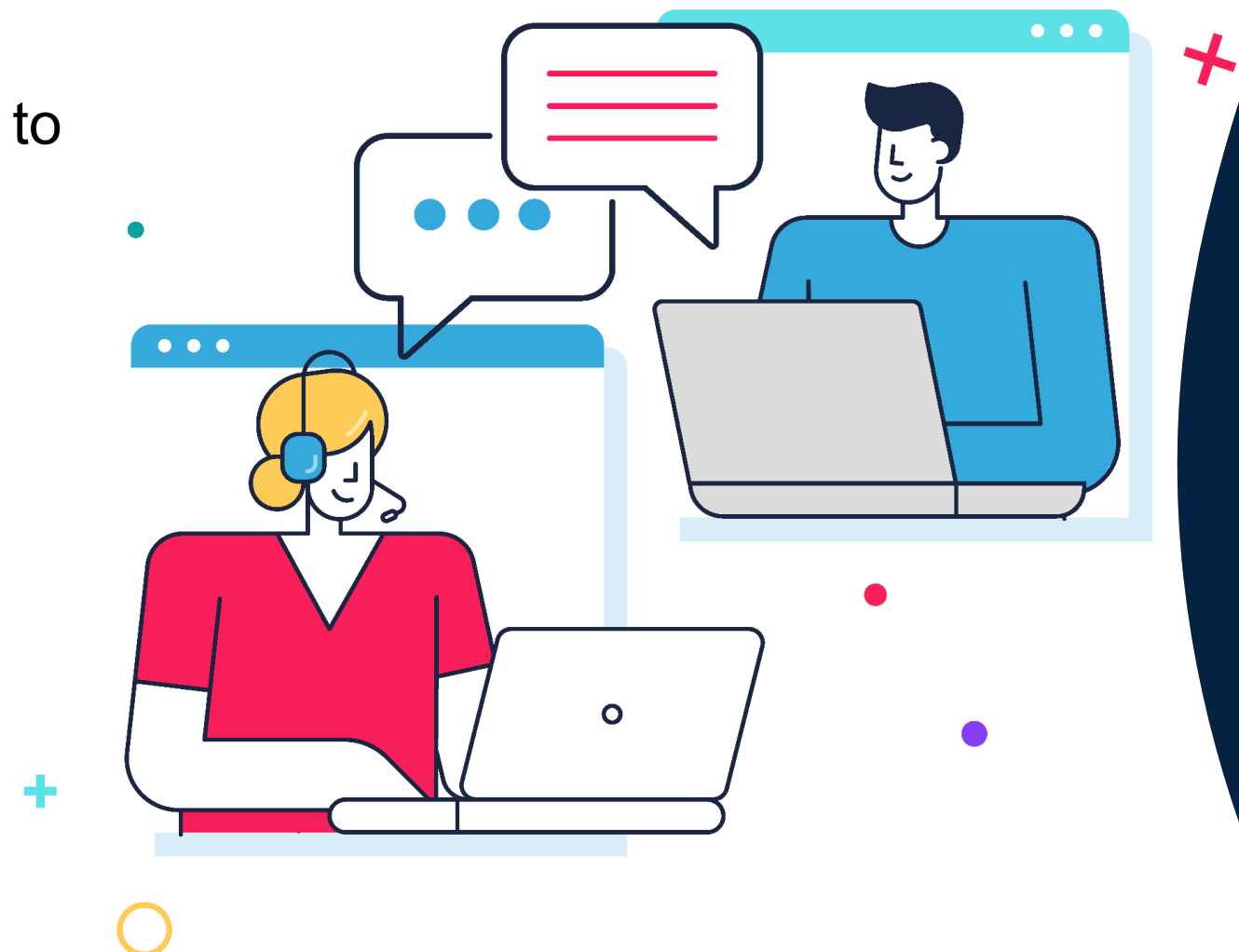
For inTRUST SOC, our Service Levels include:

- Proactive monitoring
- Incident response
- Regular reporting and recommendations

Response Times

Facilitating swift and effective resolutions, we aim to respond to all incidents in line with the core service level targets (as outlined within our inTEC ASSIST offering):

- Priority 1 Critical: 30 Minutes
- Priority 2 High: 1 Hour
- Priority 3 Medium: 4 Hours
- Priority 4 Low: 8 Hours



After Sales *Support*

Maximising the value of your investment, we provide comprehensive after-sales support across our portfolio. Tailored to your product, our support includes remote and onsite assistance, 24/7 monitoring, reviews and rapid escalation for critical issues.

inTRUST SOC

As part of our after-sales support for our Security Solutions, we offer:

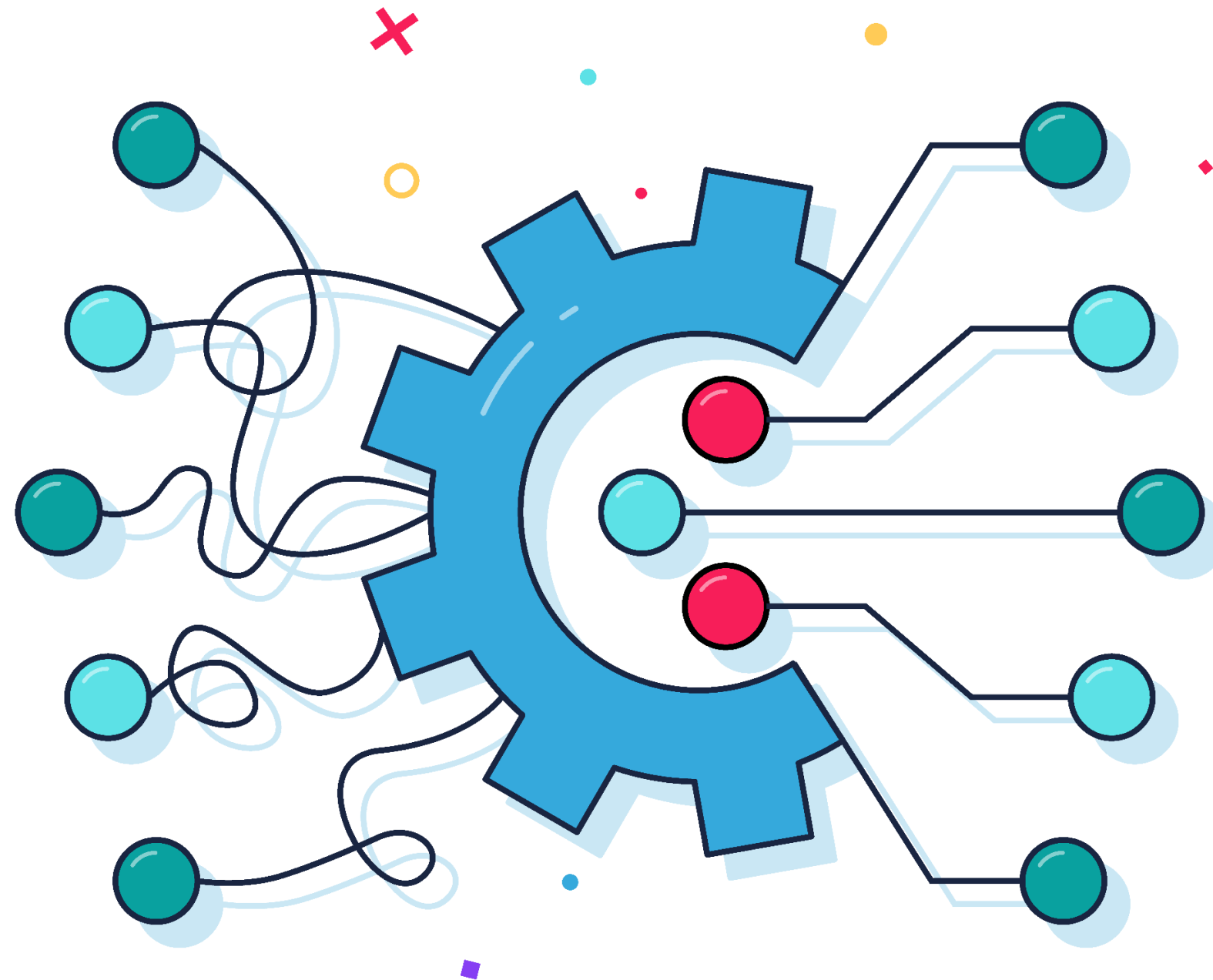
- Ongoing support and maintenance, in response to any tickets raised
- 24/7 monitoring and associated functionality reports
- Assistance with any policy failures or changes



Technical *Requirements*

For a seamless experience, we strive for all our products to be as accessible as possible. Therefore, we only require the following technical arrangements:

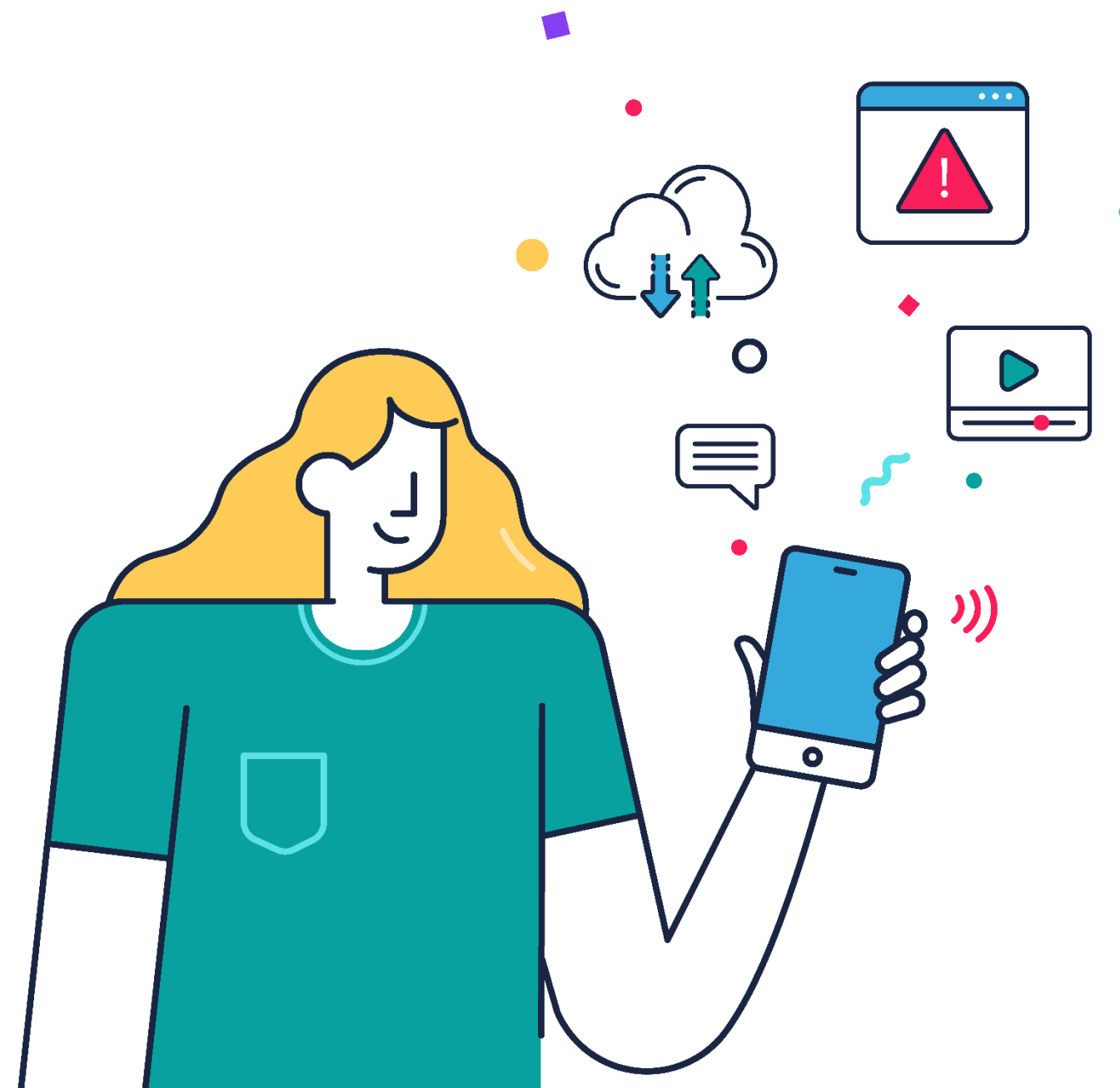
- A compliant browser
- A stable internet connection
- All appropriate licenses, in date and validated



Outage & Maintenance *Management*

We provide peace of mind by ensuring all our products are supported through Microsoft, which guarantees a global service availability of **99.9%**. Keeping you informed, Microsoft issue advanced notifications or any scheduled maintenance via email and public dashboard.

Under their Service Level Agreements, Microsoft assumes responsibility for maintaining server availability, reinforcing the reliability of the infrastructure behind our solutions.



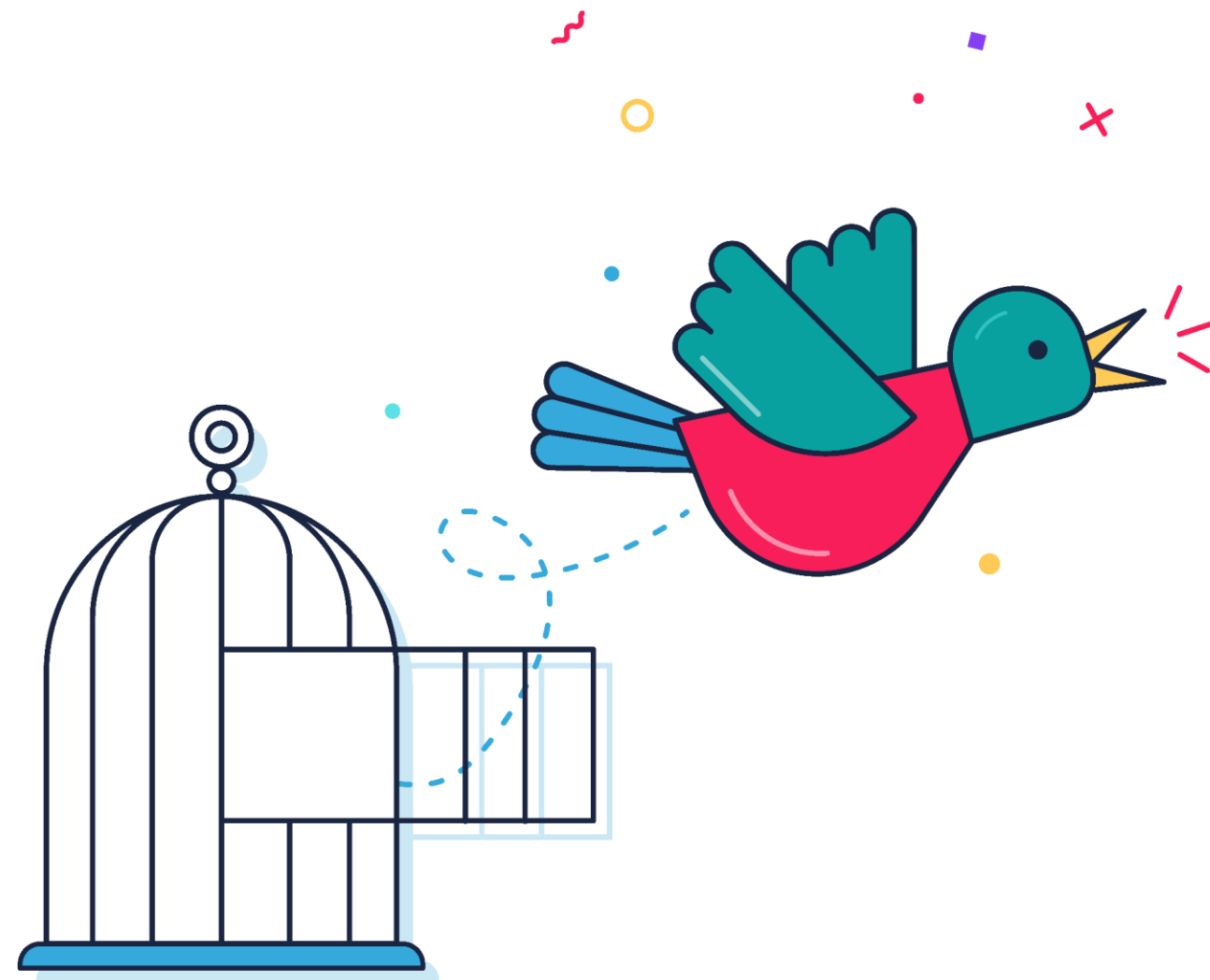
Hosting Options & *Locations*

Owing to our long-lasting partnership with Microsoft, all our Platforms are hosted and backed-up on the extremely secure Microsoft 365 and Azure Cloud.



Access to Data Upon *Exit*

During the entire process, all client information remains stored on the client's own site and is retained under their ownership. When the engagement concludes, the client continues to have complete access to their data through their internal systems.

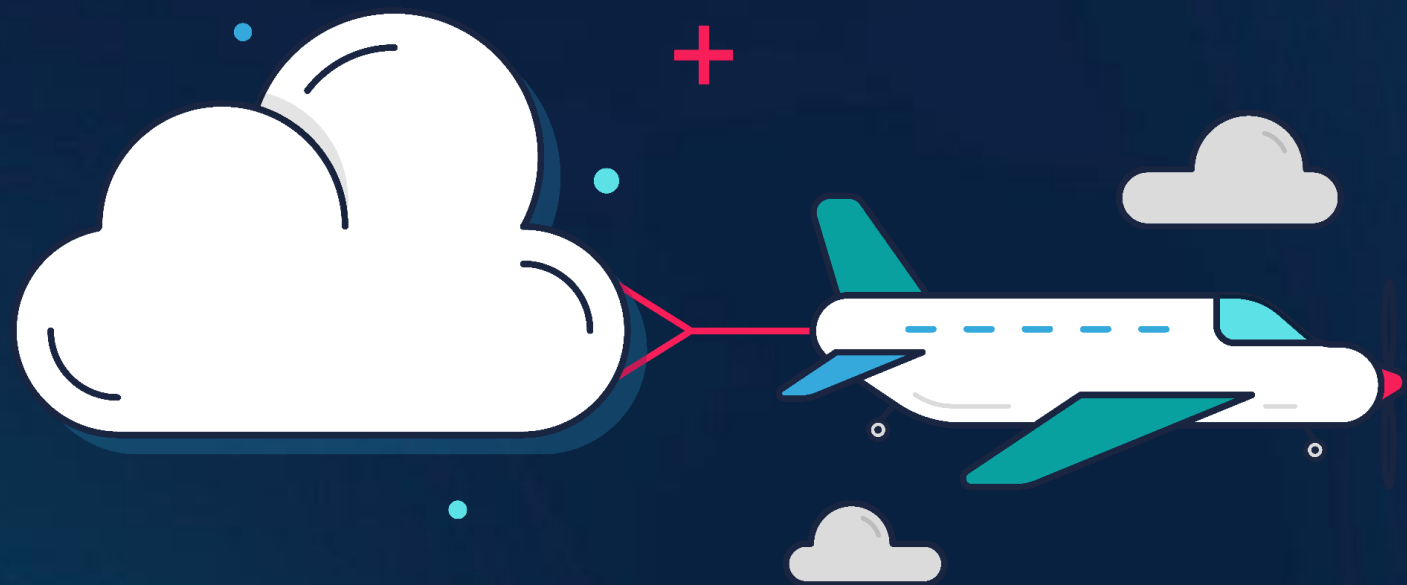


Security

As a Cyber Essentials Plus and IASME Level 2-accredited organisation, we undertake a '**Security by Design**' for all our systems and solutions – both internal and external. For example, to maximise data security, we host all our platforms on Microsoft 365 and Azure Cloud, both of which are equipped with Microsoft's Operational Security Assistance features. This ensures all data is backed up in full compliance with GDPR requirements.

For additional protection, we store confidential information within IT Glue, which is securely backed up to our robust internal infrastructure.





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Tech that *works* for you.