CECURE
INTELLIGENCE LTD

Uninterrupted Operations.
Unwavering Support

End-to-End Managed Services and Cloud Expertise You Can Count On

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TABLE OF CONTENTS

SCOPE OF SERVICES

Our comprehensive Managed Service Provider (MSP) solutions are tailored to meet businesses' diverse needs. Our support is fully aligned with your contracted service

Service Offerings (What We Do)

We offer comprehensive Managed Service Provider (MSP) solutions, including:

Service offerings	Scope
IT Help Desk (ITH)	Delivers front-line technical support, diagnosing, troubleshooting, and resolving issues to maintain the stability and security of all critical IT systems.
Application Support (AS)	Ensures application reliability through monitoring, early issue detection, and routine maintenance.
Managed Detection and Response (MDR)	Monitor asset logs for security events, identify & classify threats & vulnerabilities and respond to incidents.
Cloud Platform Operations (CPO)	Monitor operational metrics, perform routine maintenance operations and implement regular configuration changes to maintain optimal service levels.
Cloud Security Operations (CSO)	Assures the security of cloud environments by proactively assessing for best-practice configurations and continuously remediating.
Billing Operations (BO)	Optimise ISV billing processes for customers by managing invoicing, payment processes, and enquiries.
Platform Infrastructure Applications Support (PIAS)	Continuously monitor, manage and support customer platforms, infrastructure and applications.
Security Operations Centre (SOC)	Monitor, detect, respond to, and mitigate security threats to client systems and data.
Network Operations Centre (NOC)	Monitor, manage, and maintain IT networks and network assets for high availability and incident response.
Red Team	Simulate cyberattacks to identify vulnerabilities and recommend measures to strengthen defences.

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IT Support Helpdesk (MSFT M365, Google Workspace, Device as a Service)

CIL Support specializes in delivering comprehensive IT Helpdesk services, catering to Microsoft 365, Google Workspace, and Device as a Service (DaaS) solutions. Our dedicated team ensures the smooth operation of your IT infrastructure, simplifying your organization's navigation through the digital landscape.

Service Offerings:

- **Microsoft 365 Support:**
  - Covering a spectrum of solutions including Exchange Online, SharePoint, and Teams, our Microsoft 365 support services guarantee seamless operation.
  - We proactively monitor, troubleshoot, and maintain your Microsoft 365 environment to optimize performance and security.
  - Certified experts are available round-the-clock to resolve issues promptly, ensuring uninterrupted productivity for your team.
- **Google Workspace Support:**
  - From Gmail and Google Drive to Google Meet, our Google Workspace support services encompass all aspects of your cloud productivity suite.
  - We offer swift assistance with configuration, user management, data migration, and troubleshooting, fostering seamless collaboration within your organization.
  - Our dedicated support team ensures the smooth and secure operation of your Google Workspace environment, minimizing workflow disruptions.
- **Device as a Service (DaaS) Support:**
  - Managing the entire lifecycle of your devices, our Device as a Service support covers procurement, deployment, maintenance, and retirement.
  - Services include device provisioning, software updates, security patches, and hardware replacements, ensuring optimal performance and reliability.
  - Flexible support options, whether remote assistance, onsite support, or a blend of both, are tailored to meet your organization's specific needs.

Our team of experts ensures that your workforce receives effective support in the workplace through our IT Helpdesk Support services.

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PLATFORM, INFRASTRUCTURE AND APPLICATION MONITORING

Introduction

This service is an essential pillar of CIL Support, dedicated to monitoring, event management, and log management across a diverse range of infrastructure and platform technologies. It integrates automated assessment and visualisation tools to guarantee the optimal performance, availability, and functionality of the systems and platforms that support our customers' IT services.

Key Features:

- **Performance Monitoring:**
  Establishing and maintaining performance thresholds to ensure system efficiency.
- **Anomaly Detection:**
  Deploying workflows to identify irregularities in both physical and virtual IT environments.
- **Stakeholder Alerting:**
  Setting up alerts to quickly inform relevant stakeholders of any system anomalies or issues.

Our dedicated team of experts ensures that your employees benefit from efficient workplace support through our reliable monitoring and management solutions at CIL Support.

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Managed Detection and Response (MDR)

Cecure Intelligence provides a cutting-edge Managed Detection and Response (MDR) service, designed to strengthen your cybersecurity defenses. Our service integrates advanced threat detection with rapid response capabilities, ensuring comprehensive protection against evolving cyber threats.

Service Offerings

- **Advanced Threat Detection:** Employ state-of-the-art technology to identify and neutralize sophisticated threats in real-time.
- **Rapid Incident Response:** Guarantee swift action against detected threats, minimizing potential damage and downtime.
- **Continuous Monitoring:** Benefit from 24/7 network monitoring to promptly detect and respond to threats.
- **Threat Intelligence Integration:** Utilise the latest threat intelligence to stay ahead of emerging cyber threats.
- **Customised Security Solutions:** Adapt our MDR services to meet your specific security needs and business requirements.
- **Expert Analysis and Reporting:** Receive in-depth analysis and reporting from our cybersecurity experts to effectively understand and mitigate risks.

Benefits:

- **Uninterrupted Productivity:** Proactive threat management ensures minimal disruption to your operations.
- **Enhanced Security:** Protect your organisation with advanced detection and rapid response to cyber threats.
- **Maximised Efficiency:** Focus on your core business while we handle your cybersecurity needs with comprehensive MDR solutions.
- **Expert Support and Guidance:** Receive continuous support and expert advice from our dedicated team of cybersecurity professionals throughout your partnership with us.

Our dedicated team of experts ensures that your employees benefit from efficient workplace support through our Managed Detection and Response service.

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CIL Support Services: Cloud Platform Operations

CIL Support Services provides efficient operational support for your cloud environment so you can focus on your core business. We provide **fully managed services** with performance and security monitoring of your cloud estate.

Benefits:

- **Consistent Cloud Operations -** Achieve your SLAs and maintain peak performance.
- **Reduce Risk -** Always have skilled resources available to respond to security and operational events
- **Lower Fixed Cost -** Get expert support without exceeding your budget.
- **Reduced Time to Value -** Launch faster and focus on innovation.

Our Services includes:

- **24/7 Support:** Round-the-clock expertise available via multiple channels
- **Monitoring & Alerting:** Proactive issue detection and remediation
- **Cloud Security Operations:** Keep your security perimeter controlled
  - IAM Security
  - Host Security
  - Managed Detect and Response
  - Network Security
- **Infrastructure as Code:** Manage your environment with consistency and speed.
- **DevSecOps:** Streamline workflows and accelerate development with automated pipelines
- **Well-Architected Review:** Optimize your cloud environment for security, performance, and cost-efficiency.
- **Cost Management & Optimization:** Continuously optimize cloud spend without sacrificing performance.
- **Service Level Agreements:** Guaranteed service quality you can rely on.
- **Infrastructure Maintenance:** Routine operations
  - Vulnerability Scanning
  - Patch Management
  - Change Management
  - Release and Deployment

CIL Academy:

CIL support is driven by the skilled individuals from our CIL Academy, who undergo a thorough training program aimed at transforming them into proficient Cloud Engineers. This guarantees a consistent pool of high-quality talent to fulfil current and future project requirements.

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IT Field Operations Support

CIL Support provides IT Field Operations support to African businesses. Our skilled mobile teams are equipped to handle various **on-site tasks** to support your IT systems.

Service Offerings:

- **Installation and Deployment:**
  - Our team specializes in setting up hardware, software, networks, and other IT components across different physical locations within your organization.
  - We ensure smooth deployment processes, minimizing disruptions and maximizing efficiency.
- **Maintenance and Support:**
  - From routine maintenance to troubleshooting and repairs, we provide comprehensive support for IT equipment and systems spread across various geographical areas.
  - Our proactive approach ensures minimal downtime and optimal performance of your infrastructure.
- **Upgrades and Changes:**
  - We handle the implementation of upgrades, patches, and changes to maintain consistency and functionality across different sites.
  - Our expertise ensures seamless transitions and minimal impact on your operations during upgrades or changes.
- **Asset Management:**
  - Our team manages and tracks IT assets deployed in different locations, including inventory control, maintenance schedules, and replacements.
  - We ensure the efficient utilization of assets and timely replacements to maintain operational efficiency.
- **On-site Support:**
  - We provide direct technical assistance to end-users or clients at their locations, resolving issues that cannot be addressed remotely.
  - Our on-site support services ensure quick resolution of issues and minimal disruption to your operations.

Benefits:

- **Efficient Operations:** Our skilled personnel ensure the smooth functioning of your technology infrastructure across various locations.
- **Risk Reduction:** Expert support available on-site reduces the risk of operational and security incidents.
- **Cost Efficiency:** Get high-quality support without exceeding your budget, minimizing fixed costs associated with IT operations.
- **Quick Time to Resolution:** Our distributed teams have closer proximity to clients and guarantee shorter resolution times.

With CIL Support for Field Operations, we ensure the seamless management and optimization of your technology infrastructure across Africa. Our skilled personnel are dedicated to providing efficient on-site support, minimizing disruptions and maximizing the performance of your IT ecosystem.

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CIL Endpoint Security Services

CIL Endpoint Security Services offers comprehensive protection for all your organisation's devices, safeguarding endpoints against sophisticated threats while ensuring operational efficiency. We provide advanced threat prevention, detection, and response capabilities to keep your critical assets secure.

Key Functions

- **Advanced Threat Protection:** Comprehensive defense against malware, ransomware, and zero-day attacks.
- **Endpoint Detection & Response (EDR):** Sophisticated threat hunting and incident investigation capabilities.
- **Threat Protection & Intelligence:** Stay ahead of emerging threats with continuously updated global threat data.
- **Compliance & Data Security:** Protect sensitive data and meet regulatory requirements with:
  - **Data Loss Prevention:** Prevent unauthorised data transfers.
  - **Application Control:** Manage allowed applications in your environment.
  - **Device Control:** Regulate the use of external devices and ports.
  - **Encryption Management:** Secure data at rest and in transit.
- **Zero Trust Security Implementation:** Apply "never trust, always verify" principles across your endpoint environment.
- **Security Awareness & Training:** Transform employees into a security asset through comprehensive education.

Key Benefits

- **Enhanced Security Posture:** Strengthen your overall security stance with multi-layered endpoint protection.
- **Minimise Security Incidents:** Reduce breaches with proactive threat prevention and rapid response.
- **Operational Continuity:** Maintain business operations by preventing disruptions from security events.
- **Regulatory Compliance:** Meet compliance requirements with robust security controls and detailed reporting.
- **24/7 Support:** Round-the-clock expert assistance available via multiple channels.

Threat Protection & Intelligence	Compliance & Data Security
Endpoint Detection & Response (EDR)	Zero Trust Security Implementation
Security Awareness & Training	

With CIL Support, your business is fortified against the evolving endpoint threat landscape. Our security solutions ensure operational resilience, compliance, and protection for your critical IT assets, empowering your business to thrive securely.

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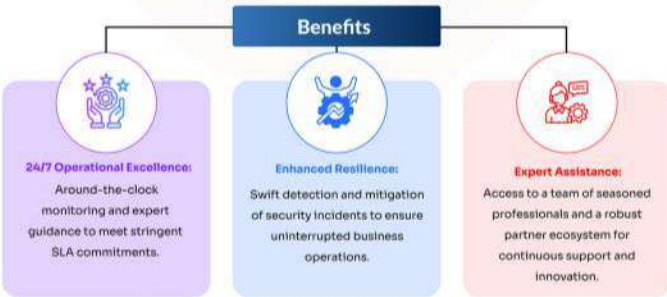
Service Description: Security Operations Center

Our Security Operations Center (SOC) acts as your dedicated cybersecurity partner, safeguarding your digital environment. Collaborating seamlessly with your IT teams, we aggregate and analyze data from across your organization to identify and neutralize threats. Our team is ready to respond swiftly to cyber incidents, restoring system integrity and minimizing operational disruptions.

Key Features of Our Google Workspace Reseller Service

- **Advanced Monitoring:** Comprehensive oversight of assets, security alerts, and events to ensure rapid threat detection and response.
- **Threat Intelligence:** Leveraging data-driven insights and proactive analysis to anticipate and mitigate potential cyber risks.
- **Vulnerability Management:** Continuous asset discovery and risk assessment to reduce exposure and strengthen your security posture.
- **Incident Management:** Structured response and recovery processes to handle incidents effectively while maintaining communication and operational stability.
- **Regulatory Compliance:** Support to align with internal security standards and external regulatory requirements.



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SUPPORT MODEL

CIL Support offers three support models

Remote Support

Our remote support model provides 24/7 helpdesk assistance, remote monitoring, and quick issue resolution without onsite visits, ensuring minimal downtime.

On-site Support

Our on-site support model delivers hands-on IT assistance, including hardware repairs, network maintenance, and critical issue resolution requiring physical presence.

Hybrid Support

Our hybrid support model combines remote troubleshooting with scheduled on-site visits, offering scalable, cost-efficient IT support tailored to business needs.

CIL SUPPORT RESPONSIBILITIES

- Proactively track and address system performance and issues.
- Conduct scheduled maintenance to optimise system functionality.
- Diagnose and resolve technical incidents within response time commitments.
- Execute service requests as per agreed timelines.
- Deliver IT support per service level agreements.
- Provide regular insights and reports on service operations.
- Coordinate with external vendors and partners for escalations.
- Keep detailed records of system configurations and procedures.

SUPPORT COMMITMENT

CIL Support is available around the clock (24/7). Customer support hours are based on the service contract and SLAs.

Commitment	Details
Guaranteed Response Time	**15 minutes** (Time to First Response - TTFR) for all service requests, regardless of plan.
Availability	**24/7** Support Hours are available based on the service contract and SLAs.
Support Models	Remote Support (24/7 Helpdesk), Onsite Support, Hybrid Support.

CUSTOMER PLAN HIGHLIGHTS

All services follow our standard escalation path. Platinum customers will have a named service manager.

Plans	Availability Commitment	After-Hour Support
Basic	8x5 (working days)	Not Available
Silver	8x5 or 12x5 (working days)	Limited (On Request)
Gold	12x7 (Including weekends)	Available
Platinum	24x7	Priority