

G-Cloud 15 Service Package Descriptions

This document provides a detailed overview of the service packages designed for the G-Cloud 15 framework. These packages offer a tiered approach to Microsoft 365 management, security, and support, ensuring that organisations can select a level of service that aligns with their specific needs and compliance requirements.

Service Component Descriptions

The following table details the individual services that constitute our packages. Each service is designed to provide robust security, enhance productivity, and ensure business continuity.

Service Category	Component/Product	Service Description
Remote User Support	Monthly User Support & RMM	Provides unlimited remote support for end-users, managed through our advanced Remote Monitoring and Management (RMM) platform. This service includes proactive monitoring of workstations and servers, automated maintenance, and helpdesk support for any IT issues, ensuring minimal downtime and disruption.
Response Time	Service Level Agreements (SLA)	Defines the guaranteed response times for support requests. Tiers range from a standard 3-day email response to a 1-hour critical incident response, with premium levels including proactive system housekeeping and comprehensive incident management to ensure rapid resolution.
365 Management	Inforcer (Policy Enforcement)	Comprehensive management of the Microsoft 365 environment. This service enforces security best practices, manages user access and permissions, and implements compliance policies across the M365 suite to protect organisational data and infrastructure.
Web Filtering	Censonet	An advanced web security solution that protects users from online threats. It provides real-time filtering of malicious websites, phishing attacks, and inappropriate content, ensuring a secure browsing experience and enforcing acceptable use policies.
Office 365	M365 Business Premium	A comprehensive subscription that includes the full suite of Office 365 applications, advanced security features, and device management. This license provides essential tools for productivity, collaboration, and security, including Microsoft Teams, Exchange Online, SharePoint, Intune, and Azure AD Premium P1.
Back Up	VEEAM 365 Backup	A robust and reliable backup and recovery solution for Microsoft 365. It provides complete protection for Exchange Online, SharePoint Online, OneDrive for Business, and Microsoft Teams data, ensuring that critical information is secure and rapidly recoverable in the event of data loss.
Email Filtering	VIPRE / VIPRE Advanced	A multi-layered email security service that protects against spam, viruses, phishing, and advanced email-based threats. The advanced filter adds an extra layer of protection, utilising machine learning and threat intelligence to identify and block sophisticated attacks.
Advanced Protection	Huntress EDR	A Managed Detection and Response (MDR) service that provides persistent endpoint monitoring. Huntress EDR identifies and contains advanced threats that bypass traditional antivirus solutions, offering expert analysis and guided remediation from a 24/7 Security Operations Centre (SOC).
Updates & Patching	CYDEFENCE	A managed vulnerability patching service that ensures all systems and applications are kept up-to-date with the latest security patches. This proactive service mitigates security risks by systematically addressing vulnerabilities before they can be exploited.

Service Category	Component/Product	Service Description
Education	CYWISE	A security awareness training platform designed to educate employees about cybersecurity best practices. Through engaging content and simulated phishing campaigns, this service helps to build a security-conscious culture and reduce the risk of human error.
Compliance	Support	Specialised support for achieving and maintaining compliance with various regulatory standards. This service provides guidance, documentation, and technical assistance to help organisations meet their specific compliance obligations.
Validation	CE / CE+	Assistance and validation for Cyber Essentials (CE) and Cyber Essentials Plus (CE+) certifications. This service guides organisations through the certification process, from initial assessment to final validation, demonstrating a strong commitment to cybersecurity.

Service Package Tiers

We offer four distinct service packages, each tailored to different organisational requirements for support, security, and compliance.

1. Essential Package

The **Essential Package** is an ideal entry-point for small organisations seeking foundational support and management for their Microsoft 365 environment. It provides core services to ensure users remain productive and the platform is managed effectively.

Services Included:

- **Remote User Support:** Unlimited Monthly User Support & RMM.
- **Response Time:** 3-day email support SLA.
- **365 Management:** Inforcer policy enforcement.
- **Office 365:** Microsoft 365 Business Premium license.

2. Professional Package

The **Professional Package** is designed for growing businesses that require a more robust security posture and faster support. It builds upon the Essential package by adding critical backup, email filtering, and advanced endpoint protection services, along with a significantly improved response SLA.

Services Included:

- All services in the **Essential Package**, plus:
- **Response Time:** Upgrade to a 1-hour response SLA.
- **Back Up:** VEEAM 365 Backup for data protection.
- **Email Filtering:** VIPRE for enhanced email security.
- **Advanced Protection:** Huntress EDR for managed detection and response.
- **Education:** CYWISE security awareness training.

3. Premium Package

The **Premium Package** offers a comprehensive security and management solution for organisations with heightened security needs. It introduces advanced web filtering, proactive

vulnerability patching, and enhanced email security, making it suitable for businesses handling sensitive data.

Services Included:

- All services in the **Professional Package**, plus:
- **Response Time:** Upgrade to include proactive system housekeeping.
- **Web Filtering:** Censonet for advanced web security.
- **Email Filtering:** Upgrade to VIPRE + Email & Advance Filter.
- **Updates & Patching:** CYDEFENCE for managed vulnerability patching.
- **Validation:** Assistance with Cyber Essentials (CE) certification.

4. Premium Plus Package

The **Premium Plus Package** is our flagship offering, providing a complete, fully-managed security, compliance, and support solution. It is designed for organisations operating under strict regulatory requirements or those that require the highest level of security and operational maturity.

Services Included:

- All services in the **Premium Package**, plus:
- **Response Time:** Upgrade to our most comprehensive, all-inclusive support SLA.
- **Compliance:** Dedicated compliance support.
- **Validation:** Upgrade to assistance with Cyber Essentials Plus (CE+) certification.