F8 Networks – Service Definition

End User Computing (EUC) Security & Managed Services

Service Overview

F8 Networks provides secure End User Computing (EUC) services enabling organisations to manage, secure, and govern user devices and identities. The service covers device management, identity, endpoint security, and Zero Trust architectures supporting modern workplace delivery aligned with UK government security standards.

G-Cloud Lot: Lot 3 – Cloud Support

Service Categories

Security Services; Managed Cloud; Ongoing Support.

Key Features

- Mobile Device Management (MDM) design and operation
- Microsoft Entra ID identity and access management
- Microsoft Intune deployment and administration
- Windows Hello for Business authentication
- Windows Autopilot provisioning and lifecycle management
- Microsoft Defender for Endpoint protection
- Zero Trust endpoint architecture design
- Privileged Access Workstation design
- Secure BYOD and COPE device models
- Endpoint compliance and hardening baselines

Benefits

- Improved endpoint and identity security
- Reduced risk from compromised devices
- Faster secure device onboarding
- Consistent Zero Trust enforcement
- Reduced EUC operational overhead

Service Constraints

The service is primarily delivered remotely. Onboarding timescales depend on device numbers, operating systems, and security requirements. Some features require appropriate Microsoft licensing. Onsite and out-of-hours support is available by agreement.

Support Levels

Standard (business-hours support), Enhanced (priority support with named EUC engineer), and Premium (24×7 support with Technical Account Manager). Support is provided as a fixed monthly service based on scope and device estate size.