



Redtail Shieldworkz OT Managed Service

Fully Managed Cloud Service

Service Overview

This service provides a fully managed OT cyber security monitoring capability delivered using Shieldworkz technology and operated end-to-end by Redtail Consulting.

Redtail Consulting is responsible for the implementation, configuration, operation, monitoring, incident handling coordination, and reporting of the Shieldworkz service. Customers consume a managed security outcome and are not required to operate or administer the Shieldworkz platform.

Service Description

Redtail Consulting delivers a fully managed OT cyber security monitoring service designed for organisations operating Industrial Control Systems (ICS) and Operational Technology (OT) environments.

The service includes full lifecycle responsibility for the Shieldworkz deployment, including initial implementation, configuration, tuning, continuous operation, incident handling support, assurance, and reporting.

Redtail Consulting acts as the primary service operator and point of accountability for the managed service.

Scope of the Fully Managed Service

Implementation & Onboarding

- Design of Shieldworkz deployment aligned to OT environment
- Platform implementation and configuration
- Asset discovery and onboarding
- Policy, alerting and detection configuration
- Validation and go-live support

Ongoing Operation & Monitoring

- Continuous operation of the Shieldworkz platform
- Monitoring and triage of alerts and events
- Detection tuning and optimisation
- Service health monitoring

Incident Management & Response Support

- Alert triage and severity assessment
- Incident coordination and escalation
- Support to customer incident response processes
- Post-incident review and recommendations

Service Management & Assurance

- Ongoing security assurance activities
- Configuration and posture reviews
- Risk and improvement recommendations
- Change support related to the managed service

Reporting

- Regular operational reporting
- Incident and alert summaries
- Trend analysis and risk insights
- Management-level and technical reporting outputs

What This Service Does NOT Include

Unless explicitly agreed, the service does not include:

- Direct control or operation of OT control systems
- Physical remediation or engineering changes

- Guaranteed prevention of cyber incidents
 - Regulatory certification or audit sign-off
 - Offensive security testing (e.g. penetration testing)
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Roles and Responsibilities

Redtail Consulting Responsibilities

- End-to-end operation of the Shieldworkz service
- Platform configuration and tuning
- Monitoring and alert handling
- Incident coordination and reporting
- Service management and assurance
- Ongoing optimisation and improvement

Customer Responsibilities

- Ownership of OT systems and environments
 - Implementation of remediation actions
 - Engagement with incident response activities
 - Provision of accurate asset and environment information
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Service Delivery Model

The service is delivered as a fully managed, remotely operated service.

Redtail Consulting provides the operational capability, processes, and expertise required to deliver the service.

The customer interfaces with the service through defined reporting, escalation, and governance mechanisms.

Service Levels

This is a **24×7 fully managed service**.

Redtail Consulting provides continuous, round-the-clock operation of the Shieldworkz service, including:

- 24×7 monitoring and alert handling
- 24×7 incident triage and escalation

- Continuous platform operation and health monitoring
- Defined escalation and response processes aligned to incident severity

Service levels include:

- **Monitoring coverage:** 24 hours a day, 7 days a week
- **Incident response:** Severity-based response and escalation targets
- **Operational reporting:** Regular service, incident, and trend reporting
- **Service reviews:** Periodic service review meetings

Detailed response targets and reporting cadence are agreed at call-off and documented in the Call-Off Contract.

Security and Data Handling

- The service operates on customer OT environments using Shieldworkz technology
- Access is controlled and logged
- Data is processed in line with applicable data protection and security requirements
- Redtail Consulting applies appropriate technical and organisational controls

Commercial Model

The service is typically provided on a subscription basis aligned to:

- OT environment size and complexity
- Required monitoring coverage
- Reporting and assurance scope

Pricing reflects a fully managed service outcome rather than individual resources, hours, or headcount.

Exit and Offboarding

On termination of the service:

- Managed service activities cease
- Final reporting and handover are provided
- Access is withdrawn in a controlled manner
- No dependency on Redtail Consulting remains

Summary

This fully managed Shieldworkz OT Cyber Security Monitoring Service provides organisations with a comprehensive, professionally operated OT security monitoring capability. Redtail Consulting assumes responsibility for implementation, operation, monitoring, and reporting, allowing customers to focus on their core operational responsibilities while benefiting from continuous OT cyber security oversight.