



Redtail Shieldworkz OT Advisory & Premium Support Service

Cloud Support (G-Cloud Lot 3)

Service Overview

This service provides advisory, support, assurance and security configuration assistance for customers operating Shieldworkz OT cyber security monitoring services within their own environments.

Customers retain full operational ownership and day-to-day control of the Shieldworkz platform.

Redtail Consulting provides expert support to help customers configure, optimise, interpret and govern their Shieldworkz deployment.

This is a support and assurance service and is not a fully managed service.

Service Description

Redtail Consulting provides specialist OT cyber security advisory, configuration and support services to organisations that operate Shieldworkz monitoring capabilities internally.

The service is designed to support customer security, engineering and operational teams by providing expert guidance, configuration support, security assurance and escalation assistance, without taking operational control of the Shieldworkz platform.

The customer remains responsible for:

- operating the Shieldworkz service

- responding to alerts
- managing OT environments and assets

Redtail Consulting supports the customer through defined advisory and support activities.

Scope of Support

The service may include the following activities, depending on the selected support package:

Advisory & Assurance Support

- OT cyber security advisory services
- Interpretation of alerts and events generated by Shieldworkz
- Security posture and configuration reviews
- Assurance reporting and recommendations
- Support for internal security governance and decision-making

Configuration & Optimisation Support

- Guidance on Shieldworkz configuration and tuning
- Support for sensor, asset and policy configuration
- Assistance with onboarding new assets or environments
- Configuration reviews aligned to OT security best practice

Operational Support

- Support for incident investigation and escalation
- Advice during OT cyber security incidents
- Support for change and update planning
- Liaison support with Shieldworkz where appropriate

What This Service Does NOT Include

This service does **not** include:

- Operation or management of the Shieldworkz platform
- Continuous monitoring performed by Redtail Consulting
- Direct response or remediation actions in OT environments
- Fully managed SOC or OT monitoring services
- Staff augmentation or embedded personnel
- Ownership of alerts, incidents or response decisions

Roles and Responsibilities

Customer Responsibilities

- Operation of the Shieldworkz platform
- Alert monitoring and response
- OT asset management and control
- Implementation of remediation actions

Redtail Consulting Responsibilities

- Advisory and assurance support
- Configuration and optimisation guidance
- Security and risk advice
- Escalation and coordination support
- Knowledge transfer and capability uplift

Service Delivery Model

The service is delivered remotely as a managed cloud support service.

Support is provided through agreed engagement channels and service processes. Redtail Consulting does not provide named or embedded individuals and does not replace the customer's operational teams.

Support Availability

- **Support hours:** 24 x7
- **Coverage:** Advisory, configuration and assurance support for the Shieldworkz service
- **Delivery model:** Remote, in-house support

The response target applies to:

- advisory requests
 - configuration support requests
 - security configuration and assurance queries
 - incident support requests (advisory and coordination only)
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Onboarding and Service Initiation

Onboarding activities may include:

- Confirmation of service scope and objectives
 - Review of existing Shieldworkz configuration
 - Agreement of support boundaries and escalation routes
 - Definition of reporting cadence and communication methods
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Reporting

Depending on the selected support level, the service may include:

- Periodic advisory summaries
 - Configuration and assurance reports
 - Incident review support
 - Risk and improvement recommendations
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Security and Data Handling

- The service supports customer-hosted Shieldworkz deployments
 - Redtail Consulting does not take custody of OT systems
 - Access is limited to support and advisory purposes
 - All data handling follows applicable security and data protection requirements
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Commercial Model

The service is provided on a subscription or retained support basis aligned to:

- environment size and complexity
- support coverage required
- advisory and configuration scope

Pricing reflects support capability and expertise, not headcount or hours.

Exit and Offboarding

On termination of the service:

- Advisory access is withdrawn
- Knowledge transfer is completed where applicable
- No operational dependencies are created

Summary

This service enables organisations to operate Shieldworkz OT cyber security monitoring independently while benefiting from Redtail Consulting's specialist OT cyber security expertise. Customers retain control of their monitoring platform, while Redtail provides advisory, configuration, and assurance support to strengthen security outcomes.

XFLO Solutions Limited t/a Redtail Consulting