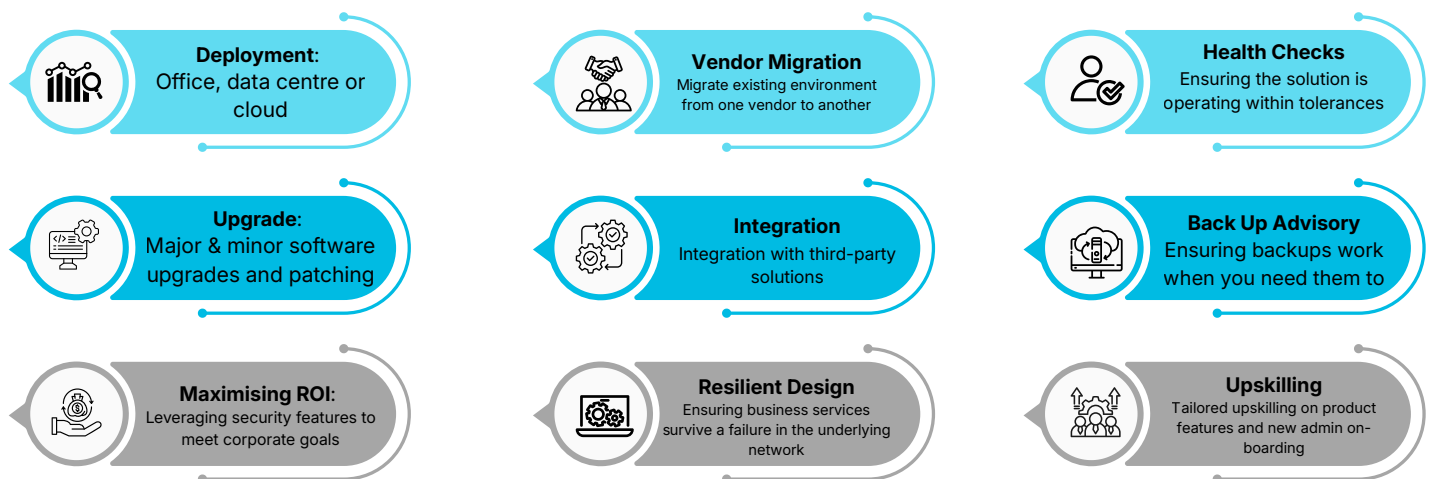


Service Description: NextGen Firewall Services

The **Bytes Next Generation Firewall (NGFW) Service** offers organisations comprehensive end-to-end lifecycle support — from design and deployment through optimisation — tailored to each client's unique environment. Our certified consultants, each with a minimum of ten years' experience, guide you through solution planning, architecture design, deployment, testing, and ongoing maintenance. By aligning a dedicated consultant to each client throughout the lifecycle, we ensure a deep understanding of your environment, objectives, and challenges. This continuity strengthens the security outcome, enabling a solution that is precisely tuned to your needs and resilient against today's fast-evolving cyber threats.

Services Options



In an environment where cyber threats evolve faster than ever, organisations need more than technology — they need a trusted partner who can expertly design, implement, and optimise their security investments across the entire lifecycle. Our comprehensive suite of services empowers businesses to deploy and maintain Next Generation Firewall and broader security solutions with confidence, agility, and long-term resilience.

We begin with seamless deployment, whether on-premises, in the data centre, or in the cloud. Our specialists ensure your solution is architected correctly from the outset, paving the way for secure, scalable growth. As your needs change, we support both major and minor upgrades, ensuring your environment stays fully patched, high-performing, and aligned with vendor best practices.

For organisations transitioning platforms, our vendor migration service delivers a smooth, low-risk move from one technology stack to another, preserving business continuity while unlocking modern capabilities. We also provide expert integration, connecting your security platform with third-party tools and existing infrastructure to create a unified, intelligent defence posture.

Ongoing assurance is a critical part of operational success. Our health checks validate the performance and integrity of your deployed solution, while our backup advisory service ensures your recovery processes are reliable and ready when needed. To help you extract the maximum return from your investment, we focus on maximising ROI by tuning features and policies to support your wider business goals.

Finally, our resilient design and upskilling services strengthen your long-term security strategy — from building architectures that withstand network failure to empowering your team with tailored training on product features and administrative best practices.

With these interconnected services, we deliver a secure, optimised, and future-ready security environment built around your organisation's needs.

Service Description: NextGen Firewall Services

Services Benefits

Partnering with Bytes' professional services team is one of the most effective ways to maximise the return on your NGFW investment. Our experts don't just install or configure firewalls — they ensure your organisation gets a secure, high-performing solution tailored to your business goals from day one. By leveraging certified specialists who work with this technology daily, you accelerate deployment, reduce risk, and avoid the costly delays and misconfigurations that often occur when teams try to go it alone. Professional services engineers bring proven best practices, direct vendor alignment, and the experience gained from hundreds of real-world implementations, meaning your NGFW is optimised, integrated, and future-ready. Most importantly, using professional services frees your internal teams to focus on strategic priorities instead of complex technical tasks. It's a fast, efficient, and cost-effective way to strengthen security, improve operational confidence, and ensure your NGFW platform delivers the value, performance, and protection you expect.

Target Audience

Our NGFW Service is designed for organisations of every size — from agile small businesses to large multinational enterprises — seeking to strengthen their security posture with expert lifecycle support. It is equally suited to UK public sector bodies requiring robust, compliant, and reliable security solutions. Whether modernising existing infrastructure, enhancing operational resilience, or maximising the value of a new firewall deployment, this service delivers tailored expertise to meet the unique needs of diverse, security-focused environments.

The Bytes Project Lifecycle



Bytes use the following procedure when engaged by a client to deliver a solution, whether it be a new solution or an amendment/upgrade of an existing one.

Scoping | Statement of Works | Planning & Design | Implementation | Early Life Support

Scoping

With over 25 years of professional services delivery experience across every industry vertical Bytes understand that any successful engagement with a client starts with an accurate scoping of the client's requirements and an open discussion about the capabilities of the technologies available. Whilst every project is unique, Bytes draw upon their extensive professional services experience to advise on the optimal way to achieve a desired result, based on similar projects with other clients.

In order to ensure that the scoping process is as effective as possible, Bytes ensure that one of their professional services consultants specialising in the technology being discussed runs the scoping process. Often the consultant assigned to the scoping call will be the same person who works with the client through the planning, implementation, and early life support stages meaning that they will understand the business drivers for the project.

For larger or more complex requirements, it may be that the scoping exercise is followed by a discovery workshop.

Service Description: NextGen Firewall Services

Statement of Works

The results of the scoping process are codified in the Statement of Works document. This defines, in clear and unambiguous terms, the deliverables that the client can expect to receive upon conclusion of the project. The Statement of Works serves two key purposes: (1) it provides a clear metric by which all parties can chart the progress of the project and (2) by defining the deliverables in unambiguous terms a common project failure scenario – project “creep” – is eliminated.

Once both parties have agreed the Statement of Works, the planning phase commences.

Planning & Design

Even the simplest upgrade can be impacted by unanticipated events, and thorough planning is essential to minimising risk during project delivery. Bytes support each project with a comprehensive technical implementation plan and project oversight that covers the following key areas:

- **Responsibilities** – Any action to be performed as part of the project requires a defined owner. The responsibilities section defines with whom project actions reside.
- **Pre-requisites** – Every project has a unique set of factors to be met before commencement. These pre-requisites will be a combination of information and actions to be performed either by Bytes, the client or a third-party.
- **Implementation Walkthrough** – A detailed description of the steps that will be taken to implement the solution.
- **Implementation Constraints** – A summary of those factors that shaped the implementation process; for example: selection and duration of maintenance windows; impact on surrounding network environment and services.
- **Risk Elements** – An examination of risk events and suggested mitigation strategies, based upon experience with similar projects.
- **Regression Strategy** – A detailed regression plan that resets the environment back to its pre-implementation state.
- **Additional Information** – A project-specific set of supporting information to support the pre-requisites for the project. This is a combination of step-by-step instructions and links to vendor articles for supporting information.
- **Technical Test Plan** – Every project Bytes undertake cannot be passed to the client without a project-specific technical test plan being successfully passed. Together with the client's business service test plan, the technical test plan provides the sign-off criteria for the project.

Where the project involves a new client environment, or where the client has expressed concerns over the current environment, a health check service and report is strongly advised to ensure that incorrect assumptions about the environment are not made.

Implementation

The process of implementation is dependent upon a combination of the nature of the project, the customer requirements and those constraints that govern the project. The planning phase identifies the specific implementation attributes and defines them in the Implementation Walkthrough and Implementation Constraints sections of the implementation plan.

MTD & RTO

Each deliverable defined in the Statement of Works will have an associated maintenance window, this window either being defined as “in-hours” or “out-of-hours” with respect to the client's business. Each maintenance window will have two key metrics: the maximum tolerable downtime (MTD) that defines the overall duration and the return to operation (RTO) that defines the latest point at which a regression must be enacted should it be necessary.

Service Description: NextGen Firewall Services

Impacting vs. Non-Impacting

A given implementation task will either be "impacting" or "non-impacting". Non-impacting tasks are those tasks that present zero risk to business operations and can thus be performed at any time. Impacting tasks are those tasks that have a non-zero risk, regardless of risk probability. The implementation plan identifies these impacting tasks along with, where possible, suggested mitigation strategies. The implementation plan is sent to the client in advance of the implementation phase to allow the client's change advisory board to review.

Daily Due Diligence

Each professional services day begins with the following due diligence:

- Confirm relevant pre-requisites are met.
- Confirm the scope of the day's activities.
- Confirm backups from all "in-scope" components.
- Confirm no customer priority 1 or priority 2 events are underway.
- Confirm stakeholders are available "on call"

Each day ends with a joint review of the day's activities and a progress form sent to the client for approval.

Priority 1 Events

During the delivery events may arise that require the activities to be brought to a halt; for example: a sudden priority 1 event occurs within the client's infrastructure. When such events occur, a decision will be made by the client and Bytes as to the next course of action:

1. Initiate regression plan.
2. Suspend activities until alternative date.

The decision will be, in part, be based upon the feasibility of suspending work without impacting business and the time required to complete regression.

Test Methodology

Testing is a critical aspect of implementation and comprises a technical test plan, provided by Bytes, and a business test plan, provided by the client. The technical test plan is detailed in the implementation plan and includes a breakdown of individual components being tested and the process used to perform each test.

Regression

The implementation plan defines the regression steps for each phase of the project. The day's activities are scheduled to accommodate the time required to enact the relevant regression plan and defines this point as the return to operations, or RTO, point. Should the testing phase of the implementation day highlight any issues which cannot be resolved by the RTO point, the client can elect to invoke regression or "fix forward".

Early Life Support

Regardless of how comprehensive the technical and business test plans are, the veracity of a solution can only be truly confirmed once under normal business load. With early life support Bytes provide the implementation consultant, either on-site or on-call, as a dedicated resource with immediate availability after an implementation phase has been completed.

Early life support is an optional component.