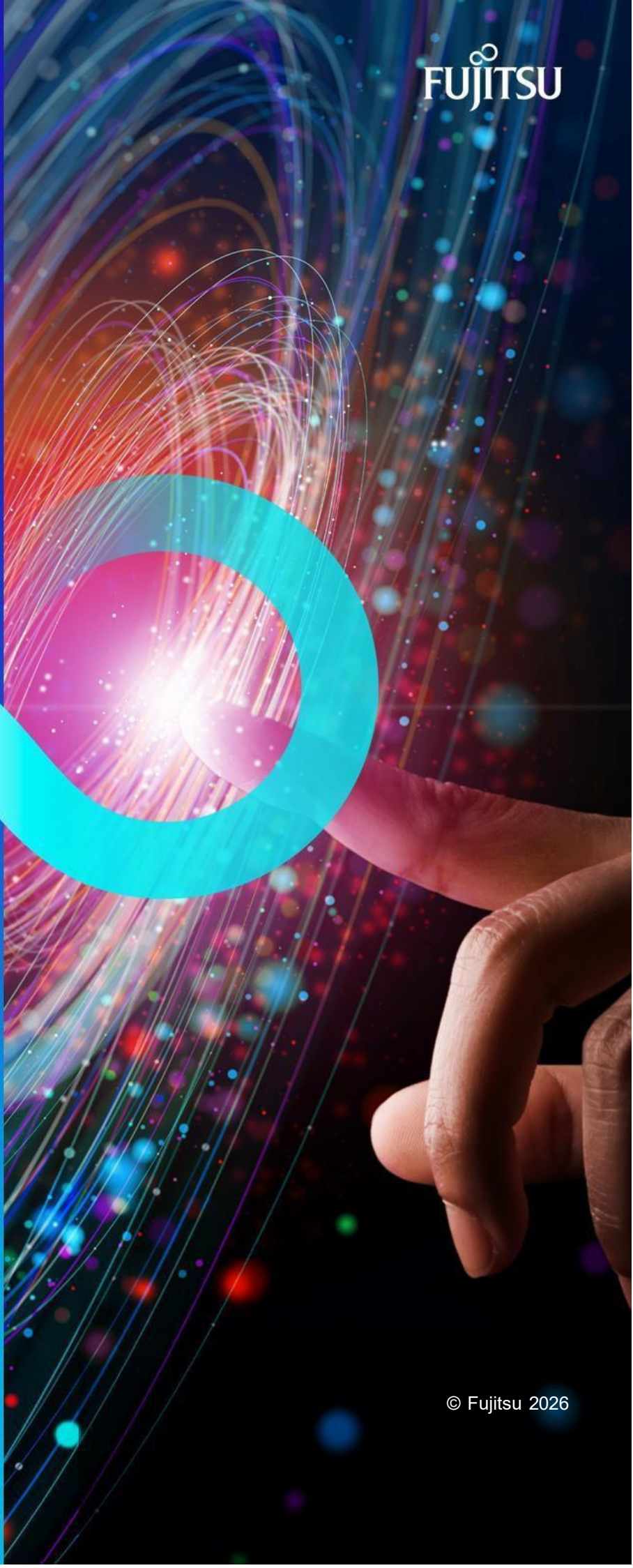
Service Definition

# Converged Networks & Security - NetSec



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# NetSec Overview

Fujitsu's converged NetSec service is a fully managed solution meticulously tailored for the unique demands of the UK market. Designed with Critical National Infrastructure (CNI) operators and organisations safeguarding sensitive data in mind, this offering promotes unparalleled resilience and robust cybersecurity across increasingly complex, distributed, and hybrid digital infrastructures. At its core, our approach is guided by the fundamental philosophy to Connect, Protect, and Converge.

In an era characterised by escalating cyber threats, profound digital complexity, and stringent regulatory demands, traditional network and security postures are no longer sufficient. Our service empowers clients to securely **Connect** their critical operations and distributed assets, ensuring seamless, high-performance access while maintaining integrity from edge to multi-cloud. We then holistically **Protect** against advanced cyber threats and data compromise through proactive, layered, and intelligence-driven security controls embedded across the entire digital estate. Finally, we strategically **Converge** disparate network and security functions into a unified control plane, simplifying management, accelerating threat response, and enhancing overall operational efficiency.

This comprehensive strategy facilitates secure digital transformation and guarantees operational continuity by simplifying complexity and embedding security inherently at every layer. What sets our offering apart is its commitment to UK-centric operations, underpinned by rigorous NCSC-aligned security frameworks, CNI-specific resilience, and an integrated Zero Trust architecture. As a proven and trusted partner within the UK's secure digital infrastructure landscape, we ensure complete control, definitive compliance, and the safeguarding of national assets, delivering a unified, managed service for the most critical environments.

# Service Overview & Key Principles

Our NetSec service is not merely a combination of services, but a cohesive, end-to-end managed fabric that **Connects**, **Protects** and **Converges** advanced networking with state-of-the-art cyber security. This unified approach adapts to highly distributed environments, from edge to multi-cloud.

It addresses the growing complexity of hybrid IT, the escalating threat landscape, and the stringent regulatory and sovereign demands on UK organisations. We enable clients to **Connect** their critical operations securely, **Protect** against advanced cyber threats and data compromise, and **Converge** their security and network data and technology stacks to simplify management and enhance responsiveness. This ensures compliance, maintains operational integrity, and safeguards national assets.

## Key Principles:

- **Connect Securely:** Seamless, high-performance, and resilient connectivity for all users, devices, and applications, regardless of location or infrastructure.
- **Protect Holistically:** Proactive, layered, and intelligence-driven security controls embedded across the entire digital estate, from endpoint to cloud.
- **Converge for Simplicity & Strength:** Unifying network and security functions through a single control plane, reducing complexity, accelerating threat response, and enhancing operational efficiency.
- **Zero Trust Architecture:** Never trust, always verify – foundational to secure **Connect** and **Protect**.
- **Sovereignty by Design:** UK-based delivery, ownership, jurisdiction, and personnel, ensuring complete control and compliance for sensitive data and CNI.
- **Resilience & Assurance:** Built-in redundancy, proactive threat hunting, and rapid incident response to guarantee operational continuity and service availability.

 

# Core Service Components & Functionality

## Secure Network Fabric (Connect & Converge)

Our Secure Network Fabric services cover:

- **Software-Defined Wide Area Network (SD-WAN) & Secure Access Service Edge (SASE):** Intelligent traffic routing for optimal application performance, with embedded security functions directly at the point of connection, ensuring seamless and secure connectivity from any location.
- **Zero Trust Network Access (ZTNA):** Granular, context-aware access control to applications and resources, enabling secure connections by replacing traditional VPNs with dynamic, least-privilege access.
- **Secure Local Area Network (LAN) & Wireless (WLAN):** Policy-based segmentation, access control, and threat detection within campus/branch environments, extending the secure connectivity fabric indoors.
- **Hybrid Cloud Networking:** Secure, high-performance connectivity to public, private, and sovereign cloud environments (e.g., Azure UK Regions, AWS UK Regions, Crown Hosting Data Centres), crucial for UK customers to **Connect** their diverse digital assets.

## Integrated Cybersecurity Services (Protect & Converge)

Our Integrated Cybersecurity services cover:

- **Managed Detection & Response (MDR):** A proactive end-to-end service that goes above and beyond traditional SIEM. It rapidly detects, investigates, contains, and eradicates emergent threats in your environment. MDR is provided as a service to protect your business from cyber-attack and transparently priced - per user or per asset - for easy consumption. As the provider for much of the UK's critical national infrastructure, we run the MDR service from our UK based Advanced Threat Centre
- **Perimeter & Cloud-Native Security:** Advanced firewalls (physical & virtual), Web Application Firewalls (WAF), DDoS protection, Cloud Security Posture Management (CSPM), Cloud Access Security Broker (CASB) – all integrated to **Protect** digital boundaries.
- **Identity & Access Management (IAM/PAM):** Multi-factor authentication (MFA), Single Sign-On (SSO), Privileged Access Management (PAM) for robust identity verification, fortifying access to **Protect** critical systems.
- **Data Loss Prevention (DLP):** Monitoring, detection, and blocking of sensitive data exfiltration across endpoints, networks, and cloud, essential to **Protect** sovereign data.
- **Endpoint Detection & Response (EDR)/Extended Detection & Response (XDR):** Advanced threat detection, analysis, and automated response capabilities across IT and OT endpoints, ensuring holistic protection.
- **Threat Intelligence & Hunting:** Proactive intelligence gathering and expert-led hunting for emerging threats relevant to the UK CNI landscape, actively working to **Protect**.

## Operational Technology (OT) Security Integration (Protect & Converge)

Our Integrated Cybersecurity services cover:

- **Protection for Industrial Control Systems (ICS/SCADA):** Specific solutions to isolate, monitor, and **Protect** critical OT environments from cyber threats, ensuring physical process integrity and safety for CNI.
- **Cyber-Physical Systems (CPS) Security: Converged** IT/OT visibility and security policy enforcement, enabling unified protection across complex CNI infrastructure.

 

### Unified Management, Orchestration & Visibility (Converge)

Our Integrated Cybersecurity services cover:

- **Single Pane of Glass Management:** A central platform that **Converges** policy enforcement, configuration, and monitoring across all NetSec components, simplifying oversight and administration.
- **Security Information & Event Management (SIEM) / Security Orchestration, Automation & Response (SOAR):** Aggregation of security logs, advanced analytics, and automated incident response workflows to effectively converge intelligence and accelerate protection.
- **Real-time Dashboards & Reporting:** Customisable views on security posture, network performance, and compliance status, providing comprehensive visibility enabled by **Converged** data.

## Key Benefits & Value Proposition

The key benefits from our value proposition cover:

- **Enhanced Security Posture:** Delivered through comprehensive **Connect**ivity and proactive **Protect**ion, harmonised by **Converged** capabilities against evolving threats.
- **Operational Resilience & Business Continuity:** Minimises downtime and ensures critical services remain operational, fortified by the **Connect, Protect, Converge** framework.
- **Unwavering Compliance & Assurance:** Simplifies adherence to stringent UK regulations and sovereign data requirements, building trust through thorough protection.
- **Simplified Management & Reduced TCO:** Achieved by **Converging** disparate security and network tools into a single, unified managed service.
- **Accelerated Digital Transformation:** Provides a secure foundation to **Connect** and innovate with agility, without compromising protection or sovereignty.
- **Trusted Partnership for the UK:** Leveraging Fujitsu's deep UK market understanding, accredited personnel, and a commitment to national security objectives across all stages of **Connect, Protect, Converge**.

 

## Service Management & Support

Our Service Management services cover:

- **24/7/365 UK-Based Support:** Dedicated CNI-aware Converged Operations for Security, Monitoring and Network Systems (COSMOS) team providing proactive monitoring, threat detection, and incident management for the **Converged** NetSec environment.
- **Dedicated Service Delivery Manager (SDM):** Single point of contact for service performance, reporting, and continuous improvement, ensuring seamless management across **Connect, Protect, Converge**.
- **Proactive Threat Intelligence & Vulnerability Management:** Continuous assessment and application of intelligence relevant to the UK CNI threat landscape to maintain robust protection.

## Compliance, Certifications & Accreditations

- **NCSC Alignment:** Adherence to NCSC security principles, GPGs, and assurance frameworks, foundational to our **Protect** capability.
- **ISO 27001, Cyber Essentials Plus:** Industry-standard certifications demonstrating robust Information Security Management.
- **NIS Regulations (UK):** Demonstrable compliance with the Network and Information Systems Regulations for **Protect**ing CNI.
- **GDPR (UK):** Full adherence to UK data protection regulations for sovereign data.
- **SC/DV Cleared Personnel:** All relevant personnel holding appropriate UK security clearances.

 

# Commercial

## Flexible Consumption Model

Subscription-based (OpEx), per-user, per-device, per-site, through to bespoke models, tailored to the scale and criticality requirements of CNI and sovereign data clients.

## Tiered Service Levels:

Options for varying levels of resilience, support, and feature sets, ensuring the right balance of Connectivity, Protection, and Converged management.

## Minimum Terms

The minimum term is 12 months.

## Service Constraints

This service is subject to a minimum order quantity of 50 devices.

## Service exclusions

This service excludes the configuration, operation, and management of the Consumer site LANs and the Consumer WAN unless specifically identified as part of the Solution Design.

 

## About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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