Secure collaboration technology deep support

You have invested in great tools to help your people collaborate seamlessly. These tools are helping to maintain your competitive advantage and keeping you one step ahead. They are measurably improving your people's engagement, and your internal communications have transformed from corporate broadcast to active participation.

Because you have invested in Surevine's secure collaboration systems, your people can collaborate on even your most sensitive information. You now want to ensure these systems remain supported and secure, maximising the business benefit you get from them.

Surevine's approach to maintenance and support services is different because it is founded on our approach to sustainable development. We provide a tiered service, so you can pick the level of support that is right for you. We deliver this using our core platform developers, so that you leverage the benefit of our expertise as the original system designers. Our people are UK-based, with security-clearances. Our service is provided with clear and simple Service Level Agreements (SLAs) with the option of 24x7 support. If you have your own engineers, we will work with them to help you to get the best return on your investment; enabling them to be co-creators of the technology, not just recipients of it.

Our open approach means we take an active role in the standards bodies and reference implementations which underpin our solutions, to ensure that your requirements are reflected in their roadmaps and that you are able to take advantage of new features and security enhancements as soon as they are available. That way we can expedite bug fixes and resolve security vulnerabilities at the pace you need, not at the whim of a proprietary vendor.

Our secure collaboration technology deep support gives you unique access to the core platform developers, including UK Government security cleared engineers.

Our support service is influenced by ITIL to work seamlessly with any other Service Desk and because we want the service to be right for you, we build in the right level of reporting and reviewing for the service, so it can be fine-tuned to ensure that you are always getting the best out of your investment.

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Our support services

Surevine has a standard tiered service offering, which can be tailored to your organisation's particular needs.

Item	Bronze	Silver	Gold
Helpdesk and response to support tickets	X	X	X
Monthly security audit report	X	X	X
Minor dependency updates	X	X	X
Major dependency updates		X	X
Minor feature development		X	X
Major feature development			X

Why Surevine?

- Identified as one of the UKs leading Cyber Security businesses by a former UK Prime Minister
- Recognised as a thought leader in cyber security information sharing and cross-domain solutions
- We design, build and support secure collaboration environments for the National, Homeland and Cybersecurity domains and those organisations with the most demanding security requirements
- Play an active role in interoperability and open standards
- Focused on the development of secure collaboration solutions, bringing the user experience you expect as a consumer to the workplace
- Security influences everything we do. We develop systems that our clients can trust, following a secure development lifecycle
- Surevine is a key supplier to UK Government and industry and were one of the first accredited cyber security suppliers to UK Government
- ISO2700 and Cyber Essentials certified

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