

Elevate24 – Service Definition

Service Name: Elevate24

Supplier: Jigsaw24

Lot: Cloud Software / Cloud Support (depending on listing)

Version: 1.0

1. Service Summary

Elevate24 is Jigsaw24's Privileged Access Management (PAM) solution for macOS, designed to help organisations meet security and compliance frameworks such as **Cyber Essentials**, **ISO 27001**, and internal governance requirements. Elevate24 provides **temporary, time-bound elevation** from standard macOS user to limited local administrator via a lightweight menu-bar application.

The service improves security by removing permanent admin rights while ensuring user productivity is maintained. All elevation activity is **fully auditable**, can be exported to customer SIEM tools, or accessed via Jigsaw24's reporting interfaces.

2. Service Features & Capabilities

Elevate24 provides the following functional capabilities:

2.1 Privilege Elevation

- Temporary elevation from Standard User → Local Administrator
- Configurable elevation durations
- Elevation reason selection
- Optional free-text explanation (Premium)
- Automatic de-elevation and prevention of persistent admin accounts

2.2 Security & Compliance Controls

- Designed to meet Cyber Essentials device security requirements for admin accounts
- Auditing of:
 - Username
 - Device
 - Time and date

- Reason for elevation
 - Number of elevations
 - Actions taken whilst administrator
- Optional **two-factor approval** using Touch ID or MFA (Premium)

2.3 Reporting & Audit

- Local logging of elevation activity
- Integration with:
 - Azure Sentinel
 - Splunk
 - Generic SIEM

2.4 Integration & Deployment

- Supports policy scoping and configuration controls
- Branding Customisation
- Optional integration with customer SIEM tools

3. Benefits

- Meets Cyber Essentials requirement for restricted admin rights
- Provides full audit traceability for administrators and security teams
- Maintains user productivity without raising IT support tickets
- Simplifies compliance evidence for audits and customer security questionnaires
- Integrates into Jigsaw24's wider Apple management ecosystem

4. Onboarding & Offboarding

4.1 Onboarding

Optional Professional Services Onboarding may include (depending on package purchased):

- MDM configuration guidance
- Elevate24 deployment package
- Scoped rollout to pilot devices
- Reporting and SIEM configuration
- Admin training and best-practice guidance

4.2 Offboarding (Customer Responsibility)

- Removal of Elevate24 MDM profiles

- Termination of reporting feeds
- Return or destruction of logs if contractually required
- Termination of user access to Elevate24 portal (if applicable)

5. Service Levels

- Response SLAs for support tickets – 5 working days normal business hours
- Management of bugs and feature requests
- Access to updated documentation and deployment notes
- Security updates and application enhancements

6. Data Security & Information Governance

10.1 Data Protection

- Elevate24 retains minimal data (event metadata only)
- All data processed aligns with GDPR & UK-GDPR
- Jigsaw24 is ISO 27001 certified
- Security testing includes:
 - Annual external pen test
 - API/web platform testing
 - Internal AppSec scans

10.2 Data Locations

- Data stored in UK or EU depending on customer requirement
- SIEM data may route to customer-chosen region

10.3 Data Removal

Upon contract termination:

- Customer application activity can be exported via CSV

11. Availability & Hosting

Elevate24 is delivered as a lightweight client installed on macOS devices, with reporting via:

- Jigsaw24 platform (hosted in AWS)
- Customer SIEM
- Local device reporting

Hosting includes:

- High availability architecture
- AWS security controls
- Resilient application delivery

12. Constraints

- macOS only
- Requires MDM for deployment (manual deployment is possible but not recommended)
- Requires end-users to operate a standard macOS account
- Not suitable for unmanaged/BYOD devices

14. Terms & Conditions

Elevate24 is supplied under:

- Elevate24 EULA

17. Training & Documentation

- End-user guidance
- Administrator deployment notes
- SIEM integration guides
- MDM configuration templates (Jamf, Intune etc.)
- Online knowledge base

18. Accessibility

- Designed to meet general accessibility best practices
- Menu bar application supports macOS accessibility tools
- Documentation available in standard accessible formats on request

19. Service Limitations

- Does not manage wider OS hardening
- Does not replace endpoint protection or anti-malware
- Not suitable as a full identity & access management (IAM) platform
- Elevate24 cannot override locked-down MDM policies

20. Contact

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