



e2e Firewall, VPN and Security Management Service- Service Definition Document

OVERVIEW

Organisations have a lot to benefit from outsourcing the management of their Cloud security services in terms of technology benefits and commercial benefits. Often the barriers to cloud adoption are down to security concerns such as how to manage the security aspects and components across diverse cloud platforms.

Other organisations may lack the skills and experience to perform these tasks or may find that recruiting the right people with the appropriate skills and qualifications is difficult and expensive.

The service provides management of cloud security components including firewalls, VPNs and other similar components. Delivered as a managed service that provides monitoring and management of these services from a specialist team of experts working from a secure cloud based virtual security operations centre.

Assured security – highly experienced team capable of securely maintaining and configuring devices and working with expert design advice that follows the latest NCSC guidelines

Service assurance – expert service management and maintenance designed along ITIL guidelines to ensure a quality service

Secure management – we manage your devices from a secure operations centre thereby reducing exposure to your device management interfaces

Enables your team to focus on cloud compute – removes the pain of managing security components

Standards compliance – having assured services and process in place helps with your Information Assurance and standards such as ISO27001.

FEATURES

- Provides secure management of a range of cloud security services
- Includes Firewalls, Security, load balancers, SSL termination and VPN devices
- Cloud independent service suitable for public and private clouds
- Brings two-factor authentication to your cloud security management
- Reduces exposure of your cloud management interfaces to threats
- Provides audit logs and change management and logging
- Provides device backups
- Provides change control and audit
- Designed to handle OFFICIAL and OFFICIAL-SENSITIVE data

BENEFITS

Reduces risk of security breaches due to insecure configurations

Brings change control and other compliance benefits

Removes need for skilled, expensive in-house resources

Enables you to adopt cloud services securely

Enables you to focus on service consumption and not management

Enhances your compliance with standards such as ISO27001 and CES+

E2E CLOUD FIREWALL, VPN AND SECURITY MANAGEMENT SERVICE – LEVELS OF SERVICE

Note that response and resolution time targets (expressed as hours and days) refer to service hours.

Baseline		
Service Hours	8am to 6pm Mon-Fri ¹	
	Response Time Target	Resolution Time Target
Service Incident - First Response/Resolution Time Target (CRITICAL)	4 hours	16 hours
Service Incident - First Response/Resolution Time Target (HIGH)	8 hours	24 hours
Service Incident - First Response/Resolution Time Target (MEDIUM)	24 hours	5 days
Service Incident - First Response/Resolution Time Target (LOW)	24 hours	10 days
Service Incident - First Response/Resolution Time Target (INFORMATIONAL)	n/a	n/a
Service Request - First Response/Resolution Time Target (CRITICAL)	8 hours	16 hours
Service Request - First Response /Resolution Time Target (HIGH)	16 hours	5 days
Service Request - First Response/Resolution Time Target (MEDIUM)	16 hours	5 days
Service Request - First Response/Resolution Time Target (LOW)	16 hours	5 days
Service Request - First Response/Resolution Time Target (INFORMATIONAL)	n/a	n/a
Change Windows	Inside Service Hours	
Server Patching Routine	Patching not included – monitoring and support only	

Enhanced		
Service Hours	8am to 6pm Mon-Fri ¹	
	Response Time Target	Resolution Time Target
Service Incident - First Response/Resolution Time Target (CRITICAL)	2 hours	8 hours
Service Incident - First Response/Resolution Time Target (HIGH)	4 hours	16 hours
Service Incident - First Response/Resolution Time Target (MEDIUM)	8 hours	4days

Service Incident - First Response/Resolution Time Target (LOW)	16 hours	7days
Service Incident - First Response/Resolution Time Target (INFORMATIONAL)	n/a	n/a
Service Request - First Response/Resolution Time Target (CRITICAL)	6 hours	12 hours
Service Request - First Response /Resolution Time Target (HIGH)	12 hours	3 days
Service Request - First Response/Resolution Time Target (MEDIUM)	12h	3 days
Service Request - First Response/Resolution Time Target (LOW)	12h	3 days
Service Request - First Response/Resolution Time Target (INFORMATIONAL)	n/a	n/a
Change Windows	Inside Service Hours plus 2 changes/month out of hours	
Server Patching Routine	Monthly outside Service Hours	

Premium		
Service Hours	24/7	
	Response Time Target	Resolution Time Target
Service Incident - First Response/Resolution Time Target (CRITICAL)	1 hour	4 hours
Service Incident - First Response/Resolution Time Target (HIGH)	2 hours	8 hours
Service Incident - First Response/Resolution Time Target (MEDIUM)	4 hours	3days
Service Incident - First Response/Resolution Time Target (LOW)	8 hours	5days
Service Incident - First Response/Resolution Time Target (INFORMATIONAL)	n/a	n/a
Service Request - First Response/Resolution Time Target (CRITICAL)	4 hours	8 hours
Service Request - First Response /Resolution Time Target (HIGH)	8 hours	2 days
Service Request - First Response/Resolution Time Target (MEDIUM)	8 hours	2 days
Service Request - First Response/Resolution Time Target (LOW)	8 hours	2 days
Service Request - First Response/Resolution Time Target (INFORMATIONAL)	n/a	n/a
Change Windows	2 hours	
Server Patching Routine	Out of hours	
Proactive Performance Monitoring	Included	
Server Patching routine	Monthly (during weekdays post 6pm)	

MORE INFORMATION AND CONTACT DETAILS

Enquiries, and more information is available on request, email info@e2e-assure.com with any queries.

WHO ARE e2e? e2e is a cloud security company with 20 years' experience of providing military grade cyber security. We provide repeatable cloud-based services to the public sector. Security depth, quality and service excellence set us apart from our competition.

OUR ORIGINS

e2e was founded by two industry experts, each holding 20 years' experience of delivering secure, end-to-end solutions. We have a history of designing secure networks for online payment systems; designing, developing and delivering cyber defence solutions; developing and starting up complete Managed Service solutions; and have built several worldwide Data Centres. Our clients over the years have covered most sectors from banking to the MoD.

OUR PEOPLE

e2e has brought together a highly experienced team of cloud experts, developers, security architects, security consultants, support specialists, security analysts and expert cyber security business development specialists. This core team has since been bolstered by the addition of a vibrant cloud support and cyber analyst team, recruited through channels such as the Cyber Security Challenge UK, SANS Cyber Academy and other government backed schemes to find cyber talent.

OUR WORK IN GOVERNMENT

We have earned an excellent reputation over the last six years as a trusted service provider to government and our cloud services are helping deliver key UK wide services. All our services are ISO27001:2013 accredited, CES and CES+, IASME certified, and we are the go-to organisation when a need for cost effective, cloud-based services are required that must be secure to protect UK sovereign reputation. Our services to government cover central government, local government as well as other public sector organisations.

OUR AMBITIONS

e2e is a service company. We have a well-developed range of cloud-based services, all of which are designed to be repeatable, scalable, flexible and on-demand.

- We aim to be the best supplier: the easiest to deal with, the most reliable, and the best at delivering cloud service support and managed services. So far, we have made a huge impression with our existing customers – e2e just does it better than the competition.
- We aim to be the most secure supplier, to deliver and maintain the most secure services. There is simply no other supplier on the market with our security credentials and no other supplier with the

technology and team to deliver security-as-a-service at our level. We are miles ahead in this area and this is where we want to stay.

OUR METHODOLOGY

We focus on applying well established skillsets and a wealth of experience to ensure highly responsive delivery without sacrificing quality. We invest in our technology and our people so that our customers can benefit from our thirst for excellence. We understand how to integrate security seamlessly into our services, giving you secure cloud-based services that 'just work'.

We have fully embraced the 'As a service' model: e2e is a cloud-based business, with a cloud business model, operating model, service delivery model and we deliver all our services from our cloud-based operations centre.

OUR QUALIFICATIONS

e2e is a UK based SME Company operating exclusively from within the UK using SC cleared staff. We operate out of two UK datacentres (Tier3 and Tier4). We are ISO27001:2013 accredited, CES and CES+, IASME certified, CCP Senior level, UKCeB members, TechUK, BCS and IoD members, Crown Commercial Suppliers, UK Cyber Security Forum members. We sponsor and recruit from the Cyber Security Challenge UK as well as the SANS Cyber Academy. We understand how to work with partners and ensure we are honest and straightforward to deal with. We embrace the cloud first approach and are heavily involved in UK Cyber in general; we want to help spread the UK cyber messages (NCSC Cloud Security Principles, 10 steps, Get safe on line, etc.) and are active CiSP members with strong links within UK Cyber.

