exponential-e
APPLIED INNOVATION

Unified Security Solution (Censornet)

Cloud Software

www.exponential-e.com/public-sector

Crown Commercial Service Supplier

Overview of the Service

Exponential-e's Unified Security Solution (USS) enables organizations to monitor and control Web, Email and Cloud Application use to provide complete security for your organisation from one dashboard. You can protect your employees, whether in the office or mobile, against cyber-attacks, and accidental or malicious leaks of sensitive data, keeping your organisation safe from the risks associated with the rapid growth in cloud applications, and the emergence of Shadow IT.

What can I do with this service?

- USS is a comprehensive cyber security service that combines modules for the security, monitoring and control of web, email and cloud application across your network in one dashboard and logging service, meaning that common policies can be easily applied and incidents tracked across different media.
- USS provides the security and control of an on premise or end point component with the flexibility and mobility of a cloud service. It is the next generation in Email and Web security with Cloud Application Control giving you the power to extend web access policies to Bring Your Own Device initiatives and to monitor and control Shadow IT.

Key Product Features

Cloud Application Visibility

Detect cloud application usage and activity to reveal which applications are being used from your network. Drill down into application activity by individual user, device, URL and action. You can track files as they are moved between web applications and shared via email, social media, file sharing or other cloud applications, and an individual's activities across different devices.

It is easy to get a view of all the cloud applications being used over your network, authorised and unauthorised, who is using them and what for, even looking into the content of suspicious or risky activity.

Cloud Application Control

By downloading the USS cloud link client to mobile devices or routing through the cloud gateway the use of cloud applications can be controlled. Policies can be set at a granular level based on the individual or role, the device being used, the network connected to, the function within the application and the location of the user.

That means that someone can have access to an application that includes sensitive data as view only when they are using a tablet in an airport, but are able to download or print the same information when using their laptop at their desk and connected to the corporate network.

Safe anywhere on any device

You can set internet access policies at group or individual user levels. These policies are enforced even when users attempt to circumvent controls by using anonymising proxy sites.

Policy can be enforced, and protection from malware is in place, wherever your users access your network, whether from home or the office, on a desk PC, a laptop or tablet running the USS agent, or even a smartphone connecting via the gateway, they are protected.

Safe Web Access

Over 140 categories of web content covering billions of web pages, are constantly updated for accuracy and protection. New URLs are classified in real time to ensure only acceptable content can be accessed.

Administrators can maintain their own URL categories that can be applied to create or override exceptions within the filter policies. You can enforce safe search mode on popular search engines such as Google, Yahoo, Bing and You Tube and restrict use of applications like Google Apps to a corporate domain, thus preventing personal use of webmail.

Fast and Unobtrusive

Uses a proxy-less approach which reduces latency and preserves the user's real IP address, as well as preserving privacy by allowing the browser to maintain direct communication with the designated website, as long as that website is approved for access by that user. This enables mobile devices with GPS to be used to access cloud applications that use location information, without causing an identity theft false alarm, or error messages for mobile employees when they are remote from the IT team.

It gives a fast and unobtrusive experience that doesn't hinder productivity or cause frustration, and extends to networks, roaming users, standalone computers, tablets and smartphones – providing complete visibility and control of who is using your network for what.

Analytics across email, web and applications

You can easily apply consistent policies regardless of the means of communication and have complete visibility of who is doing what on your network with the ability to track data as it is moved between emails, web applications, social media, and file sharing. Setting up alerts for high risk activity.

Safe from Malware

The USS services scan all emails and web traffic and blocks malware before it reaches your network. Incorporating multiple layers of security such as on-line threat detection, reputation and heuristics across multiple platforms, USS uses an effective combination of tools and approaches. Deep HTTPS inspection allows SSL encrypted content to be scanned for malware.

Email Security

USS Email offers a security and backup service that scans both inbound and outbound emails for malware, phishing, content violations and spam.

By doing this in the cloud it removes the processing and bandwidth burden on the local email server and also provides a layer of resilience in case of local mail server failures.

At the core of USS Email Security is a sophisticated rules engine that allows the IT administrator to customise exactly how email flows in and out of the organisation. The rules engine can inspect all aspects of email, including content, attachments, size, headers, recipients to name but a few and take appropriate action, such as quarantine, re-route, notify, reject and more.

Working with Exponential-e

Customer Focused

Our customers are at the heart of everything that we do; from the solutions that we sell to offering a 24 / 7 x 365 UK based service desk, we offer our customers only the very best.

The employees of Exponential-e aim to exceed expectations with innovation and service. They are open and transparent in their approach to ensure that our customers are kept updated at every step of the process.

From requesting a quote to your order being delivered, you can expect only the best service from our teams who are underpinned by our excellent Client Relations department - in place to ensure your service from and relationship with Exponential-e is the very best it can be.

Don't just take it from us - our 96% customer reference-ability backs up the fact that we lead with customer service excellence at the forefront of our business.

Highest Accredited British Company

Whilst the above qualifies our customer centricity, there is no better way to show the success and reliability of our company than through our accreditations. We are highly accredited, in fact more than any other British company, with a total of 7 ISOs - audited every 6 months by the BSI.

Exponential-e has unparalleled capability in:

Security Assurance

Our services are designed and built with clear alignment to the 14 CESG Cloud Security Principles that all UK public sector organisations use when assessing cloud hosted solutions.

The Exponential-e cloud benefits from extensive independent validation via certifications ranging from international standards (for example, ISO9001, ISO27001, ISO20000) to UK public sector specific standards (for example, PSN, N3/HSCIC).

The Exponential-e Cloud Platforms are subject to regular, extensive IT Security Health Check (ITSHC) CHECK Tests by independent, CESG-approved assessors to ensure that our customers have confidence in the physical and technical security controls which have been implemented to protect their valuable data assets.

Connectivity

Both UK Data Centres have resilient connections to secure UK government networks such as PSN Assured, PSN Protected and N3, as well as large scale, DDoS protected internet connectivity. We also offer the ability for customers to present their own connections (such as direct connectivity into your MPLS, or inexpensive point to point connections via leased lines) and the Secure Remote Access solution to allow security assured VPN access to the Elevated OFFICIAL platform.

Key Technical Features

Exponential-e's USS service provides the following technical features:

- USS Web Security Cloud Gateway software appliance is the component of the cloud service that is designed to be installed on the customer's LAN to provide local devices (managed and unmanaged) with filtered Web access. It is designed to capture network traffic and provide additional control for BYOD by presenting a Captive Portal for guest authentication. It acts as a relay between the organizations core networks and the cloud service, removing the need to install Cloud Link on stationary computers.
- The Cloud Gateway works by providing a direct proxy or intercepted proxy connection for locally connected devices (see left side of diagram above) and also provides Active Directory authentication via negotiate kerberos.
- Uniquely, the USS platform uses a proxy-less approach which significantly reduces latency, preserves the user's real IP address and maintains privacy by allowing the browser to maintain direct communication with the designated web server if the request is allowed. This results in a fast and unobtrusive experience which does not hinder productivity or cause frustration to end users.
- Unique proxy-less architecture implementation, we don't proxy data from your end point device to our cloud so, your data and information stays within your network reducing compliancy risk.
- Organizational users browse with their own real IP address over whatever connection is available enabling a consistent web browsing experience across multiple devices (desktop, laptop, mobile).
- Centrally manage your web browsing policies via our "single pane of glass" dashboard.
- Handle Bring Your Own Device traffic easily and alleviate the burden of proxying from your internal VPN links saving precious bandwidth and improving the user experience.
- For roaming users, the Cloud Link client software can be installed which will provide the exact same experience as Cloud Gateway when the device is outside of the network.

Service Options

The following three USS service options are available:

USS Web Security

- USS Hybrid Web Security
- USS Secure Web Gateway

Add ons

- BitDefender
- Sophos
- Cloud Application Control

USS Email Security

- USS Email Security

USS Desktop Monitoring

- Agent
- Server

Service Levels

Exponential-e will use reasonable endeavours to ensure that the availability of the service purchased by the customer in a given calendar month equals the applicable Availability Commitment.

To define availability, Exponential-e monitors a number of service elements — some generic, some service specific — which collectively enable the customer to use or access the service. If the availability of the service is less than the associated Availability Commitment, the customer may request Service Credits for the service within 30 calendar days of the service being deemed unavailable. Service credits are measured in the table below, for more information on our SLAs, see the Exponential-e SLA definition document.

Service Credits

	Measure	Service Credit*
Availability	Below Target	5%
	>0.1 Below Target	10%
	>0.2 Below Target	25%

** The service credit is applied as a percentage of the Monthly Charge for the Service for the month concerned (whether based on the fixed Annual Charge, Pay As You Go Charges or, in the case of a Hybrid Billing Model, both).*

How much does it cost?

Public Sector Pricing

12 Months per user pricing

User range	0-50	51-100	101-250	251-500	501-750	751-1,000	1,001-2,500	2,501-5,000	5,001-10,000
Web Security	£16.91	£16.17	£15.43	£13.62	£10.66	£9.83	£8.99	£8.40	£6.89
Web Security & Email	£24.57	£23.13	£21.84	£19.46	£16.50	£15.35	£14.20	£13.41	£11.86
USS BitDefender AV	£3.85	£3.51	£3.15	£2.74	£2.42	£2.15	£1.71	£1.71	£1.71
USS Sophos AV	£5.50	£5.02	£4.50	£3.91	£3.46	£3.08	£2.25	£1.82	£1.58

(USS Web Security and Email includes Cloud Application Control)

Education Pricing

12 Months per user pricing

User range	0-50	51-100	101-250	251-500	501-750	751-1,000	1,001-2,500	2,501-5,000	5,001-10,000
Web Security	£13.56	£12.96	£12.38	£10.92	£8.55	£7.88	£7.21	£6.73	£5.53
Web Security & Email	£21.46	£20.15	£19.00	£16.96	£14.54	£13.54	£12.55	£11.87	£10.59
USS BitDefender AV	£2.41	£2.20	£1.97	£1.71	£1.71	£1.71	£1.71	£1.71	£1.71
USS Sophos AV	£3.44	£3.13	£2.82	£2.44	£2.16	£1.92	£1.40	£1.14	£0.99

(USS Web Security and Email includes Cloud Application Control)

Pricing notes:

- Pricing is per user per one year.
- Minimum order amount of 5 users.

- Orders can be placed in five (5) user increments up to 100 users, twenty-five (25) user increments up to 500 users, fifty (50) user increments up to 1,000 users, one hundred (100) user increments up to 10,000 users.
- Licenses are available in 12 and 24 and increments.
- Multiyear discounts: 10% discount for 2 year contracts.
- Licenses are paid for annually in advance.

What billing models are supported?

Exponential-e believes the customer should have as much flexibility in consuming the service as possible. To that end, we therefore support the following billing and consumption models:

Fixed billing

The Customer has a fixed level of resources for a fixed Annual Charge.

Pay As You Go

The Customer is charged for the actual resources used in accordance with the Rate Card and the applicable Service Definition and will be billed monthly in arrears. Actual usage levels will be recorded by Exponential-e.

Trial Service

Exponential-e offers a 30-day free trial with up to 25 users. Free trials are subject to additional terms and conditions which are available via the Digital Marketplace. Free Trial conditions as outlined in Appendix A of Exponential-e's Standard Terms and Conditions apply.

What are the Terms and Conditions?

Please refer to the Terms and Conditions document for full details. The appendix at the foot of this service description provides a service summary.

Appendix

On-boarding and off-boarding

On-boarding

Exponential-e will create the customer's Primary Administrator account and send the customer a Welcome Pack.

The customer can then use these details to access their application and begin using the service.

Off-boarding

Prior to terminating the contract, the customer will be able to transfer all their data out of the solution.

At the request of the customer, any logs or data stored within the solution can be made available to the customer.

When the organisation terminates their agreement with Exponential-e, Exponential-e ensures all of the organisation's data is deleted.

Service Constraints

Planned and Emergency Works

Exponential-e will adhere to the following maintenance windows:

'Planned Maintenance' means any pre-planned maintenance of any of the infrastructure relating to the service. Planned Maintenance activity may result in periods of degradation or loss of availability depending on the nature of the activity required. In such cases, Exponential-e will aim to provide at least 14 days' notice via email of any planned works and shall aim to perform them between 00:00 and 06:00 GMT/BST.

'Emergency Maintenance'

Exponential-e reserves the right to carry out emergency works at any time, without notice. Every effort shall be made to contact customers before the commencement of emergency maintenance.

Ordering and Invoicing

Billing for the service is monthly in arrears based on the consumption model chosen. Please refer to the Billing section earlier in this document for the consumption types.

Billing for the service is:

- Via Purchase Order
- At point of order for up-front fees
- Monthly in arrears for monthly fees

Payment can be made by direct bank transfer (BACS/CHAPS)

Service lead times

Exponential-e Object Storage Service lead times are 5 Working Days*

* From order acceptance. Lead time is subject to confirmation if changes are made by the customer and/or further information comes to light which would have affected the initial design. Exponential-e shall use reasonable endeavors to ensure that the Customer may connect to the USS Service within this Target Service Commencement Date. However, where the USS Service is also part of a solution involving Connectivity Services and/or VDC Services, access to the USS Service shall also be dependent upon the lead times for the Connectivity Services and/or VDC Services.

Termination

Terms

At the point of termination, all customer data, accounts and access will be permanently deleted, and will not be able to be subsequently recovered or restored.

Costs

There are no termination costs for this service. Customers are responsible for extracting their own data from the platform if required.

Exponential-e may make an additional charge for transferring data out of the service.

Data Restoration / Service Migration

In many circumstances, Exponential-e can help facilitate a bulk migration to the platform using local data import. This is priced on a time and materials basis from the Exponential-e SFIA rate card.

Customer Responsibilities

- BitDefender AV and Sophos AV licenses are dependent on the customer owning Web Security, Secure Web Gateway, or Secure Web Gateway with Cloud Application Control license. If added separately these products must always co-terminate with the master Web license.
- USS Secure Web Gateway and USS Secure Web Gateway with Cloud Application Control are not available on a monthly payment basis.
- Customers must be aware of the variable nature of the billing based on usage.

Financial Recompense Model

Refer to the 'Service levels' section earlier in this document.

Technical Tnformation

Assured OFFICIAL (Lower security domain)

- Standard internet connectivity over common protocols (HTTP, HTTPS, SSH)

- N3 — for access to the Health and Social Care community. You will need to complete the N3 Information Governance Statement of Compliance process
- PSN Assured service — you need to be a PSN Service Provider or an HMG customer that has PSN certification.
- CAS(T)-compliant connections (leased line, MPLS)
- Non-CAS(T)-compliant connections (leased line, MPLS) using additional CPA/PEPAS overlay encryption
- Site-to-site VPN using standards-based IPSEC solutions

    - Dedicated fibre connectivity within the Exponential-e Data Centre

Elevated OFFICIAL (Higher security domain)

- Preferred connectivity is over a Government Community Network such as N3 or PSN
- N3 — for access to the Health and Social Care community. You will need to complete the N3 Information Governance Statement of Compliance process (additional controls may need to be implemented to enable N3 access to the higher security IL3 domain)
- PSN Protected service — you need to be a PSN Service Provider or an HMG customer that has PSN certification
- Legacy networks such as PNN, via the PSN Protected service
- Exponential-e Secure Remote Access service
- Private circuit solutions including:

    - CAS(T)-compliant connections (leased line, MPLS) using additional CPA/PEPAS overlay encryption
    - Non-CAS(T)-compliant connections (leased line, MPLS) using additional CPA/PEPAS overlay encryption
    - Dedicated bonded fibre connectivity within the Exponential-e Data Centre