

## Frequently Asked Questions

### Do I need to be a Managed Service customer?

Yes, in order to deliver the service effectively, ACS needs need to be providing Managed Services for your business.

### Do I need to have Office365?

Whilst it would be possible to deliver some of the services to your organisation without Office365, much of the service is not possible without it.

### I'm part way through a Managed Service contract, can I upgrade?

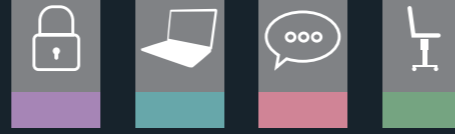
Yes, however, we will ask you to sign a new contract. Depending on the initial term agreed, an extension may be necessary due to the considerable amount of set-up required.

### What happens if I don't take the service?

We believe you are more likely to suffer a cyber security breach. If that breach does occur, depending upon the circumstances, we will not be liable for the costs incurred in recovering the network.

### Why isn't Mimecast included in the packages?

With over 90% of attacks leveraging email, Mimecast remains, in our view, the single best investment our clients can make in their cyber security. Given the complexity of co-termining managed service contracts and addressing the variety of different Mimecast packages, ACS has decided that combining the two would be impractical.



# Security as a Service

ROBUST CYBER SECURITY

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WE ARE WORKPLACE



## CYBER SECURITY

# Secure your investment

We can't all monitor our IT infrastructure 24/7 and react when a threat becomes reality. As cyber threats become more sophisticated and the stakes rise, a breach will, at minimum, cost time and money to rectify.

At worst, a security incident could cause the complete failure of a business. Find a provider who can help protect your business.

Choose ACS. Call 01604 704000 or visit [acs365.co.uk](http://acs365.co.uk)



Demonstrate to suppliers and clients that your business has taken the appropriate steps to protect against cyber security threats.

Our Security as a Service Packages include registration, audit and consultation to ensure you obtain and maintain Cyber Essentials self-assessment certification. For the most security-conscious, Cyber Essentials Plus provides further assurance, as the certification is independently verified by an ACS accredited auditor.



Demonstrate to suppliers and clients that your business has taken the appropriate steps to protect against cyber security threats. As an IASME Licensed Certification Body we offer fixed fee packages of consultancy, audit and certification.

### CHOOSE SECURITY AS A SERVICE

Our Core Managed Service Package provides simple cyber security tools, including a range of combined services that offer basic protection and training. However, with the evolving level of threats that businesses typically face, these services alone may not provide sufficient protection against sophisticated attacks.

We offer additional Security as a Service packages that work in conjunction with our Managed Services. Depending on a business' needs, our Security as a Service Standard (SECaaS Standard) and Security as a Service Plus (SECaaS Plus) packages can be added to our Managed Service agreements for greater protection and peace of mind.



### CHOOSE YOUR SERVICE PACKAGE

Leveraging the industry leading KnowBe4 platform, our comprehensive Cyber Security Awareness Training is delivered at a level that fits your organisation.

Microsoft Enterprise Mobility Suite (EMS) for E3 or E5 tiers for added Mobile Device Management, Multi-Factor Authentication and Data Protection features.

Both SECaaS packages include a yearly, comprehensive vulnerability audit and review. Additionally, our SECaaS Plus package includes Cisco Umbrella which provides protection when browsing the Internet.

SERVICES	CORE MANAGED SERVICE	SECaaS STANDARD	SECaaS PLUS
Security Awareness Training	Basic	Advanced	Advanced
Patching & Patch Management	✓	✓	✓
Endpoint Anti-Virus	✓	✓	✓
Firewall Management	✓	✓	✓
Standard Permissions Management	✓	✓	✓
Mobile Device Management	○	✓	✓
Identity and Access Management (MFA)	○	Standard	Advanced
Information Protection	—	Standard	Advanced
Cisco Umbrella Insights	○	○	✓
Vulnerability Assessment	—	Annual	Annual
Cyber Essentials Consultancy	○	Cyber Essentials	Cyber Essentials+
Mimecast E-Mail Filtering	○	○	○

KEY: ○ (Optional service) — (Not included)



## Key Features of SECaaS



### SECURITY AWARENESS TRAINING

Includes access to Microsoft CLIP Video Training portal with either basic or advanced topics and content.

### PATCHING & PATCH MANAGEMENT

Stay up-to-date with the latest security updates to significantly reduce the risk of a breach.

### MOBILE DEVICE MANAGEMENT

Easily deploy security policies to mobiles and tablets running current iOS / Android devices.

### FIREWALL MANAGEMENT

On-going management of perimeter firewalls and IPS systems, as required.

### ENDPOINT ANTI-VIRUS

Our best-in-class endpoint Anti-Virus protection for both servers and client devices.