



# Cloud, Managed & Enterprise Services

Infosec Cloud provides IT security, productivity and training solutions which are flexible, cost-effective, and fully tested and supported.

Backed by our strategic partnerships with key vendors, we bring the benefits of enterprise-level services to organisations of all sizes.

Solution	Cloud-Based (SaaS)	Managed Service	On-Site
<b>NEW</b> End User Security Awareness Training	x	x	
<b>NEW</b> GRC Risk Manager	x	x	x
<b>NEW</b> Penetration Testing		x	x
<b>NEW</b> Identity Management & SSO	x		
<b>Cloud-Based (SaaS)</b>			
Email Security	x	x	x
Web Security	x	x	x
Email Encryption	x	x	x
Office 365	x		
Exclaimer Signature Manager	x		x
<b>Managed Service</b>			
Strong Authentication (2FA)	x	x	x
Unified Security Management (SIEM)		x	x
Endpoint Antivirus/Malware	x	x	x
Data Collaboration & Secure File Sharing	x	x	x
Application Control & Whitelisting	x	x	x
Access Rights Management (Active Directory)			x
WLAN (WiFi)	x	x	x
Mobile Device Management (MDM)	x		x
Secure Backup	x	x	x
Next Generation Firewalls		x	x
<b>On-Site</b>			
Infosec Security Essentials			x
Patch Management	x	x	x
Vulnerability Auditing	x	x	x
GAP Analysis			x

## Technical Support

### Migration and Optimisation

We provide full set up assistance and ongoing support for all the solutions we deliver. Our Email and Web Security solutions, and Office 365 services, include free migration.

We follow a standardised process that ensures the migration is seamless and painless. We have migrated over 100,000 users to cloud services and our dedicated team are with you from start to finish. All migrations are followed up with a feedback questionnaire to help us continually improve our service.

### Service Level Agreements (SLA's)

Our SLA's are specific, measurable, achievable, relevant and timely. We aim to be explicit in terms of what the SLA covers and recommend that the SLA is based on your specific business needs so that we can focus on the key performance metrics that are most important to you.

### Technical Support Portal

The portal can be used to raise a ticket, check the ticket status and access our technical knowledge base to find answers to common questions. You can also join one of the discussion forums to receive and share information, view the latest product and service news items and check out the 'tips and tricks' section. We also invite you to submit product and service feature requests.

### IT Security Health Check

We offer our customers complimentary IT Security Health Checks to optimise the use of our services. The Health Check provides an overview of your current security posture and presents high level recommendations. The information is used by Infosec Cloud and our business partners to propose and implement improvements that will ensure you receive a successful security service.

#### Five Point Difference

- 1 We only offer solutions from partners we know you can trust.
- 2 We already support thousands of users across the UK - ask us about our client testimonials.
- 3 We'll support you throughout the implementation and provide ongoing service optimisation.
- 4 We're focused on meeting your technical support needs.
- 5 We have excellent partner relationships with the leading security and IT productivity vendors.

4 Elmwood, Crockford Lane,  
Chineham Business Park,  
Basingstoke RG24 8WG

T 01256 379970  
E [sales@infosec-cloud.com](mailto:sales@infosec-cloud.com)  
W [www.infosec-cloud.com](http://www.infosec-cloud.com)

 [/company/infosec-cloud](https://www.linkedin.com/company/infosec-cloud)

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