



# SEP2 Support Service

Our experts, available to you, when you need it, 24x7x365.

SEP2 support services provide remote assistance to your organisation across the range of cyber security solutions that you have deployed, utilising our expertise to help fix your problems.

Our teams know that business impact and criticality is measured differently by different people, and we react accordingly.

We provide 24x7x365 services, you can always get in touch with us when you need us.

Our standard SLA is available to all of our SEP2 Support Service customers, and if we need to alter an SLA to your requirement then please contact us about this.

When you need assistance, you need to talk to someone who knows what they are doing and knows how to help you.

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Severity	Description	Hours of cover	Response time
Severity 1	<b>System Down.</b> Production server or other mission critical system(s) are down and no work around are immediately available. <b>Impacting all users.</b>	7 days a week 24 x 7 x 365	Respond within 30 minutes of initial report. Begin to fix within 1 hour of initial report.
Severity 2	<b>System is operating a degraded service to all users.</b> One or more subsystems is not functioning or impacting <b>only a subset of users.</b>	Mon - Fri, 08:00 - 18:00	Respond within 1 hour of initial report. Begin to fix within 2 hours of initial report.
Severity 3	<b>All major functionality is working.</b> Non critical system issues. Impaired operations of some components, but allows the user to continue using the system.	Mon - Fri, 08:00 - 18:00	Respond within 4 hours of initial report. Begin to fix within 8 hours of initial report.
Severity 4	<b>Enquiry or Informational Questions.</b> No service degradation. Assistance with complex change requirements - "how do I..." type of questions.	Mon - Fri, 08:00 - 18:00	Respond within 12 hours of initial report. Fix/Escalate within 24 hours of initial report.

## Tech Driven, People Powered

Severity	Description	Hours of Cover	Response Time
Urgent	<ul style="list-style-type: none"> <li>Incident categorised as Urgent</li> <li>Alarm with categorisation Urgent has triggered</li> <li>Investigation categorised as Urgent</li> </ul>	7 days a week 24 x 7 x 365	Respond within 30 minutes of initial report.
High	<ul style="list-style-type: none"> <li>Incident categorised as High</li> <li>Alarm with categorisation High has triggered</li> <li>Investigation categorised as high</li> </ul>	7 days a week 24 x 7 x 365	Respond within 1hr of initial report.
Medium	<ul style="list-style-type: none"> <li>Incident categorised as Medium</li> <li>Alarm with categorisation Medium has triggered</li> <li>Investigation categorised as Medium</li> </ul>	7 days a week 24 x 7 x 365	Respond within 4hr of initial report.
Low	<ul style="list-style-type: none"> <li>Incident categorised as Low</li> <li>Alarm with categorisation Low has triggered</li> <li>Investigation categorised as Low</li> </ul>	7 days a week 24 x 7 x 365	Respond within 12hr of initial report.

### AT A GLANCE

- Access to SEP2 Leeds ISO27001 SOC
- Available as 24x7x365 or 8am to 6pm business days
- Support contact via telephone, email or support portal
- Direct escalation into Vendor Support
- Optional Extras:
  - Backup Service
  - Device Monitoring
  - Professional Services



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## Severity Chart

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Medium	<ul style="list-style-type: none"> <li>• Incident categorised as Medium</li> <li>• Alarm with categorisation Medium has triggered</li> <li>• Investigation categorised as Medium</li> </ul>	Mon - Fri 08:00 - 18:00 GMT/BST	Respond within 4hr of initial report.
Low	<ul style="list-style-type: none"> <li>• Incident categorised as Low</li> <li>• Alarm with categorisation Low has triggered</li> <li>• Investigation categorised as Low</li> </ul>	Mon - Fri 08:00 - 18:00 GMT/BST	Respond within 12hr of initial report.



## EXTRAS

### Configuration Backup

The custom service provided by SEP2 includes weekly configuration backups of all supported devices, ensuring that there is a "known good" configuration to restore to in the case of a catastrophic failure of a device, or a problematic configuration change that needs to be reverted.

### Health Monitoring

The equipment will be monitored on a 24x7x365 basis built on industry best practises.

Monitoring Includes:

- CPU utilisation
- Vendor Specific process information
- Disk space available
- RAM and Swap Memory utilisation
- System uptime
- Interface status and throughput

## Service Features and Benefits

A SEP2 Support Service allows unlimited access to our Leeds (UK) based SOC. This means unlimited support calls, allowing you to access some of the best engineers in the business, when you need to.

Flexible offerings of 24x7x365 or 8-6 weekdays allows you to pick the service which bests fits your organisations needs and priorities.

Bolt on a backup or monitoring service for further peace of mind for your environment without having to manage the solutions internally.

## Our Accreditations

SEP2 has achieved certification to the International Standards Organisation (ISO) 27001 framework for Information Security Standard.

Being certified to the ISO27001 standard proves that SEP2 take information security seriously and can be trusted to handle their own and their customer data securely.

As well as achieving the highest level of vendor specific certification and accreditations, SEP2 also recognise the importance of industry certifications and standards such as (ISC)2 Certified Information Security Systems Professional (CISSP), and have many staff certified at this level.

## Who are SEP2?

SEP2 are an award-winning cyber-security specialist.

We align ourselves with world-class cyber-security vendors, whose solutions cannot be bettered. However, only by supporting our customers with the very best engineers, analysis and consultants can we get the best out of these solutions.

This is why we say: SEP2 offer a tech-driven service powered by passionate and honest people.

We are here to beat the bad guys. We're here for good.



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