Hex Security Limited

W www.hexsecurity.co.uk
T +44 (0)1432 800440
E info@hexsecurity.co.uk

e2e-assure Limited

W www.e2e-assure.com
T +44 (0)1865 865838
E info@e2e-assure.com

e2e Assured Messaging Service

Service Definition Document v1.0

"The highly secure and simple to use message notification service for communicating time-sensitive information relating to security, safety, or any critical situations to your staff up to OFFICIAL-SENSITIVE."

e2e Assured Messaging Service

The e2e assured messaging service is an extremely flexible tool that delivers a multi-channel location based notification service for your entire workforce to provide alerts relating to operational issues, service outages, increased threats, incidents and events, and crisis situations. Features Available:

- real-time secure messaging
- two-way alert and response
- multi-channel (App, SMS, Email & Voice)
- dynamic location-based geo-fencing
- multi-device (Android, iOS, Windows)
- multi-platform (Azure, Skyscape, Helion-G)
- secure management and self-service portal
- single sign-on and integrated authentication
- on-premise and private cloud data fusion
- 24/7 cyber defences and monitoring
- secure cross-domain service
- UK sovereign up to OFFICIAL-SENSITIVE

e2e-assure working with our trusted partners Hex Security provide an assured messaging service which can be hosted on our Managed Private Clouds, Azure or simply integrated onto customers' existing cloud infrastructures. The service is securely developed from the ground up and can benefit from our complete cyber defence services to successfully protect and counter the cyber threat.

e2e-assure is a cloud security company and work closely with Hex Security an expert cyber security consultancy to help businesses take advantage of secure, scalable and optimised cloud services simplifying the transition to assured cloud-based services. We collaborate with customers to confidently maximise their potential of using the cloud.

The e2e assured messaging service delivers a scalable, highly-resilient, secure and fully monitored message alerting service for our customers that can be fully managed or designed and integrated as part of a wider cloud ecosystem (including MS Azure, Office365, Skyscape, HPE Helion-G, Amazon Web Services and other private, public or hybrid cloud formations). The basis of our end-to-end (e2e) message service design is to use a layer of

abstraction between the business logic and technology to support portability and integration between cloud platforms. This makes it easier for us to improve, enhance and add service features without having to worry about the underlying infrastructure and provides the opportunity to quickly tailor the service to customer needs.

At the heart of our solution is the use of leading Mobile Backend-as-a-Service (MBaaS) platforms such as Microsoft Azure Mobile Services. This allows e2e-assure and customer developers to easily build back-end App services for Android, iOS and Windows.

e2e Service Description
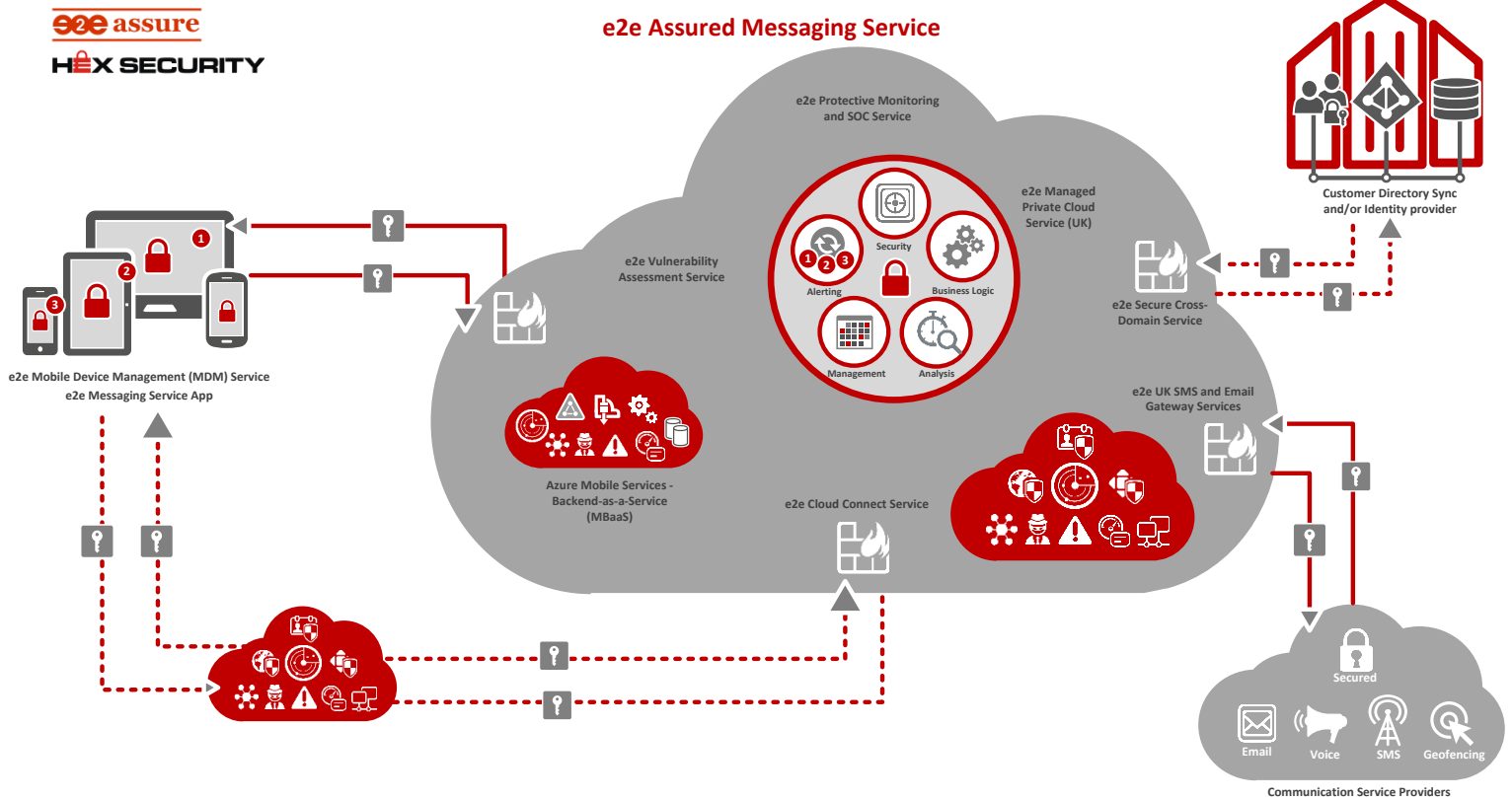

Fully Managed, Monitored and Protected Service

Our standard Assured Messaging App delivered as a part of the service provides in-App notifications, email integration and access to SMS text and voice services via RESTful APIs with optional message encryption. The App provides a feature rich and highly interactive user experience (UX) allowing subscribers to confirm notifications, request further information or seek further assistance. The service is designed to reach-out to the entire mobile workforce and even those devices without the messaging App installed can still receive and confirm email, SMS text and automated voice notifications. This has the added advantage of support across multiple device types (mobiles, laptops, tablets) and across different platforms and network service providers.

The e2e Assured Messaging Service can be easily and securely connected to existing on-premise or private cloud services to synchronise and authenticate users through single sign-on and to populate (or use) information required by the service. A service registration or on-boarding process needs to be completed by a subscriber who can initiate the registration directly from the downloaded App or via a secure email link to our subscriber portal. The process can be requested by the user once their identity is confirmed or can be initiated through the customer secure management portal. Once a user is subscribed they can verify their contact details and choose the notification methods they wish to receive and the priority order.

Notification templates are defined to simplify the configuration of notifications via a customer secure management portal for service administrators. Subscribers can easily be added into predefined categories, roles, teams or regional locations with straight forward drag-and-drop and checkbox selections. There are four (4) pre-defined alerting categories which determine the priority, criticality, sensitivity and the communication channels to use. All confirmed responses are logged and reports can be viewed or queried through the customer secure management portal. If a subscriber opts-in for location tracking, alerts can be dynamically tuned based on the reported location using geo-fencing. This can even take into account subscribers travelling into the geo-fenced area during an event lifecycle (which is part of the business notification process). Notification alerts can be initiated directly from within the customer secure management portal or trust can be established between authorised devices and notification managers to initiate alerts remotely.

e2e Cyber Security Services

e2e Assured Messaging Service

e2e Protective Monitoring and SOC Service

e2e Vulnerability Assessment Service

e2e Managed Private Cloud Service (UK)

Security

Alerting

Business Logic

Management

Analysis

e2e Mobile Device Management (MDM) Service
e2e Messaging Service App

Azure Mobile Services - Backend-as-a-Service (MBaaS)

e2e Cloud Connect Service

Customer Directory Sync and/or Identity provider

e2e Secure Cross-Domain Service

e2e UK SMS and Email Gateway Services

Secured

Email   Voice   SMS   Geofencing

Communication Service Providers

e2e-Hex Security On-boarding and Accreditation Process

Delivered by Senior and Lead CESG Certified Professionals (CCP) qualified as Security Architects and Security & Information Risk Advisors. We provide on-boarding security workshops to establish the scope of the service design, address security and privacy concerns, perform a detailed cyber threat assessment, and address any customer specific accreditation or security requirements. This informs any modifications to the end-to-end (e2e) security architecture and establishes a roadmap to support any accreditation or security needs up to OFFICIAL-SENSITIVE.

The following services are used in the delivery of the standard service and additional options:

e2e Protective Monitoring and SOC Service

e2e Protective Monitoring and security operations centre (SOC) Service is a complete cyber defence service suitable for all customers and available in three variations which align with your organisation's threat posture and risk appetite. The service can be scaled-up or down as the threat landscape changes. It provides the managed security you need to successfully counter the cyber threat: threat monitoring, detection, prevention and incident response.

e2e Vulnerability Scanning, Assessment Monitoring and Alerting

Provides constant vulnerability security scanning and assessment of all your services. Delivered as a SaaS service with reporting and alerting and backed up by expert advice and support. Ensures there are no gaping holes or misconfiguration for attackers to exploit, and keeps you up to date of new vulnerabilities that apply to your services/organisation. Can be provided as an external service on the internet to scan your perimeter, or internally on corporate infrastructure.

e2e Secure Remote Access and Cross Domain Service

A Cloud Connectivity service that connects users, devices, offices and clouds together over the Internet to a range of Government secure networks. One stop service for end to end managed services for connecting to Assured and Elevated services. It also provides a secure remote access and includes support the Skyscape Assurance process managed services.

e2e Secure Cloud Connect Service

Provides secure, managed Fixed and mobile VPNs (remote access), MDM, and secure web gateway and proxy services (Web filtering, intrusion detection, malware detection, etc.). Use this service when you need to securely connect clouds to each other or connect corporate infrastructure or users together, over the Internet.

e2e Assurance Service for Secure Cross-Domain

The e2e Cross Domain Assurance Service provides a service assurance wrap to help organisations identify and generate the required assurance evidence associated with the use of cross domain services with secure cloud services such as Skyscape. This service is particularly relevant to customers that wish to connect to, or interconnect between Skyscape business services within Skyscape Assured and Skyscape Elevated domains. The service facilitates formal approval to use cross domain services and is managed and delivered as a collective service working with our trusted partners Hex Security Limited.

Why Choose Us

Our priority is to help our customers achieve their business goals through the use of secure cloud-based services by offering a comprehensive range of managed Cloud and Cyber Defensive Services.

Reputation
Trusted cloud security experts with a strong customer base and strong reputation.

Accredited
Lead CESG Certified Professionals (CCP) and Recognised Cyber Security Suppliers to Government

Assured
Independently assured and certified to ISO27001:2013 and Cyber Essentials Plus.

Quality
Clear practices and processes to ensure service quality and delivery.

About e2e-Assure

e2e-assure provide a complete cyber defence managed service that uses a unique suite of in-house, commercial and open source security monitoring tools and processes. We have a proven track record of delivering services to a variety of customers running a mixture of private, multi-tenant, public and on-premise environments. We are a cyber security company with 20 years' experience of providing military grade cyber security. We provide repeatable cloud-based services to the public and private sector. Security depth, quality and service excellence set us apart from our competition. We operate exclusively from within the UK from two UK data centres (Tier3 and Tier4) using SC cleared staff.

About Hex Security Limited

Hex Security Limited is a Trusted Cyber Security Consultancy providing specialist services focused on security certification and accreditation. We are recognised security experts and the experience of our consultants provides customers with the required levels of expertise and knowledge across a diverse range of industries and technologies. Our Cyber Security Professionals included ISO27001 and 22301 Auditors, Lead CESG CCPs, CISSP, Certificate of Cloud Security Knowledge (CCSK) holders and many more. These qualifications and certifications, coupled with focused security degrees, recognise over 20 years' of Cyber Security experience.

Expertise
We are recognised security experts that put customers first.

Commitment
We understand the balance between security and business needs.

Excellence
We work closely with our customers to exceed their expectations.

Service Levels

e2e Assured Messaging Service

All services are available in three operational variations (Baseline, Enhanced and Premium) that align with an organisation's requirements. They can also be tailored and scaled up and down, with additional pricing options on request.

e2e Assured Messaging	Baseline	Enhanced	Premium
Availability	99.50%	99.90%	99.99%
Service Hours	8am – 6pm	8am – 6pm	24/7
Service Response	Service hours – 4 hours	Service hours – 4 hours	24/7 – 1 hour
Minimum Term	6 months	6 months	6 months

Making the transition to cloud-based services is not without challenges and risks. Organisations must understand where they can maximise the benefits and minimise any associated impacts. Our team works closely with organisations to determine their business goals to deliver coherent cloud-adoption strategies and to identify the best use of secure cloud-based services. Our cloud-security process helps protect the transition to cloud-based services and guides organisations through each stage from initiation through to on-going transformation and evolution.