

## Ensuring safe data delivery

NEWS

Hi, and welcome to the first CNS Managed Services update of 2011. With so much happening this year we felt a quick brief on our new additions and plans to strengthen our partnership with you would be helpful  
Martin Dipper - Managed Services



### The Managed Services Desk Expands

We are pleased to announce that throughout the first quarter of 2011 we have been recruiting extra personnel to add depth and breadth to the Service Desk. Please welcome the new team members:

**Jonathan Purvis** – Service Desk Team Lead: Jon has 16 years' experience in the Royal Air Force and brings with him excellent communication, engineering and management expertise.

**James Wood** – Technical Support Engineer: James joins us from the Health Services sector and has worked in the IT industry for over 13 years. He brings to CNS knowledge of many networking and IT technologies.

**Pragyan Basn** – Technical Support Engineer: Our newest member, Pragyan has worked as a customer support engineer for BT and a major ISP.

Alongside the new starters you will be pleased to know that the familiar names of Rob Aitchison, Ali Jasim, Stephanie Rogers and Phil Atkinson remain integral parts of the Service Desk and look forward to working with you as normal. In April we are however losing one member of the team, after five years Colin Shieber has elected to move on from CNS and we wish him well in his future endeavors.

### Service Desk Upgrades

We are currently planning improvements and upgrades to the Managed Service Desk technology and processes. The main helpdesk technology will be upgraded bringing with it a host of new features that will improve the

level of service the desk can offer. New features such as a customer web interface will be launched to allow customers to log calls directly into the CNS system, report generation and availability will be improved and also customised ticket generation and response are being designed enabling a faster response to support calls. CNS is investing in tools and process that will enable an integrated and informed response to customers.

### COMPLIANCEngine Managed Service Launches April 2011

CNS is proud and excited to announce the official launch of the revolutionary COMPLIANCEngine. The CompliancEngine is a suite of Services designed by CNS as a tool to reduce audit and compliance overhead and delivers the services necessary to help companies tackle the on-going issues with regulatory compliance and security best practice. Customers can select one solution and one service for logging, scanning, alerting, response and reporting that is simple and easy to administer, backed up by a 24x7 service desk and professional services support. We call this Compliance-as-a-Service (CaaS). It is a focused and targeted approach to Compliance that delivers many benefits and cost savings over complex SIEM appliances and delivers accurate intelligence for on-going compliance and protection against threats.

### SECURITY ASSESSMENT

- Strategic Security
- Planning
- Data Integrity
- Assessment
- Penetration Testing
- Application Testing
- Code Review
- PCI DSS,ISO27001 & Policy Audit
- Risk Assessment
- Security Audit
- Compliance Audit
- Configuration Review
- GAP Analysis
- RMADS & Policy authoring
- MANAGED SERVICES**
- 24 x 365
- SIEM & Threat Alerting
- Threat Management
- Device Management
- Change Management
- Fault Resolution
- Secondments
- Compliance Management
- NETWORK & SECURITY SOLUTIONS**
- Design, Architecture & Installation
- IPS/NAC
- Secure Networking
- Firewall & VPN
- Identity & Authorisation

