



e2e Managed Test and Development Cloud (PaaS) – Service Definition Document

OVERVIEW

Benefit from a highly cost effective yet representative Test and Development cloud where you can develop, deploy and test your solutions in a replica of a full live environment. This is a PaaS service where e2e provide the IaaS and PaaS; we provide pre built Linux and Windows servers and a test domain ready to go...accelerating your cloud solution. We support the servers for you so you can concentrate on the applications.

Don't compromise on security; our Test and Dev clouds provide the secure cloud you need to develop and test your solutions prior to live with options such as:

- Vulnerability assessment: we scan your application or end to end solution daily and provide you with an assessment of its security. This allows you to blend security into your development and build cycle; building secure applications and solution right from the start.
- Traffic and server activity monitoring to and from your application or solution to identify malicious traffic.
- Virus scanning and root kit detection of pre live solutions to ensure your move to live is secure.

SERVICE DESCRIPTION

A fixed price pay as you go PaaS service optimised for dev and test use. Priced per VM per month (not on CPU cycles, bandwidth or disk; instead we allow you to simply calculate and fix your costs as well as only pay for what you use).

e2e build, patch and maintain the VM operating system. You then connect to the operating system using native management tools such as SSH or Remote Desktop.

FEATURES

- Provides a secure development and or test environment
- Provides value add security services to ensure your solution is secure
- Supports most Linux and Windows VMS
- Pre-built library of operating system templates to speed deployment
- Availability, performance and security monitoring
- Virus scanning, root kit, Trojan, malware and botnet detection
- Options for availability and performance monitoring
- Options for managed backups, assistance with migrations to live
- Secure, two-factor based VPN access,
- Option for a managed git
- Can be connected to your Live cloud and wider development infrastructure through secure IPSec VPNs
- Services are shared with logical/virtual segregation
- Includes Baseline Protective Monitoring service

- Designed to handle OFFICIAL and OFFICIAL-SENSITIVE data

BENEFITS

- ✓ Dev and test clouds allow you to understand the real compute requirements of your environment allowing you to spec your live cloud correctly and avoid overspending by over specifying compute requirements
- ✓ Ensure your solution is secure from the outset
- ✓ Speed up time to deliver solutions to live
- ✓ Provide your customers and auditors with confidence and evidence that all your solutions are secure –even whilst in test and dev
- ✓ Comply with standards such as ISO27001:2013 and Cyber Essentials Plus (CES+)
- ✓ Blend security into your development and build cycle

In order to connect to the cloud you will need a VPN licenses. VPN access allows you to SSH or Remote Desktop direct to your server, or build a 'jump' box/terminal server. You will be required to use two factor authentication to establish a remote session.

By default we provide a single flat /24 subnet to use. There is a multi-tier option available with up to 5 separate networks/tiers/dmz's.

We will provision a standard set of firewall rules with the setup cost.

LEVELS OF SERVICE

The table below shows our support and service desk service levels that apply to this service.

Test and Dev Service Level	
Service Hours	8am to 6pm Mon-Fri
Internet Bandwidth	Included up to 100Mbit/s
Service Hours Response Time	2 hour
Emergency/out of hours 24/7 response time	8 hours
Change Windows	Inside Service Hours
Automated Backup	Option
Service Availability	99.9%

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By default we provide a single flat /24 subnet to use. If you require a multi-tier cloud with up to 5 separate networks/tiers/dmz's you will need the Multi-tier option:

ADDITIONAL OPTIONS

EXTRA DISK SPACE

Provided per 500GB (you can have this as 10x50GB disks, or any combination).

DAILY BACKUPS

Backups occur nightly and are kept for 14 days.

DAILY VULNERABILITY SCAN

Provides a remote, agentless scan. Option to provide a full, agent based scan (Includes snapshotting server prior to scan, installing agents, scanning and if clean reverting back to snapshot so as not to interfere with build)

ONE OFF VULNERABILITY, VIRUS AND ROOT KIT SCAN

(Includes snapshotting server prior to scan, installing agents, scanning and if clean reverting back to snapshot so as not to interfere with build)

MANAGED GIT SERVER

Provision of a managed git server.

AD HOC SUPPORT

e2e can provide expert support if needed.

We charge by the hour or you can choose to buy a chunk of days – we will then bill you monthly based on timesheets – down to the hour so you only pay for what you use (i.e. you are paying 100/hr instead of 150) and only billed for what you actually use.

MANAGED ANTI-VIRUS

e2e can provide managed AV.

AVAILABILITY AND PERFORMANCE MONITORING AND REPORTING

Using our Nagios based solution we can provide the crucial stats you need on performance and availability.

MANAGED SECURITY, PROTECTIVE MONITORING AND INCIDENT RESPONSE

We monitor the security of your solution and investigate any signs of malicious activity. This is a high value assurance service that provides confidence that your dev and test solution is secure and is not compromised or showing signs of potential malware and other security problems.

MANAGED DOMAIN

Provision of a managed LDAP or Windows domain.

OTHER SERVICES

Build - we work with you to incorporate any custom server/VM builds required for your applications. We then use these templates to deploy to your devices.

Cloud design - we work with you to incorporate any customisations you wish to make. We can accommodate many different types of customer specific requests as long as they relate to configuration only (not bespoke development) and charge on a time and materials basis.

Ad hoc support – we come and spend the day with you and your team assisting with any support issues or working as one of your support team to assist in a support task. This would only be needed in exceptional circumstances but we understand that there may be critical events that requires as much de-risking as possible and having an e2e cloud support expert on site is one way to achieve this.

Data migration services - we assist you to move your data into or out of the service. Can also be used to connect to and migrate data to other cloud systems such as hybrid or public cloud services for the purpose of data or machine migration or configuring ongoing hybrid cloud services. For service migration e2e allows existing data to be migrated to and from the Cloud platform. Typical formats include exported VM images from VMWare or Hyper-V or VM templates of servers/server images. We support many methods of transferring data and existing services in and out of clouds.

Advice and consultancy – these days are typically used to support your organisation at times when you need expert cloud architects on site to support you. Examples of such events are when internal or external auditors have design/architecture questions, meetings with Accreditors/Assessors, preparing for penetration tests, preparing to roll out new applications to the cloud, cloud planning activities, presentations to the board/IT managers or any other such event that requires technical cloud architects present to support you.

Initial risk workshop and service alignment – we need to ensure we understand your business and its risks so we can jointly agree the right service level.

MORE INFORMATION AND CONTACT DETAILS

For more details on this service and to see the other services we offer visit

www.e2e-assure.com

Enquiries, and more information is available on request, email info@e2e-assure.com with any queries.

WHO ARE E2E?

e2e are a cloud security company with 20 years' experience of providing military grade cyber security. We provide repeatable cloud-based services to the public sector. Security depth, quality and service excellence set us apart from our competition.

OUR ORIGINS

e2e was founded by two industry experts, each holding 20 years' experience of delivering secure, end-to-end solutions. We have a history of designing secure networks for online payment systems; designing, developing and delivering cyber defence solutions; developing and starting up complete Managed Service solutions; and have built several worldwide Data Centres. Our clients over the years have covered most sectors from banking to the MoD.

OUR PEOPLE

e2e have brought together a highly experienced team of cloud experts, developers, security architects, CESG CLAS consultants, support specialists, security analysts and expert cyber security business development specialists. This core team has since been bolstered by the addition of a vibrant cloud support and cyber analyst team, recruited through channels such as the Cyber Security Challenge UK, SANS Cyber Academy and other government backed schemes to find cyber talent.

OUR WORK IN GOVERNMENT

We have earned an excellent reputation over the last three years as a trusted service provider to government and our cloud services are helping deliver key UK wide services. All our services are ISO27001:2013 accredited, CES and CES+, IASME certified, and we are the go-to organisation when a need for cost effective, cloud based services are required that must be secure to protect UK sovereign reputation. Our services to government cover central government, local government as well as other public sector organisations.

OUR AMBITIONS

e2e are a service company. We have a well-developed range of cloud-based services, all of which are designed to be repeatable, scalable, flexible and on-demand.

- We aim to be the best supplier: the easiest to deal with, the most reliable, and the best at delivering cloud service support and managed services. So far we have made a huge impression with our existing customers – e2e just does it better than the competition.

- We aim to be the most secure supplier, to deliver and maintain the most secure services. There is simply no other supplier on the market with our security credentials and no other supplier with the technology and team to deliver security-as-a-service at our level. We are miles ahead in this area and this is where we want to stay.

OUR METHODOLOGY

We focus on applying well established skillsets and a wealth of experience to ensure highly responsive delivery without sacrificing quality. We invest in our technology and our people so that our customers can benefit from our thirst for excellence. We understand how to integrate security seamlessly into our services, giving you secure cloud based services that 'just work'.

We have fully embraced the 'As a service' model: e2e is a cloud based business, with a cloud business model, operating model, service delivery model and we deliver all our services from our cloud based operations centre.

OUR QUALIFICATIONS

e2e is a UK based SME Company operating exclusively from within the UK using SC cleared staff. We operate out of two UK datacentres (Tier3 and Tier4). We are ISO27001:2013 accredited, CES and CES+, IASME certified, CLAS members, CESG CCP Senior level, UKCEB members, TechUK members, BCS and IoD members, Crown Commercial Suppliers, UK Cyber Security Forum members. We sponsor and recruit from the Cyber Security Challenge UK as well as the SANS Cyber Academy. We understand how to work with partners and ensure we are honest and straightforward to deal with. We embrace the cloud first approach and are heavily involved in UK Cyber in general; we want to help spread the UK cyber messages (CESG Cloud Security Principles, 10 steps, Get safe on line, etc.) and are active CiSP members with strong links within UK Cyber.