

	Cyber Essentials Support	Cyber Essentials Plus Support	Compliance
Support			
Guaranteed Service Level Agreement	X	X	X
Fully Managed Technical Helpdesk	X	X	X
Change Management Control	X	X	X
Mobile Device Management	opt	opt	X
Remote Support Agents	X	X	X
Unlimited Remote Support	X	X	X
24 x 7 Servers Support and Monitoring	X	X	X
Advanced Server Performance Monitoring	opt	opt	X
Security			
Patch Management (Operating System and 3 rd Party software)	X	X	X
Email Security Advanced Threat Security	opt	X	X
URL / Website Filtering **	X	X	X
DNS Filtering **	X	X	X
End Point Security Software	X	X	X
Monthly Vulnerability Assessments			X

Quarterly Vulnerability Assessments		X	
Annually Vulnerability Assessments	X		
Firewall Management **	X	X	X
Multi Factor Authentication	opt	X	X
SIEM/Log Management	opt	opt	X
Encryption	X	X	X

Compliance

Monthly Reporting			X
Quarterly Reporting	X	X	
Email Archiving	opt	X	X
Office 365 Backup	opt	X	X
Cyber Essential Certification	X		
Cyber Essential Plus Certification		X	X

Service

Account Administration including Office 365	X	X	X
Quarterly Service Review	X	X	X
Password Management	opt	X	X
Template Policy and Procedures	X	X	X
Security Awareness Light	X		
Security Awareness Complete	opt	X	X

Data Breach Response	opt	opt	X
Dark Web research	opt	opt	X
Hardware Life Cycle Management	X	X	X
Road Map and Budgeting	X	X	X
Managed Backup and Recovery	X	X	X
