touchsecure
BY INTERCITY

Get ultimate peace of mind –
secure your network, protect your business

What is Touch Secure?

Touch Secure is a managed, cloud-based next-generation firewall service, providing multiple levels of security, with application-level inspection and a range of service options to match your organisation's current and planned demand for secured bandwidth and applications.

How can Touch Secure benefit my organisation?

We offer full product flexibility alongside an enterprise grade service and over 10 years pedigree in delivering cloud IT. This enables you to:

○ Only pay for what you need - as demand for secure bandwidth grows, pay only for the capacity you need. Scale your security up and down with your business.

○ Save on in-house knowledge - with Touch Secure, there's no need to spend budget maintaining costly in-house IT security knowledge.

○ Focus you resources - don't tie up valuable resources. Focus them on business critical information, applications and data.

Where is Touch Secure hosted?

Our platform is hosted in our data centres in Bolton, Greater Manchester and Elstree, Hertfordshire. Our data centres are Tier 3 equivalent, with no single point of failure and each with 99.95% availability.

How is Touch Secure connected to public cloud?

Touch Secure is deployed through Intercity's infrastructure and the UK's most connected data centres in Telehouse and Equinix. These are linked with a mesh of high capacity data circuits enabling reliable and low latency connectivity between your network, Touch Secure, the Internet and over 140 public and private cloud service providers including AWS, Google Cloud and Azure.

This provides a secure Internet-facing perimeter for workloads based on cloud compute, including our own Touch Cloud private platform.

How do you monitor Touch Secure?

Our Service Assurance team, which is based in our Intercity Secure Operations Centre (ISOC) and follows ITIL best practice, monitors the platform 24 x 7.

intercity.technology

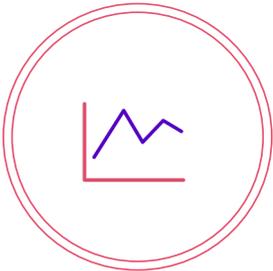Providing everything you need to know about **Touch Secure**

What monitoring and self-service tools do you provide to customers?

Our OnePortal provides your service administrator with a monitoring and self-serve capability for low-level user management.

Events Dashboard

Real-time dashboard of events displayed by quantity, type and severity.
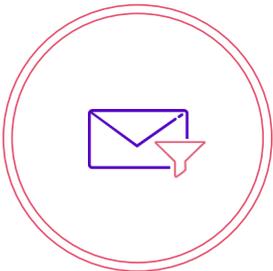
Reporting

Generate reports on web browsing time and bandwidth by user and most-blocked users, categories and sites.

Policy Monitor

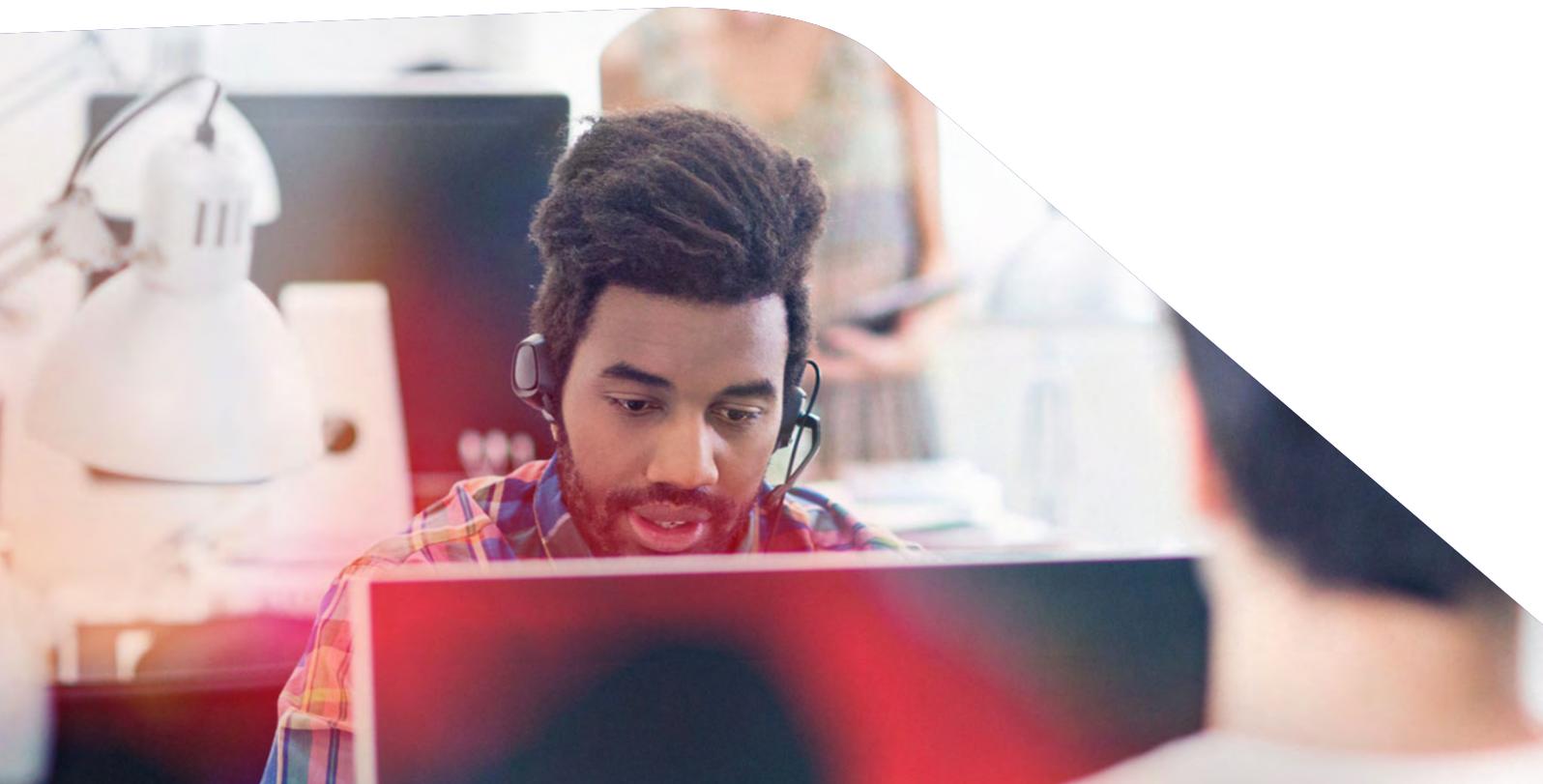Manage traffic shaping, session concurrency and web filtering policies by user group.

User Investigation

Examine an individual's Internet usage in terms of site categories, sites visited and bandwidth used.

Email Filtering

Add/remove senders to/from your organisation's email whitelist and blacklist.

Support

What is your target service availability?

Our target service availability is 99.99% over a rolling 12-month period.

What are your support hours?

Our support hours are 24 x 7 x 365.

How do you classify and prioritise incidents?

Incident priority levels are set out below:

Priority	Description
P1	**Critical** - Touch Secure is unavailable to all end users
P2	**Major** - At least one service feature is unavailable to all End Users
P3	**Minor** - For at least one service feature the response time is > 10 seconds for multiple end users - An end user reports being denied remote access - Response time ≥10 seconds for email being sent from or received by customer's email domain

P4	**Notable**
	- For at least one service feature the response time ≥10 seconds for one end user
	- An end user reports:
	  ○ Receiving an unexpectedly-high level of spam – applies to Secure Email
	  ○ Failing to receive email from a legitimate sender – applies to Secure Email
	  ○ Being blocked from accessing a URL to which they require access – applies to Secure Internet
	  ○ Unable to use an application that they are entitled to use – applies to Secure Internet
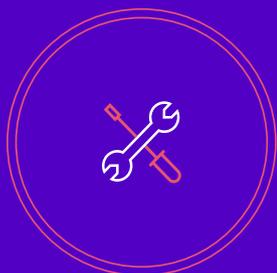
What is your SLA for resolving incidents?

The resolution targets for resolving incidents are as follows:

Description	Resolution Target
P1	2 Hours
P2	4Hours
P3	8 Hours
P4	End of next business day

What is your service level guarantee?

We provide service credits for any P1 incident which is in breach of its resolution target. Service credits are calculated as a percentage of the monthly rental for the applicable service, pro-rated for the month in which the relevant incident occurred and multiplied by a weighting which depends on the number of hours by which the incident exceeded its resolution target.

Whom do I contact for help or support?

Call our ISOC team on 0870 861 1490.

Touch Secure FAQs

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What are your certifications and accreditations?

Our current certifications and accreditations are as follows:

○ ISO 9001 – Quality Management
○ ISO 27001 – Information Security Management
○ ISO 20000 – Service Management
○ ISO 14001 – Environment Management
○ Cyber Essentials Certified
○ CHAS Accredited
○ ICS ServCheck – used to monitor our employees' engagement with customer service strategy
○ Investors in People

About Intercity Technology

At Intercity Technology we believe in a people-first approach to define and launch technology solutions.

We have over 30 years' experience in delivering services that allow you to work together, work securely and work from anywhere on a global basis.

With a genuine passion for technology and the businesses we work with, we offer innovative technologies in cloud, enterprise mobility, collaboration, security and managed services.

Intercity is accredited by a number of professional organisations with a suite of accreditations which confirms and evidences our commitment to security, quality, service management and environmental management. For a full list of our accreditations and frameworks please visit: **intercity.technology/accreditations**

Want to ensure your network is always secure?

Enquire today on 0330 332 7933

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Work together   **Work anywhere**   **Work securely**

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