

# Data Security and Continuity

We manage the technology so you don't have to

IT departments are increasingly challenged to make systems and information easily accessible, and at the same time protect them effectively.

Civica can assist you in achieving and maintaining your security policy, ensuring that your organisations, its systems and data are not at risk from internal or external threats.

We have the necessary skills, resource and expertise to deliver security services to help you meet your SLAs.

All of Civica's infrastructure solutions are designed with the highest levels of security built in. Our commitment to security is reinforced by our attainment of ISO 27001. These services can be delivered within our hosting environment or on site.

Below are some of the tools we can implement to guarantee the highest levels of protection.

**Our security offering includes:**

- > **Firewall management:** safeguarding your network is critical. Your firewalls need to be constantly maintained and monitored; requiring IT resource, budget and ongoing product training. Civica can alleviate the burden of this task by managing your firewalls 24x7. Our expertise can help you reduce overheads and free up valuable IT resource.
- > **Intrusion Prevention & Detection Systems (IPS & IDS):** a proactive service that detects and stops potentially malicious activity on your network before damage is caused. As threats are constantly evolving, we develop our technology to combat them, so you have one less issue to worry about.

 **Security services**

Civica is able to adapt its security services to ensure its customers comply with the security requirements relevant to their sector. Civica has gained extensive experience from working with:

- > Major high street bank - data centres passed bank security inspection with a 'good' rating
- > Central Government Agencies
- > Over 50 local authorities, delivering secure revenues and benefits, parking and financial services
- > ICT foundation for managed learning in Essex and Sheffield
- > PCI compliant ePayments provider
- > Health and Social Care organisations
- > Global manufacturer
- > Global eCommerce retailer



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- > **Web content filtering:** proactively manage Internet access for your users, to avoid loss of productivity and mitigate the legal risks of accessing inappropriate content.
- > **Email scanning:** our email security solution incorporates both anti-spam and anti-virus scanning; delivering the broadest protection from email related risks. Installation of our cloud based service is quick and simple. Updates are automatic and it's easily scalable. Not only will you significantly reduce capital expenditure, you will also lower operational costs.

### Security as a Service (SaaS)

Managing ever developing threats can cause a headache for today's busy IT teams.

A cloud based service delivers:

- > Minimised risk of exposure to security threats
- > Improved data security and compliance with security regulations
- > Lower cost of procuring and managing technology; leading to higher productivity and greater operational efficiencies.

All of our security services focus on eliminating the risk to your business of exposed systems. As well as reducing costs, they aim to alleviate the strain on IT resource.

### Reducing your impact on the environment

Our security solutions involve you utilising Civica's infrastructure. This reduces the need for power hungry hardware and facilities on site, lowering your energy consumption and electrical waste. Our data centres employ world leading, energy efficient technology; delivering a cost benefit we can share with our customers.



### About Civica

An experienced partner with the experience to deliver a modern solution built on deep understanding and commercial best practice is fundamental. Supporting organisations across the public and private sectors for more than 20 years, we bring together people, processes and information to help you to achieve a consistently high level of service and a measurable return on investment.

Civica's managed services form part of its broad capability in specialist systems and outsourcing services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, education, social housing, health care and enforcement. Blending software applications, IT managed services and outsourcing, the group supplies more than 2,000 customers in the UK, Australia, New Zealand, Singapore and North America, including 90 per cent of the UK's local authorities.



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