



Managed Encryption Service

Regency IT Consulting, an Ultra Electronics AEP Networks™ partner, provides a Managed Encryption Service to clients who require Secure Network connectivity between their sites, offices and remote locations (such as home-workers). All of this comes without the need for high start-up and support costs associated with bespoke encryption solutions. We are the only Service Provider to offer Managed Encryption Services as a 'stand-alone' product and are proud to be a Partner of Ultra Electronics AEP Networks™ - an internationally-acknowledged market leader in secure network technology. Regency has established a good reputation with a number of clients for our ability to provide an efficient and cost-effective Managed Encryption Service.

What are the benefits?

Our clients don't require their own CRYPTO Custodian or need to keep key-registers or key-logs and there is no requirement for 'up front' hardware costs and staff training. By using our Managed Encryption Service, clients have incurred a fraction of the start-up costs that would otherwise be attributed to a bespoke service and still enjoy the benefits of their required scope.

"We have identified requirements in the Public Sector Organisations market for small scale encrypted links between sites for home-working or mobile workers (including Ministers, Senior or 'on-call' Critical staff)."

"...but they are put off by the initial investment in equipments and skills development needed to design, implement and manage encrypted communications. This is where Regency's offering can be really valuable".

Steve Lewis V-P Business Development, AEP Networks™

Technical Support and Peace of Mind

Regency's Managed Encryption Service is certified by BSI to ISO/IEC 27001:2005. Additionally, we have adopted an ITIL based Service Management framework to support the technical services and products we provide. Our Service Desk manages customer reports, incidents, Requests for Change (RFC), queries and communication updates and is located within our Secure Operations Centre (SOC), which is accredited against HMG Standards. That's one single point of contact for all support requirements and enquiries.

All Regency products have 'Underpinning Contracts' with our 3rd Party Support Vendors. This allows us to provide comprehensive Service Level Agreements (SLAs);

in-line with industry-recognised best practice.

Infrastructure Overview of our Managed Encryption Service

Our Managed Encryption Service is designed to protect the confidentiality and integrity of UK HMG data protectively marked: RESTRICTED, CONFIDENTIAL and short-term SECRET. Our service consists of the management and supply of Ultra Encrypt Net encryptors, which protect data in transit over unsecured networks.

Regency's Managed Encryption Service is supported by our team of dedicated Security Engineers and support personnel - all of whom are security cleared to a minimum of 'SC' (Security Check). Our Managed Encryption Service covers the following areas:

- Network design for the encryptor deployment
- Initial installation and configuration of the encryptor devices
- Commissioning of the encryptors
- Management of the encryptor solution including certificate and key management
- Network configuration management of the encryptor devices
- Audit and accounting review
- Compromise control
- Maintenance and support of service as described in the Service Level Agreement
- CRYPTO Custodian services

We can offer this service utilising either 'dedicated' or 'shared' encryptor management centres. Once your Managed Encryption

Service has been commissioned, our Service Desk will be your main point of contact for any operational issues. Our service is very robust but we'll update your support staff with periodic updates and audit logs as required.

FAQs

How quickly can a Managed Encryption Service be commissioned for my Department? This is dependent upon the size of your network together with Ultra Encrypt Net products and key availability. A 'Shared' Managed Encryption Service is usually 'on-line' within 30 days.

How long is the contract for? Typically, our contracts are for 36 months but we try to be flexible with our clients and work towards a contract term that suits them.

What is the difference between the 'Dedicated Manager' & 'Shared Manager' Service? The Dedicated Manager Service uses only dedicated hardware for the management of your system. The Shared Manager Service is used across separate Departments and Organisations. Both solutions meet CESG Assisted Products Scheme (CAPS) approval.

Is the Shared Manager Service available for all network environments? Clients who use a private Wide Area Network (WAN) (i.e. not the Internet) can only use the Dedicated Manager Service.

Do you have additional technical documentation that I can forward to my engineers? Yes. We have several Technical Build and Support documents. Our 'Managed Encryption Service Schedule' is the primary technical

document and makes reference to additional technical documents as required. These documents can be supplied on request.

Will I need additional technical expertise in my Department? Regency offers a complete Managed Service and whilst we will need to contact your IT Department during service commissioning there is no requirement for your technical teams to have specific 'Encryption' related skills.

Do I have to do anything different when working over a secure network? Using industry standard protocols, Ultra Encrypt Net encryptors behave just like a network host on public networks and a router on private networks, enabling seamless integration into existing architectures.

What are your support hours? The Ultra Encrypt Net encryptors are designed to run 24x7x365. The Regency management centres are permanently connected to the Internet and are typically available 24x7x365 except when taken off-line to perform management functions such as backups.

The standard operating hours of the Service Desk staff located at our SOC is 09:00 to 17:30 Monday to Friday, excluding English public holidays. Management of the systems will typically happen within these hours.