

## **Strategic Support Agreement (SSA): 10 Reasons Why**



### **Budgetary and Financial Control**

Implementing a Strategic Support Agreement (SSA) with Sapphire ensures any unplanned incidents, training or new products are budgeted for ahead of time - providing complete piece of mind. As and when a security related requirement arises the client is guaranteed to have resource readily available to them. As this service is based on pre-agreed figures, it is a budgeted expense and allows for immediate availability.

### **Contingency Planning**

No one can see into the future. If we did, we would plan for every eventuality. An SSA enables you to cope with the unexpected and have pre-allocated budget and resource, ready to deal with any security incident. The levels of service provided by Sapphire cover any activity; allowing the client to mix and match a range of products, solutions and services, tailoring the package to suit your exact needs.

### **Additional Resource**

Having an SSA in place provides additional resource for your organisation. This can be used to advance new security projects when deploying a new product or solution. Alternatively, should you wish to develop an existing activity; Sapphire can provide additional resource, independent security advice, consultancy and/or technical installation, education and training.

### **Technical Security Support**

Sapphire's SSA gives you a dedicated resource to ensure that your security devices (hardware and software) are maintained and patched to the latest versions of manufacturer and operating system requirements, including the installation of upgrades when available. Sapphire's security consultants are fully trained in a range of different products and solutions. Where security products interface with each other, it's essential you have the broad technical expertise to understand compatibility issues. Implementing Sapphire's SSA provides you with over 100 years of industry experience to draw upon and utilise within your own organisation.

 **Priority Response & Treatment**

SSA agreement holders can rely on priority treatment when they call for advice, assistance or support. Agreement holders also benefit from up to a 10% discount on any product or service purchased from Sapphire's portfolio.

 **Policy Compliance**

The SSA ensures that, where appropriate, your information security policies and procedures reflect industry best practice. This may incorporate guidance within ISO/IEC 17799 or may be extended to include recommendations from the Security Policy Framework or relevant CESG memoranda and manuals. Sapphire provides a comprehensive information assurance service to their customer base and Sapphire itself is entirely ISO/IEC 27001 certified.

 **Regular Security Reviews and Health-checks**

Implementing an SSA can help maintain a reliable, resilient and trust worthy system that will enable you to meet the directives for corporate governance and civil contingency through such services as: risk evaluation, business continuity management, identity and access management.

 **Education and Training**

Individuals that have not been properly trained on how to effectively identify and deal with a security threat pose a significant risk to any organisation. An SSA can provide your organisation with its own unique Security Educational Program enabling you to reduce information security risks. The program includes: computer forensic training, technical solutions training, ISO17799/ISO27001 awareness training, skills & knowledge transfers and access to NISC (National Information Security Conference).

 **Helpdesk Support**

Sapphire's clients are given access to our 9 – 5, Monday to Friday helpdesk. Clients ringing the helpdesk are assigned a reference number and an impact rating. Those with the highest rating have a guaranteed response time.

 **Additional Benefits**

Sapphire has recently revised its SSA offering. SSA customers are now also eligible for forensic readiness training, security reviews and penetration testing and attendance at the National Information Security Conference –all in addition to the consultancy days purchased and therefore they are effectively free of charge.