



# Service Description

# Cloud Connectivity

# Zero Trust

# Network

Gold  
Microsoft  
Partner



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## Why you need this?

**Users expect to work from anywhere, at almost any time. In effect you have a hybrid workplace. What is needed is an ability that protects the people, devices, applications and data wherever they are located.**

The problem is that cloud connectivity is just not the same as for on-premises. There are a significant number of differences and mistakes are made:

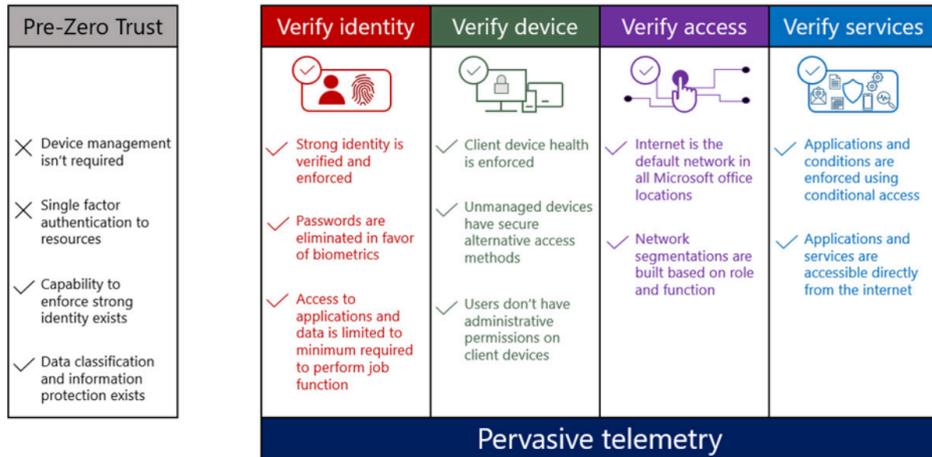
- 1. Cloud networks are the same as on-premises** – no they are not! They are designed differently and need to be managed and configured differently to get the best out of them
- 2. We can just put a big pipe into it** – in the pre-pandemic world this made sense, now that most organisations have adopted hybrid working you need the same capability and security of connection from any location
- 3. It just needs connecting back to the office** – no, users need to authenticate and connect from anywhere in the world, putting extra controls, latency and delay by forcing them to connect via your offices or datacentre will not improve their experience
- 4. Managing cloud requires the same skills** – the on-premise separation of servers, storage and networks, just can't happen in cloud solutions, they are managed collectively and work together. People and processes need to change significantly

For cloud and hybrid connectivity the walled garden approach is simply not valid. It is not possible to firewall off all resources and keep everyone outside. Services are too pervasive, cloud is too open, organisations must adapt their networking and security approach. The new solution is defined as Zero Trust Networking, where literally nothing is trusted, and everything is authenticated and audited.

The other 'new' approach at the practical level, is Software Defined Networking (SDN or SD-WAN), This is central configuration and management of all network devices (switches, routers, load balancers...). Everything in a data centre. Allowing global scale networks, with thousands of changes every day. So much more flexible and manageable than a traditional network.

SDN is actually an enabler for Zero Trust Networks and the two go hand in hand. However, getting the right and efficient for each organisation, requires significant effort and knowledge. This is why Fordway have created a Zero Trust Network Access service, for organisations using Microsoft 365. Fordway have the expertise and background in networking and cloud infrastructure to create, operate and manage the complete gamut of network and security systems. This can be handed back to the IT department for day-to-day running, with Fordway providing any oversight as required.

The Zero Trust journey follows this process:



The main principles behind Zero Trust Networks are:

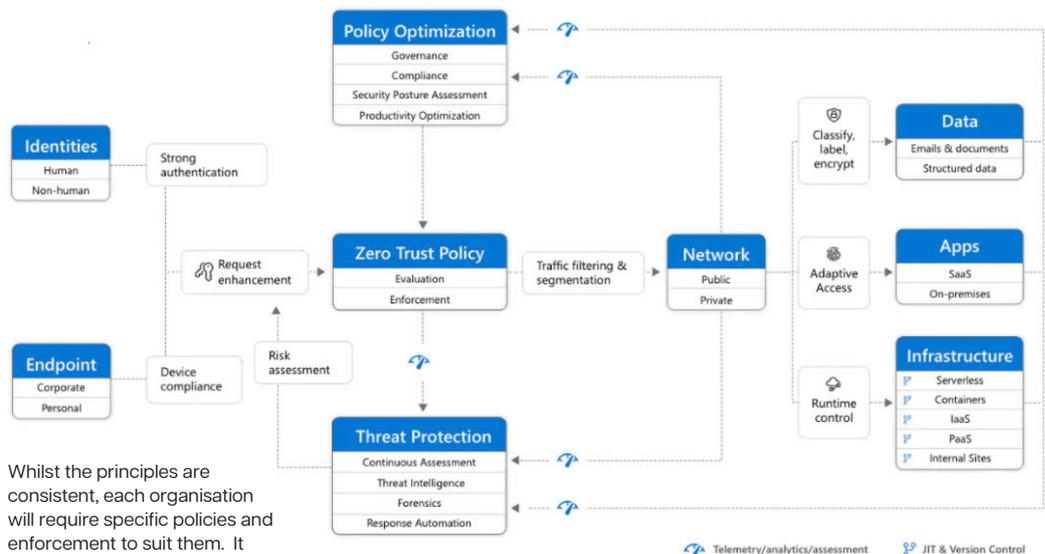
- Detailed understanding of all components: Users, Devices, Services, Data, Identities
- Ability to uniquely identify and classify all of the above
- Don't trust anything, secure everything
- Verify end to end encryption
- Create a baseline for behaviour and health
- Use least privileged access (Just in Time or Just Enough Access JIT/JEA)
- Define policies that fit the risks/usage
- Configure monitoring for the users and device behaviours aligned to the policies

# 02

## What the service provides

Fordway's Zero Trust Network Service provides a comprehensive service to implement and migrate your organisation from 'traditional' fixed WAN and VPN connectivity to open access, Internet based Zero Trust Network Access.

The diagram below show the controls and processes applied for authentication and access that will be implemented by Fordway as part of the migration to Zero Trust.



Whilst the principles are consistent, each organisation will require specific policies and enforcement to suit them. It is also a significantly different approach to previous generations of networking, connectivity and security enforcement.

## 03 Key Benefits

- **Deliver Secure yet Optimised Cloud Connectivity** – provide a flexible yet secure access to all organisation applications, that is specific to the business requirements
- **Take Advantage of the Latest Technologies** - Make use of SDN and Zero Trust Networking to make a real difference to business performance
- **Independent** – Fordway will provide independent feedback on the benefits and limitations of the cloud connectivity to any platform
- **Experienced Personnel** – From business, project management and technical viewpoint, Fordway have multi-years of experience of real-world deployments and operational requirements
- **Comprehensive Cloud Connectivity Assessment** – Fordway will perform a detailed analysis against the current configuration, how to incorporate the new technologies and where real business benefits can be gained
- **Collaboration** – Fordway’s personnel will work alongside your IT staff and any third parties collaboratively, as each has skills necessary.
- **Detailed Knowledge of Management Tools** – Fordway have extensive knowledge of the Microsoft management tools, including Lighthouse, Monitor, Sentinel and Arc. These can be configured to deliver the necessary statistics and dashboard for each organisation.
- **Understand Legacy** – Fordway know companies have legacy systems with potential integrations that can not just be ignored
- **Clear Recommendations** – Fordway will produce a set of costed recommendations on how to get the best out of the Cloud Connectivity and how to migrate any systems over

## 04 Key Features of Fordway’s Approach

Fordway’s approach, is ultimately flexible but the generic steps taken for every engagement are:

- Create and sign off Project Initiation Document
- Review existing network configuration and management toolset
- Design new connectivity capabilities
- Agree on optimisations
- Install and configure
- Migrate existing networks
- Monitor and analyse new capabilities
- Create dashboards and reporting

The duration and complexity involved in each of the high-level steps listed above, is dependent on the nature of the engagement. If needed, full project controls and documentation will be supplied as part of the engagement (Project Manager, RAID, Exception, Highlight logs/reports).

## 05 About Fordway

Fordway offers over 30 years' experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises.

Fordway's consultancy helps inform your strategy and review the options relevant for your organisation. Our advice will be aligned to your business requirements. We can then assist with the ongoing migrations, operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.

## 06 Service Terms

### Service Initiation (on-boarding)

The service onboarding is a professional services engagement. The following procedure will be used to commence the service:

- Provide a combination of Project Manager, Account Manager, Relationship Manager, Lead Consultant and appropriate consultancy team, depending on the scope of the engagement. Fordway will generally seek to provide a peering alignment with the customer.
- Agree and formalise Non-Disclosure Agreements
- Review the customer requirements and determine the contractual requirements
- Agree the scope of the engagement with the customer and provide a Project Initiation Document which will define the engagement.
- Schedule work
- Commence engagement
- Provide deliverables
- Complete engagement

All engagements are run to Fordway's PRINCE2 Agile processes.

### Termination Terms

Termination terms are per G-Cloud framework contract terms and conditions

### Service Levels

As this service is a consultancy engagement there are no specific SLAs to be applied

### Service Constraints

There are no specific constraints to this service.

### Financial Recompense

As this service is a consultancy engagement there are no specific recompense structures provided.

**Service Connectivity**

Required connectivity to access the Customer's Azure environment will be defined as part of the Project Initiation Document.

**Trial of Service**

Not applicable to this service.

**Data Security**

Any information processed by Fordway will be transitory in nature and Fordway will comply with the customer's data security procedures during the engagement and off-boarding.

**Training**

Fordway will provide skills transfer as part of the engagement where applicable

**Customer Responsibilities**

Fordway will comply with data access restrictions and other information security policies as mandated by the customer and required within Fordway's own organisational security controls; these are defined as part of the project scoping. The customer is required to provide the necessary resources and information to allow Fordway to achieve the service deliverables agreed.

**Change Management**

As the engagement will be project managed, any changes in requirement will go through the process identified in the Project Initiation Document.

**Technical Requirements**

There may be a need to install and configure tools, agents and updates to support the service which will be defined within the Project Initiation Document if appropriate. All changes will be applied through change control with relevant communication and scheduling.

# 07

## Ordering

Fordway services can be ordered by contacting your Fordway account manager or other members of our team on **01483 528200**, emailing [sales@fordway.com](mailto:sales@fordway.com) or using the contact form on [www.fordway.com](http://www.fordway.com).

### Our Accreditations

ISO 9001  
ISO 14001  
ISO 27017  
ISO 27018  
ISO 20000  
ISO 27001



Gold Cloud Productivity  
Gold Cloud Platform  
Gold Datacenter  
Silver Security  
Silver Small and Midmarket Cloud Solutions



Fordway Solutions Ltd,  
Hambledon House,  
Catteshall Lane,  
Godalming,  
Surrey GU7 1JJ

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