



Your Strategic IT Partner

Proposal No. 9927 Prepared For

Liskeard Town Council - East Cornwall CCTV

03/07/2025



Executive Summary

The IT resource for CCTV is being shared between local authorities in Cornwall. This proposal provides IT support and software services for the system covering Liskeard, Bodmin, and Wadebridge.

This approach ensures the CCTV service has a scalable, secure, and professionally supported IT environment aligned with modern best practices.

About Acronyms

Acronyms was founded with a simple ethos – to provide the correct solution.

Whilst this might sound obvious for any business, having seen providers over-complicate and over-charge; simply doing the right thing has seen Acronyms become recognised as a trusted strategic partner for over 200 businesses.

The Acronyms core values are:

Delivering the correct solutions

We believe in the long-term, not a quick fix. Acting with the confidence our experience allows, we'll provide you with tailored solutions, designed to address immediate problems, but built with longevity in mind.

Providing reliable advice.

Strong partnerships are built on honesty. We don't believe in telling clients what they want to hear. Instead, we'll tell you what you need to hear in order to reach your goals.

Understanding your context.

IT is fundamental to the success of a business, but it's not the only focus. We'll always consider the bigger picture, ensuring our IT strategy work with in harmony with your overall strategy – not against it.





Acronyms' Solution

Acronyms Standard IT Support

At Acronyms we provide clients with one of three IT support packages – Basic, Standard or Premium. Based on your requirements, we'd recommend the Standard package.

Our Standard IT Support package is our most popular offering as it balances the requirement for proficient on-hand IT support, with cost and flexibility. This package includes the following:

Support Desk Hours	Monday to Friday 08:00 – 18:30
Unlimited Remote Technical Support	Extended business hours access to support engineers via email and phone.
Onsite Technical Support	Two days per annum of onsite support
IT Infrastructure Management & Support	✓•
Patch Management	✓•
Monitoring & Alerts	✓•
Backup Monitoring	✓•
Third Party Liaison	✓•
Build & Configuration of New PCs	✓•
Backup Restore Testing	✓ Annually
Network Security Audit	✓ Annually
Cyber Essentials Support	-
Supply Chain IT Questionnaire	-
Account Management	Annual in person or virtual service review upon request Annual hardware lifecycle report Annual licence reviews Management information pack available upon request.

Services not included in the matrix above can be provided and billed on an ad-hoc basis. All of our IT support packages are provided on the basis of a twelve-month term and billed per user per month. This means that you only pay for the support you require.

This solution is for a single user and a single device. For billing purposes, we will need to discuss who the billable party will be going forward. It is presently assumed it is Liskeard Town Council.





Overview

Acronyms will provide Managed IT Support, Microsoft 365 Business Premium licensing, our Standard Device Security package, and our Premium Email Security solution, which includes advanced anti-spam and full Microsoft 365 backup.

The domain www.estcornwall.org will be created, and a Microsoft 365 account will be added and built round it.

The device is being provided by the main contractor, who will also perform the SharePoint build. Acronyms will prepare and configure the machines within a managed Microsoft 365 environment, to include Intune device Management as part of the core Microsoft 365 provisioning.

Acronyms Standard Security Package

Acronyms recommend The CCTV service computer is protected with Acronyms' Standard Device Security package for all devices. This package contains the following:

Datto Remote Monitoring & Management (RMM)

Datto RMM allows Acronyms to monitor, manage and access your network and devices remotely. Primarily used to proactively monitor for downtime and to provide remote IT support over the phone.

Huntress Security Platform

Huntress combines a powerful managed detection and response (MDR) platform with a team of human threat hunters to defend your business.

Built by offensive security experts, the Huntress Security Platform enables you to find and eliminate threats that lead to breaches, ransomware and more.

Huntress sits at the bottom of your security stack, providing a crucial layer of detection and response that complements your existing security tools. The Huntress 24/7 ThreatOps team investigates suspicious activity, removes false positives and enables us to swiftly respond to advanced threats.

The human-powered threat hunting goes beyond automation, providing us with the hands-on support and expertise needed to stop persistent malware and other attacks. With one-click remediation, custom incident reports and powerful integrations, we can respond to cyber security events in a quicker and more efficient manner.

SentinelOne Singularity Control

SentinelOne Singularity Control is next-generation antivirus software that predicts, stops and corrects the effects of malware and malicious behaviour in real-time. It also provides firewall control, granular device control and rogue device discovery.

Built-in Static AI and Behavioural AI analysis prevent and detect a wide range of attacks in real time before they cause damage. This protects against known and unknown malware, Trojans, hacking tools, ransomware, memory exploits, script misuse, bad macros, and more. This service is autonomous which means it applies prevention and detection technology with or without cloud connectivity and will trigger protective responses in real time.





Other suite features include network control to control both inbound and outbound traffic. It also allows for centralised and customisable policy-based control with hierarchy inheritance.

USB device control and Bluetooth device control provide granular device control. It allows you to control not just mass storage but specify full read-write or read-only operation.

The Rogue Device Discovery feature identifies the endpoints that are not yet protected by SentinelOne. It employs passive and active network sweeps to provide enterprise-wide visibility and removes the uncertainty of whether your network is regulatory compliant by discovering deployment gaps.

Acronyms' Premium Email Security Package

In 2024, 84% of UK businesses that faced a cyber-attack stated that the entry point was a phishing email.

Phishing attempts aren't always just a link in an email. Cybercriminals will use more sophisticated tactics in the form of social engineering, embedded malicious code in attachments and other constantly evolving methods.

Our email security packages are designed to combat sophisticated phishing attacks. The combination of anti-spam, email backup and threat detection means you can protect your business, prevent phishing attacks and recover emails and attachments should data get corrupted or stolen. Overleaf is a breakdown of the proposed package.

Spanning Backup for 365

On that one occasion that some important emails get deleted, a vital spreadsheet gets corrupted, or you lose that tender document that's due in two days, this can spell disaster, costing both time and money.

Microsoft 365 Backup ensures that none of the above should happen. All your Microsoft data, files and emails will be backed up to a secure data centre in Europe. This makes it possible to recover and restore your data in just a few moments.

Microsoft 365 Backup will protect all licenced Microsoft 365 accounts.

- Protect and recover all Microsoft 365 user data across SharePoint, Outlook, OneDrive, Teams and more.
- Protect your critical data from ransomware, malware attacks, human error or malicious behaviour.





Mesh Gateway

Mesh Gateway offers next generation spam filtering and email threat detection. It reduces the risk of phishing attempts at a common point of criminal entry - email.

Instead of the traditional method of spam filtering, where an email is scanned once on the way into your inbox, Mesh Gateway receives the email to their servers first, for them to scan it before it gets to you. This allows Mesh to quarantine malicious emails and use the sandbox feature, to ensure they are caught before end users can click on them.

Mesh gives our engineers a global view of all customers' inbound and outbound email traffic. The global view enables our engineers to action reported spam emails across our entire client base with ease. You can also view this dashboard at a local level, to monitor email traffic using email analysis reasons.

This does not mean that Mesh or our engineers can read the content of the emails. The scanning process is automated and focuses on identifying and blocking threats and adds only a few seconds to delivery time.

Mesh Unified

Mesh Unified includes everything in Mesh Gateway but protects both the perimeter and the mailbox with continuous 48 hour scanning once an email has been delivered. Using global rules and automated processes, our engineers can respond to threats in real time much quicker than ever before.

Clients using Mesh Unified can also benefit from being a part of a globally managed portal, where our engineers can remove a malicious email for all Unified clients at the same time, for example. Compared to Mesh Gateway where it's only possible to do this one at a time, you'll be a part of a much more efficient and effective threat response community.

Customer Success

For accountability and further support

Should you proceed with this proposal, the same customer success will be provided for the CCTV service that is already delivered to Liskeard Town Council.

The customer Success Representative liaises with all departments within Acronyms on your behalf. They are there to assist you upon the renewal of services, making sure you only pay for what you need; and outside of the IT Support helpdesk, they are also the CCTV Service's first point of contact for advice, information, and escalation.





Investment Summary

Please find a summary of the investment involved with the proposal outlined above.

Monthly investment

Service	Number of Units	Cost per Unit	Monthly Investment (ex. VAT)
Acronyms Standard IT Support	1	£28.00	£28.00
Microsoft 365 Business Premium	1	£18.10	£18.10
Acronyms Standard Device Security	1	£10.00	£10.00
Acronyms' Premium Email Security	1	£6.00	£6.00
Total (ex VAT)	-	-	£62.10

Annual investment

Service	Number of Units	Cost per Unit	One Off Investment (ex. VAT)
Domain www.eastcornwall.org Two- year registration.	1	£38.00	£38.00
Total (ex VAT)	-	-	£38.00

Implementation

Service	Number of Units	Cost per Unit	One Off Investment (ex. VAT)
Account creation, configuration and security/ management. Implementation and testing	1	£720.00	£720.00
Total (ex VAT)	-	-	£720.00