



Cyber Safety and Phishing Service

What is it?

The **norm.** Cyber Safety and Phishing Service provides regular, easy to consume, bite-sized security awareness training courses combined with simulated phishing attacks to test ongoing user awareness and compliance.

The results are tracked and summarised in simple to understand reports, so you can see how employees are improving and becoming less susceptible to “opening the door” over time.

The service's purpose is simple:

- * To educate staff to be cyber aware, thus becoming the equivalent of your organisation's “human firewall”
- * To maintain and improve awareness via ongoing simulations and testing
- * To provide ongoing visibility of test scores and improvement over time

Why now?

Over the past 12 months fewer than 10% of cyber-attacks observed globally made use of a system weakness.

The vast majority exploited the human factor – the natural instincts of curiosity and trust that lead well-intentioned people to click, download, install, open and send money or data.

Ensuring your staff are cyber safe and aware of potential attacks is key to protecting your data, applications and ultimately your business from operational disruption and direct or indirect financial losses.

Do you want to leave your business open to social engineering, phishing attacks and ransomware?

What's included?

- * Access to the world's largest security awareness training platform
- * Managed & customisable phishing campaigns providing regular simulated, targeted and focused phishing emails to your users
- * Customisable training campaigns to suit your needs, ensuring that users are receiving the most relevant training
- * Our monthly summary reports made available via the **norm.** near real-time Visualiser portal



Want more detail?

For the full Service Description of our Cyber Safety and Phishing Service [<<ClickHere>>](#).
To register your interest and get one of the team to call you [<<ClickHere>>](#)
or just give us a call on **+44 (0)20 385 55242**.

In a nutshell...

The **norm.** Cyber Safety and Phishing Service provides access to the world's largest security awareness training platform. It includes training modules, simulated phishing attacks and near real-time visibility of your employees' progress via the **norm.** Visualiser portal. It offers an affordable and highly effective defence against the most common cyber security vulnerability – your people.

How does it work?

- ★ Enrolment of your staff into the cyber training and phishing platform
- ★ Managed onboarding including:
 - Platform integration with Single Sign On Active Directory, email applications and white listing of the phishing platform
 - A one hour platform familiarisation session
 - Assistance with internal enrolment communications
 - Access to the **norm.** Visualiser portal for reporting information

Enrolled users can then begin a bite-sized training course and associated course tests.

They will receive simulated phishing emails to test their ability to identify and notify you of the phishing email.

Employee completion rates, as well as course and phishing test results, are all available within the **norm.** Visualiser portal.

FAQs...

I have anti-virus and email filtering – do I need this as well?

As good as AV and email filtering are at detecting known attacks, human error accounts for around 80% of all cyber security breaches. By training your staff you are reducing the likelihood that they will fall for the latest, most compelling phishing techniques.

Our staff have completed a training course in the past, why do I need this?

It is important that all employees keep abreast of the latest attack techniques. Social engineering, whaling and spearfishing are all evolving to become more sophisticated and enticing to users. Updating your staff's cyber training should therefore be seen as part of their normal development program.

How do I know for certain that my staff are following the training and how can I identify those that might need extra help?

Knowledge is important but practice makes perfect – our service includes ongoing phishing simulations and testing to ensure that staff remain alert. The **norm.** Visualiser provides reporting that clearly shows where additional support or training is needed.

Can't I just get a training course and run this myself?

Of course you can, but the training is only one element of the service. Our Visualiser portal shows you straightaway who has completed the training (and who hasn't), which staff have successfully recognised the simulated phishing attacks (and those that didn't), and delivers and schedules new training material each month.

In addition to having a cyber aware team, are there any other business benefits to this service?

Investing in robust and effective cyber training demonstrates that your business takes security seriously. It also reduces operational risk, enhances your reputation amongst customers, suppliers and regulatory bodies (ICO), and ultimately improves the value of your business.

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