



FLEXIBLE WORKING

MANAGING YOUR IT EFFECTIVELY

The recent switch to homeworking as a result of the COVID-19 pandemic looks set to change the way we work forever. As a result of high productivity levels and a better work-life balance, many businesses look set to offer more flexible working as a permanent solution.

However, to ensure your IT & Telecoms provision is operating as efficiently and securely as it possibly can during this new way of working, there are a few things to consider. Find out everything you need to know about your IT flexible working options in our free guide.

WHAT IS IN THIS GUIDE?

In this guide we cover the following topics:



Antivirus – protecting your business from the latest malware



Microsoft 365 – are you using the right license and all the features that come with it?



Cloud Backup – even Microsoft recommends a third-party solution to securely backup your cloud data



Email Protection – protect your workforce from phishing attacks



Cybersecurity awareness – make sure your workforce is in the know and working safely



Cloud telephony – a more flexible solution that lets anybody work from anywhere



ANTIVIRUS

Traditional antivirus is no longer enough to stop the latest threats. Modern threats including memory-based attacks and zero-day malware can easily bypass traditional defences that heavily rely on techniques such as signature-based detection.

To stop these modern threats it's worth considering endpoint protection that makes use of the very latest defences such as machine learning and anti-ransomware protection.

Any files that were encrypted are rolled back to a safe state, meaning your employees can continue working uninterrupted, with minimal impact to business continuity. With most platforms you get detailed post-cleanup information, so you can see where the threat got in, what it touched, and when it was blocked.



MICROSOFT 365

With more and more businesses relying on Microsoft 365 to run their daily operations, it is really important to make sure you are a) using the right MS365 license for your business and b) making the most of all of the features included. Here is an overview of some of the features that you may well be entitled to:

Office 365 Security

Every Office 365 subscription comes with security capabilities. In Office 365 security, there are three main security plans tied to your subscription type:

- Exchange Online Protection (EOP)
- Microsoft Defender for Office 365 Plan 1 (Defender for Office P1)
- Microsoft Defender for Office 365 Plan 2 (Defender for Office P2)

What is the difference between the plans?

With Office 365 Plan 2 you get all of the features in Office 365 Plan 1 plus the following 4 features: Threat Trackers; Explorer (Advanced Threat Investigation); Automated Investigation and Response; Attack Simulator and Exchange Online Protection

EOP is present in any subscription and is the cloud-based filtering service that helps protect your organisation against spam and malware. EOP is included in all Microsoft 365 accounts with Exchange Online mailboxes.

If you have an Office 365 E3, or below, you have EOP, but with the option to buy standalone Defender for Office 365 P1 through upgrade. If you have Office 365 E5, you already have Defender for Office 365 P2.

Not sure which plan you have? Talk to us and we will explain what you're entitled to free of charge.

Are you using your Multifactor authentication (MFA)?

MFA adds a layer of protection to the sign-in process. When accessing accounts or apps, users provide additional identity verification, such as scanning a fingerprint or entering a code received by phone.

Microsoft provides two levels of their MFA services to meet the demands of clients with Multi-Factor Authentication in Office 365 and an enhanced version in the Enterprise Mobility + Security Suite (EMS).

Both services offer the same basic protection plan using a mobile device as a second form of identification which increases user identity protection. Where the difference lies is with EMS/Azure, as it offers more functions that can be customized and offers advanced controls like conditional access, One-Time Bypass, and User Blocking.

Did you know? GHM offers SaaS Protection that provides an all-in-one backup, restore and export solution for Exchange, OneDrive, SharePoint and Teams.



CLOUD BACKUP

Data backup in the cloud is proven to be just as important as traditional on-premise IT backup. So much so, even Microsoft recommends a third-party solution to securely backup your cloud data to avoid any possible data loss risks. An astonishing 1 in 3 companies reports losing data stored in cloud-based applications. The single leading cause of this data loss? Human error.

Get peace of mind knowing that your critical Microsoft 365 data is backed up 3X a day. Our SaaS Protection also gives you the option to store an unlimited amount of data in a private, purpose-built cloud.



EMAIL PROTECTION

Today's email threats move fast, and malicious files look more and more like benign files. By adopting additional cloud email security (ideally powered by artificial intelligence) you can protect sensitive information, and your people, from unwanted and malicious email threats.



CYBERSECURITY AWARENESS

End users are the largest, most vulnerable target in most organisations. In real-world attacks, end users are relentlessly bombarded with spear-phishing and socially engineered schemes.

Training and awareness is key and so we carry out simulations of realistic phishing campaigns, sending mails out to staff and reporting how many users click or act on the email. We then provide training modules to train and inform your staff better.

Staff can also easily report suspect messages - eliminating the need to remember a specific email address.



CLOUD TELEPHONY

With a Cloud Hosted telephone system, you no longer need to worry about hardware or maintenance. Calls are made over the internet, with all the features of a traditional telephone system, but it also lets you work with whatever device you choose. The systems have no initial outlay, simple installation and a fixed monthly cost.

When it comes to remote working employees can use an app on their mobile or they can use a fixed handset. And if any users do not have a work mobile or the space for a physical handset, they can even use a desktop app with a headset.

If you do not already have a PBX in your organisation, or your current hardware is no longer meeting your business needs, then hosted telephony is ideal for you. Systems are delivered over an IP connection and suitable for any sized business. It is particularly effective if you have multiple sites working together.



HOW CAN GHM HELP YOU?

IT & Telecoms infrastructure is fundamental to any successful business. As part of our dedicated Managed IT Services we support businesses with everything covered in this guide...and more.

GHM partner with best in breed technology vendors to deliver voice and IT solutions. We have direct relations with the likes of Microsoft, backed up by our first class technical support.

TO FIND OUT MORE ABOUT
ANY OF THE FEATURES IN THIS GUIDE
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