

# Knowall Network Management & Security

Comprehensive protection and peace of mind

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# Introducing Knowall Network Management & Security, designed to provide comprehensive protection and peace of mind for your organisation's digital assets.

In today's ever-evolving threat landscape, safeguarding your sensitive data is paramount. Knowall provides comprehensive management and protection for your digital assets. Our expert team uses the latest security tools and best practices to proactively identify and mitigate risks, ensuring threats are detected and addressed before they can impact your business.

From advanced threat detection and incident response to user access management and data encryption, our managed service is tailored to meet your unique data management and security requirements. Trust Knowall to safeguard your valuable IT infrastructure, allowing you to focus on your core business operations with peace of mind.

As part of the Knowall Network Management & Security service, all clients receive two hours of incident response support included should a security incident be identified. This ensures rapid investigation and containment when it matters most. Any additional incident response support beyond the included time will be provided at Knowall's standard engineer rates.

The Knowall team will continually strengthen your organisation's security posture while supporting compliance with standards such as GDPR, PCI, FCA, and ICO requirements. This helps lower cyber insurance premiums, reduce the risk of business downtime, improve market credibility, and minimise the potential for fines or claims.



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Knowall Network Management & Security package delivers management of your Microsoft 365 tenant, onsite and hosted servers, onsite and mobile hardware, software and vendor relationships, whilst ensuring data & network security through a range of tools, outlined here.

#### MANAGEMENT OF DATA & SECURITY

- ✓ Network hardening through 365 Intune and Microsoft AD
- ✓ Inbound mail security – Multi-layer anti-spam, anti-phishing and anti-malware. Scanning of attachments and links for malicious content as they come through.
- ✓ Outbound mail security – DMARC, DKIM, SPF
- ✓ Ensuring multilevel cross-organisation data backups
- ✓ Microsoft 365 tenant monitoring – configuration of alerts for real-time risks to data, unauthorised access attempts, admin changes, mass file downloads, and the like (backed by 24/7 SOC)
- ✓ Enforced multi-factor authentication (MFA) for all
- ✓ Advanced Threat Protection (ATP) that helps prevent malware, viruses, and spyware from affecting your data, apps, and emails
- ✓ Microsoft Purview DLP service enabling secure collaboration on your documents and emails.
- ✓ M365 Retention policies
- ✓ Nagios Monitoring and alert detection
- ✓ SIEM – Security Information and Event Management tools
- ✓ DNS filtering to block malicious or forbidden websites while browsing
- ✓ Setup & Management of Entra ID Conditional Access

#### Incident Response

2 hours of incident response included for any identified security incident. Additional support charged at standard engineer rates.

#### ENDPOINT SECURITY & MANAGEMENT

- ✓ MS Defender & Huntress (MDR) backed by 24/7 SOC
- ✓ Implementation of Remote Management & Monitoring (RMM)
- ✓ Patch management for device firmware, operating system and 3rd party software
- ✓ Vulnerability monitoring and management with rapid patching of critical and high CVEs
- ✓ Workstation baselining & encryption
- ✓ Application whitelisting & ring fencing
- ✓ Workstation admin password rotation

#### POLICIES, REGULATION AND COMPLIANCE

- ✓ Internal IT policy templates
- ✓ Technical assistance with Cyber Essentials
- ✓ Annual security roadmap and quarterly reviews and reporting
- ✓ Asset management: hardware and software
- ✓ Disaster recovery planning



*An ounce of prevention is worth a pound of cure.*

- Benjamin Franklin

## Get in touch

020 7471 3270 / [sales@knowall.net](mailto:sales@knowall.net) / [knowall.net](http://knowall.net)



## MANAGED DETECTION & RESPONSE (MDR) - HUNTRESS

To enhance protection against evolving threats, Knowall deploys Huntress to manage endpoint and email protection on top of Microsoft's security tools. Huntress provides increased visibility of PC, Mac, and email activity, allowing our engineers to monitor and act on suspicious behaviour through the Huntress Security Operations Center (SOC).

Huntress has its own Managed Detection & Response systems to which Knowall subscribes, enabling us to receive continual reports of activity and react accordingly on behalf of our clients.

This gives us great visibility of threats that may be occurring in any arena.



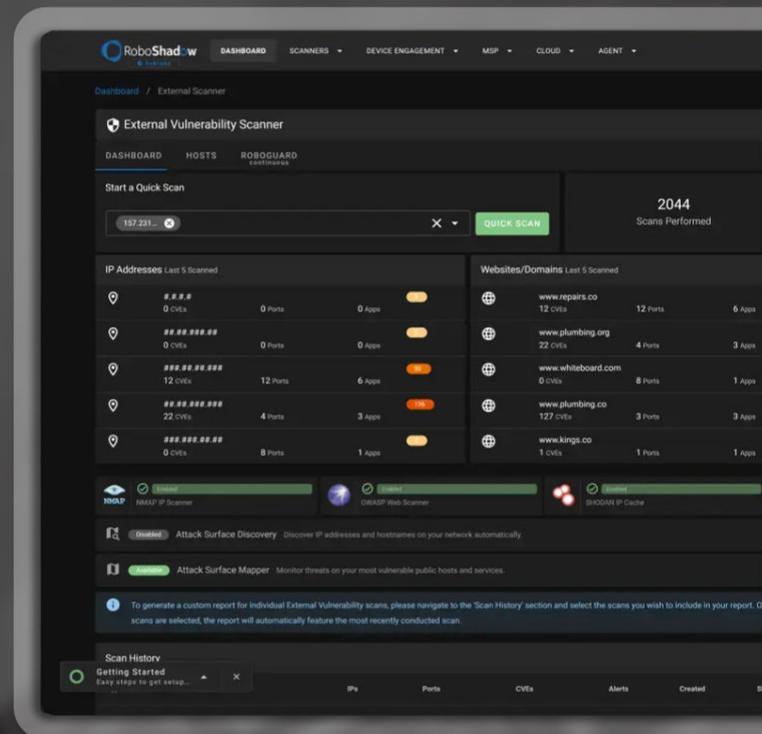
## NETWORK PROTECTION - DNSFILTER

- ✓ Blocks access to malicious websites using machine learning, reducing the risk of cyber-attacks and data breaches
- ✓ Can filter unproductive or distracting sites, such as social media, to assist staff in focusing on the task
- ✓ Blocking unwanted content, ad's and tracking conserves bandwidth, ensuring the network is used more efficiently
- ✓ Complies with any regulatory requirements by controlling access to inappropriate or harmful content



## VULNERABILITY ASSESSMENT - ROBOSHADOW

- ✓ Internal and external vulnerability scanning
- ✓ Automatic remediation of vulnerabilities found during scans
- ✓ Monitoring open ports, internal or external
- ✓ Integration with MS Defender and M365
- ✓ 3rd party software patching



# Get in touch

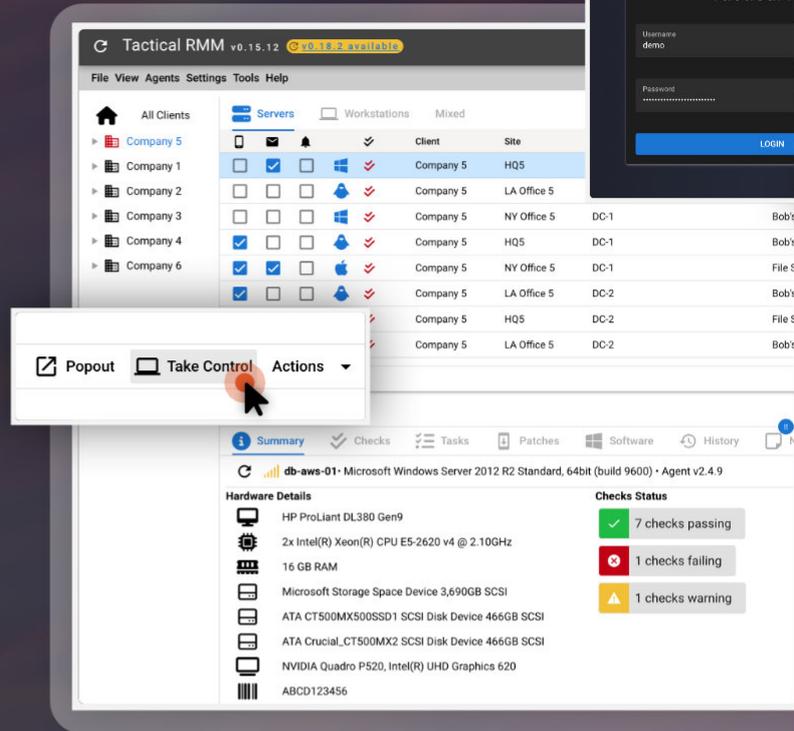
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# Device Management and Reporting

## REMOTE MONITORING & MANAGEMENT (RMM)

Discover how Tactical RMM simplifies IT management with powerful features and a user-friendly interface, designed to enhance efficiency and productivity.

- ✔ TeamViewer-like remote desktop control
- ✔ Real-time remote shell access
- ✔ Remote file browsing
- ✔ Execute remote commands and scripts (bash, batch, PowerShell, Python, Nushell, Deno)
- ✔ Event log viewing
- ✔ Service management
- ✔ Windows patch management
- ✔ Automated monitoring with email, SMS, and Webhooks alerting (CPU, disk, memory, services, scripts, event logs)
- ✔ Automated task scheduling and execution
- ✔ Comprehensive software and hardware inventory



## MONTHLY HUNTRESS PROCESS REPORTING

Our collaboration with Huntress means that your organisation is protected at all times and ensures that there is business continuity in spite of any malicious party's actions.

The Huntress solution in conjunction with our RMM solution will permit swift identification of vulnerabilities and provide direct pathways for neutralization of threats anywhere in the network.



- ✔ Proactive Threat Detection
- ✔ Automated Patching and Updates
- ✔ Remote Access Control
- ✔ Real-time Incident Response
- ✔ Comprehensive Asset Monitoring
- ✔ Automated Threat Remediation
- ✔ Improved Compliance and Auditing
- ✔ Centralized Management of Security Policies
- ✔ Endpoint Security Enforcement
- ✔ Reduced Human Error

*This pairing of endpoint tools strengthens an organisation's cybersecurity baseline by providing continuous monitoring, automation, and fast response mechanisms. RMM tools enhance security, creating a more resilient, well-monitored, and secure IT environment.*

# On Request Features

## ADDITIONAL SERVICES AVAILABLE ON REQUEST

- + Software Inventory for vendor supportability
- + Device Vulnerability Assessments
- + LAN Zero Trust Network Access (SASE & ZTNA)
- + Setup & Management of Entra ID Single Sign-On with compatible third-party applications procured via Knowall
- + Technical Assistance with Cyber Essentials Plus and ISO 27001\*
- + Cyber Security Compliance Dashboard
- + Granular security reporting
- + **Bitwarden** provides clients secure password management, role-based access, personal storage, security reports, and HIPAA/SOC2/3 compliance.
- + **Teramind** equips remote workers with real-time monitoring, productivity tracking, and communication analysis to stay focused and efficient.
- + **Usecore** identifies security knowledge gaps, automates training, and tracks compliance with course participation, grades, and risk scores.
- + **PayGuard** enables secure phone payments while ensuring PCI DSS 4.0 compliance, keeping sensitive card data away from staff for a safer payment process.

## CYBER SECURITY CONSULTATION

Beyond immediate response measures, we recognise the importance of establishing robust cybersecurity policies for sustained protection. Drawing from our experience in working with clients to achieve ISO standards and Cyber Essential Certification (+), we offer a comprehensive policy framework.

- + Cyber Essential Certification
- + Network Penetration Testing
- + Cyber Security Training
- + Assistance & guidance with FCA, PCI compliance

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