

ISO 9001:2015

We're proud to inform our existing and prospective clients that Practical Networks Limited has successfully achieved ISO 9001:2015 accreditation for 2018-2019. "We are delighted that Practical Networks Limited has achieved ISO 9001 accreditation. It demonstrates to all our customers, that we aim to provide high quality services and a commitment to challenge ourselves continually to maintain all of the required standards"

Lisa Remmer, Director

GDPR Compliance Service

We all have less than 100 days to go. The General Data Protection Regulation (GDPR) will replace the current Data Protection Directive 95/46/EC. This new regulation will apply in the UK on 25th May 2018. If you haven't already, you need to start preparing now. Visit our GDPR compliance Service page on our website and fill in the questionnaire. We also recommend Cyber Essentials and Cyber Essentials Plus as a base entry into your GDPR journey.

ENDPOINT PROTECTION ADVANCED

ESET (EPA) bundles Endpoint Security, Virtualization Security, Mobile Security for Android and File Security in one easily manageable package. All ESET products have an extremely small system footprint, meaning that they won't affect daily use and can even extend the life of hardware. ESET Endpoint Security is ideal for a company with a mobile workforce. With a Two-way firewall to defend against unprotected public Wi-Fi and Web control to bar the use of unauthorised websites. Plus comprehensive endpoint protection for Windows, remote management and low system demands.



Join us on Instagram
@practicalnetworks

Help us help you...

As a company we value your feedback as an important way for us to ensure our services continue to meet and exceed your expectations.

We welcome any feedback you may have about the services we offer and invite you to send your feedback to:
feedback@practicalnetworks.co.uk

IT Solutions for Business We Make IT Work



CYBER ESSENTIALS

Cyber Security for your organisation starts with Cyber Essentials or Cyber Essentials Plus Accreditation.

Cyber Essentials accreditation is a UK Government backed scheme recommended for organisations looking for Cyber Security piece of mind while helping you guard against the most common IT cyber threats. The Cyber Essentials accreditation certifies that you have demonstrated your commitment to cyber security for your business and take cyber threats seriously.

Cyber Essentials helps your organisation by: Reassuring your customers your business takes cyber security extremely seriously; Be listed on the government directory of organisations awarded Cyber Essentials Accreditation; Attract new business with the promise you have cyber security measures in place; Allowing your business to bid and supply for government contracts – (Accreditation is already mandatory to the MoD supply chain)

The main objective of Cyber Essentials is to determine that your organisation has effectively implemented 5 key controls to defend against the most common forms of cyber-attack by completing an assessment questionnaire. The 5 Key Control areas are:

1) Securing your internet connection - This is effectively how you protect your computer and network. A firewall is the locked doors and closed windows requiring more effort to get around to gain access in. Firewalls and internet gateways determine who has permission to access your system from the internet and allows more control over where your users can go

2) Secure your devices and software - This reduces the functionality of each computer or device to the minimum required for that user to operate. This will help prevent unauthorised actions being carried out and also ensures each device discloses only the minimum information about themselves to internet.

3) Control Access to Your Data and Services - It is important to restrict access to your data to a minimum. This prevents a hacker with a series of unlocked doors allowing him access to all the information that the hacker is looking around for. Administrator rights are the Holy Grail for a hacker, once obtained they can effectively go everywhere and have full control. Administrator rights should be restricted for only administrator actions. Convenience sometimes results in many users having administrator rights and so it creates opportunities for exploitation.

4) Protect from viruses and other malware - It is vitally important to protect your business from malicious software which will seek to access files on your system. Once there software can access and steal confidential information, damage files or even lock them and prevent you accessing them unless you pay a ransom. Malware protection helps you to identify and prevent/remove any potential threats from malicious software attacks

5) Keep your devices and software up to date - Cyber criminals often exploit widely known vulnerabilities in software or operating systems to gain access. These could be through poorly designed software which have known weaknesses. Keeping software versions and operating systems up to date will help to fix any of these known weaknesses. It is crucial to do this as quickly as possible to close down any opportunities which could be used to gain access.

By proving you have implemented all the 5 key control areas and have the policies and procedures in place to confirm so, your business can easily achieve the certification and give you and your customers peace of mind moving forward. Cyber Essentials accreditation is completed through government certified accreditation bodies and Practical Networks as authorised Cyber Essential Practitioners, can advise and assist to confirm you have met the 5 key areas, while also helping you implement the necessary controls if you're not quite there. In addition we can also help you pass the questionnaire when applying for Cyber Essentials Accreditation and even implement automated systems to confirm ongoing compliance. Cyber Essentials Accreditation is valid for 12 months.

In addition to Cyber Essentials you can also implement Cyber Essentials Plus certification. With plus, your verification of cyber security is carried out independently by a certification body. Our recommendation is for our clients to firstly achieve Cyber Essentials, then investigate the possibility of upgrading to Cyber Essentials Plus, to give greater satisfaction to you and your customers that you take Cyber threats very seriously.

Please note, by implementing Cyber Essentials basic practices and accreditation, organisations are not mitigating against the following types of attack and its recommended to look into further protection and procedures to avoid these where necessary:

*Attacks that require physical access to a device – theft or vandalism
Attacks that require interception of particular communications links – unsecure public wifi for example
Denial of service (DoS) attacks
Insider attacks in which an authorised user abuses their access
Attacks using stolen credentials to defeat authentication mechanisms.*



CCTV Installations

We are constantly being told that security is key across all walks of life and we need to protect the safety and possessions of all individuals. Your home and your business premises are built to provide homeowners and companies with protection against the weather. They are furnished and decorated to provide comfort; IT and machinery are installed to facilitate a professional business environment.

Unfortunately some criminals also consider crime to be a business and will target buildings and facilities where no monitoring or surveillance is visible. The presence of CCTV cameras can deter most intruders and curtail their criminal activities. By designing an impenetrable CCTV infrastructure to give 100% coverage of your premises, vulnerable and high risk areas will be protected.

It's not just criminals that pose a risk to your safety and security. Fires can start in remote areas and personnel can be at risk of accidents in goods yards and loading bays. All that said, CCTV also provides surveillance for the safety of the elderly and children. Constant surveillance means emergency measures can be implemented immediately to prevent potential damage to people and property.

Is good behaviour and discipline prevalent within the walls of your business? CCTV can encourage trust amongst your staff and offer extra confidence to visiting customers, proving that you also value their safety and security.



Why Heimdal?

Heimdal is our latest recommendation for a security product that sets new standards in detecting all financial and data stealing malware threats by continuously following the activity of IT criminals footsteps. This means we can provide you with the best security solution to work in partnership with your antivirus.

Managing security across numerous endpoints and keeping them secure has always been a headache. Heimdal keeps this simple. The automatic update system works on the fly and in the background without any reboots and catches updates faster than any other system we have seen.

Ransomware attacks will continue in 2018 and this is where Heimdal fits in with the Cyber Essentials strategy.

Heimdal relies on proactive Internet security by focusing on the communications between your PC and the internet. We recommend it because it will patch software, block any exploits, protect you against droppers and keep you safe from Zero Hour malware and security exploits frequently employed by IT criminals. It simply filters cyber threats before they reach your system, but also during and after cyber attacks. Highly recommended if you use PAYE, payroll or banking online.



Cabling Solutions

Whether you are a manufacturing facility, an accountant's office or a college campus, one of our network cabling services we will provide a solution to suit your requirements and budget.

Practical Networks are one of Yorkshire's leading network cabling installation specialists offering data network services incorporating:

- CAT5e, CAT6, CAT6a, CAT7
- Single mode, Multi-mode Fibre Optic Cabling / Termination
- Tier 1 fibre certification, Tier 2 fibre fault diagnosis
- Integrated Networks for convergence of Voice and Data
- LAN, WAN and SAN data cabling
- Telephone Switch Installation
- Wireless Networks
- PBX Telephone Systems and CCTV

Prior to the commencement of any installation, comprehensive surveys and enquiries are made to provide you with an inspection report for your existing installation. Recommendations will then be made for your future requirements. For networks of any size the design and implementation is the same which ensures that you have a system to meet your needs.

Practical Networks have a high standard of guaranteed quality and workmanship. We offer cost effective services and strive for 100% satisfaction.



HELPDESK

We have introduced a new Advanced Proactive Software Support with Live Monitoring

Live monitoring provides real time information on immediate events relating to your servers, managed switches, Broadband connections, Antivirus, Routers and Firewalls.

This means that your IT support will be unaffected by any of your staff holidays or sick leave. It will reduce the amount of time you spend attending to your own IT issues. Our dedicated helpdesk, run by highly trained technicians will deal with your issues for you. You will see a benefit from quicker response times through remote support with live monitoring.

Here are some other benefits that you will receive. Unlimited IT remote support, unlimited IT telephone support, pro-active server support, remote hardware and software troubleshooting.

This new service is now available as an upgrade from an existing support contract.

HELPDESK IT SUPPORT MASTER

Some of you may have spoken to Dan already but for the rest of you here are some interesting facts to be going on with. Dan Smith joined us at the end of 2017 and brings with him over 10 years of notable IT experience



Dan is Scarborough born and bred and enjoys a happy family life with a questionable habit of following all of Newcastle Uniteds ups and downs. Yet he still has enough sense to stand on the terraces every week supporting our local club Scarborough Athletic FC.

Favourite Film
"The Trueman Show"

Favourite TV Show
"Star Trek"

Favourite Cuisine
"Indian"

Favourite Group
"Coldplay"

Who would you like to be for a day
"Alan Shearer"

Ideal holiday destination
"Malta"

Thank you Dan, now back to work!

**Practical
NETWORKS**

IT SERVICES AND CONSULTANCY

3 Manor Court

Manor Garth

Eastfield

Scarborough

North Yorkshire

YO11 3TU

Phone: 01723 587240

Fax: 01723 587241

www.practicalnetworks.co.uk

Spring Office Hours

Good Friday 30th March - Closed

Easter Monday 2nd April - Closed

May Day Monday 7th May - Closed

Spring Bank Holiday 28th May - Closed