



NODE4

Empowering business to do more

Remote and Hybrid Working Solutions

Empower your employees,
from wherever they are



82% of company leaders plan to permit remote working *some of the time*, according to research by Gartner¹.

Your Job Has Just Got More Complicated

Even if your organisation falls within the small percentage that wants everyone back in the office, all of the time, your staff are increasingly expecting flexible working.

They want to access business data in the field, collaborate with colleagues while travelling between sites and catch up on emails at home.

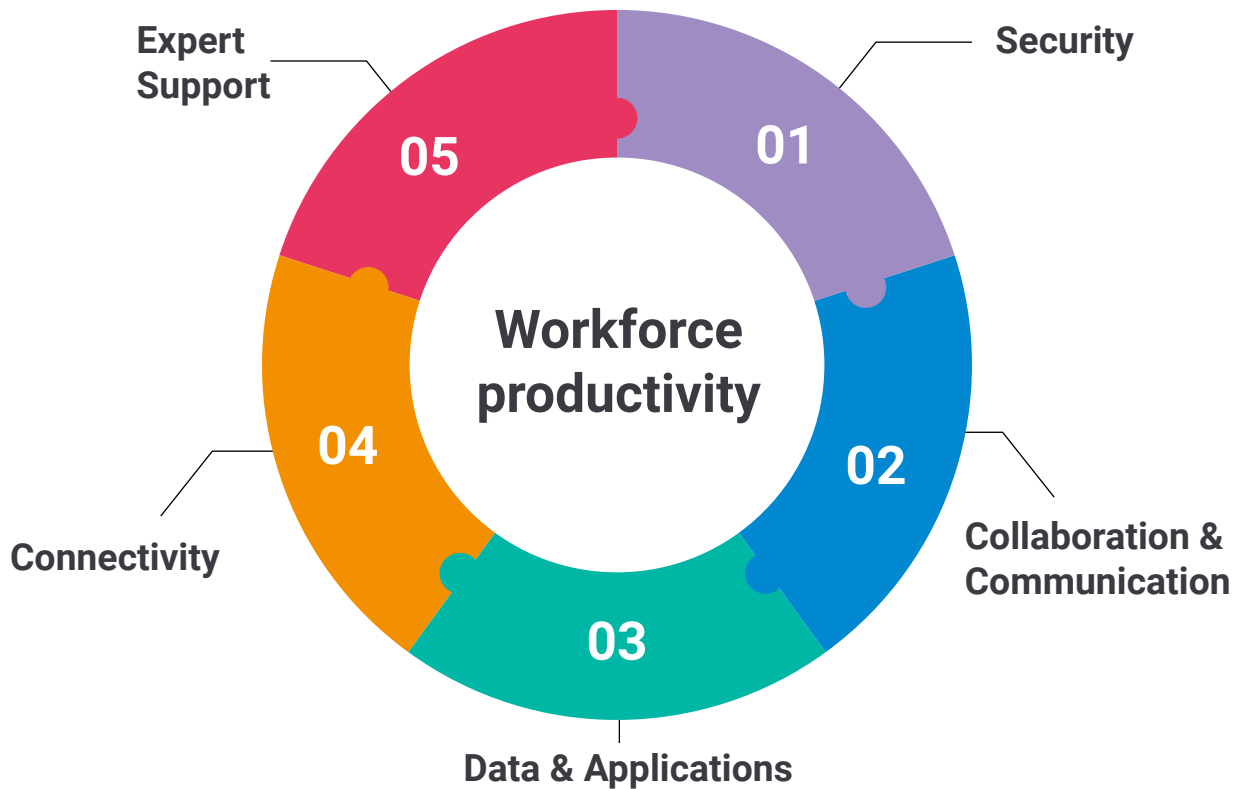
You need to enable your more complex, hybrid workforce to work productively. This means closing the gap between in-office and off-site user experience. It also means ensuring remote workers are working with data securely, so there's little risk of disruptive breaches.

Driving business output, gaining the competitive advantage and maintaining your reputation are all at stake.

You need to get your approach to hybrid working right first time.

¹ Gartner, Inc. Gartner Survey Reveals 82% of Company Leaders Plan to Allow Employees to Work Remotely Some of the Time. Gartner. July 2020. Accessed September 2020.

5 Critical Components to a Productive Workforce



Turn to the Experts

Improve your chances of success by working with an IT services provider who has experience of planning, deploying and managing remote/hybrid working solutions.

Here at Node4, we offer a range of end-to-end IT infrastructure and services, technical expertise and innovation to help drive your business forward, all delivered with Exceptional Service as a Standard.

Explore the critical components to a productive workforce, and how we can help you provide them.

Let's talk

It's time to re-evaluate your security, and we can help. Turn to our trusted advisors for help with developing and managing a security proposition that's in line with your remote and hybrid working strategy.

Security

Data breaches can have a huge impact on productivity, so security is paramount. In remote and dispersed locations, the risks are higher, with employees working in environments that you have much less control over.

Whether your employees are using corporate devices or you're taking a BYOD approach, are those endpoints protected? Can you be sure your users are vigilant and aware of the threats, even when working from their own environments?

There's also your infrastructure to consider. You've made changes to enable remote working, deploying remote working solutions, transitioning to Sharepoint and expanding your internet-facing perimeter. You need to be sure that these changes haven't introduced vulnerabilities, which cyber criminals are more than ready to exploit.

We provide a range of security services to meet your business' requirements, from consultancy services, to ensuring every endpoint is secure.

CISO as a Service

Focused on implementing the right security controls and reducing risk, a Node4 Chief Information Security Officer (CISO) can provide:

- **Governance** – reviewing security performance, processes and controls, providing guidance at security management meetings.
- **Risk management** – helping you understand the risks in your industry, what you need to protect and where you can implement controls.
- **Security testing** – implementing testing programmes to address risks, mitigate vulnerabilities and improve controls.
- **Incident response** – reviewing and advising on response capabilities, for assurance if the worst happens.
- **Third party assurance** – advising on and conducting supplier audits, often the weakest link in an organisation's security posture.



On average it takes
197 days to identify
a data breach, and
69 days to contain
it².

DPO as a Service

Looking at who is using information and how they're using it, a Node4 Data Protection Officer (DPO) can help with:

- **Governance** – evaluating the impact of regulatory obligations on service delivery, making recommendations on achieving business objectives while maintaining compliance.
- **Advice** – answering data protection/privacy questions as they arise.
- **Regulatory expertise** – communicating on new and changing regulations and their impact, also guiding risk and control teams.
- **Security** – working with IT teams to ensure systems operate in a privacy compliant way and your data is secure.
- **Education** – providing Data Privacy Awareness training and building a privacy culture.


Security testing

Given the changes that you've had to make to infrastructure and the changes to employees' environments – it makes sense to put both to the test.

- **Vulnerability testing** – detailed information and risk analysis of threats and vulnerabilities, from inside and outside of your infrastructure.
- **Penetration testing** – a deep dive assessment where target data, systems or particular outcomes are tested.
- **Phishing campaign** – test staff knowledge of company security policies and best practices, so you know where more education or security controls are needed.

[Tell me more](#)

² 2018 IBM Cost of Data Breach Study: Impact of Business Continuity Management. IBM. October 2018. Accessed September 2020.



42% of business travellers frequently connect to public Wi-Fi³

Threat Detect

As security becomes more complex, with users working from different locations, on different devices, a SIEM solution can give you back that visibility to ensure your mission-critical data is safe. N4 Threat Detect provides granular risk intelligence on devices and traffic accessing your network.

Benefits include:

Visibility – get a comprehensive overview of your environment, with event data from across disparate systems and devices.

Control – receive real-time analytics on event data, enabling early detection of attacks and evidence for incident response, forensics and regulatory compliance.

Expertise – a security expert will guide you through reports, as well as provide regular face-to-face reviews to provide critical analysis and guidance.

[Learn more](#)

Data Loss Prevention Workshop

With remote workers increasingly relying on applications like Microsoft Teams, SharePoint and OneDrive, it's vital that you're protecting sensitive information across the Microsoft 365 suite.

Fortunately, there are now additional security and compliance controls that can be applied to the Microsoft 365 platform, to ensure the confidentiality, integrity and availability of the data is maintained. Not sure where to start with it? We run one-day workshops to help you prepare for Data Loss Prevention (DLP) deployment.

Objectives and outcomes include:

- **Develop an understanding** of what policies are relevant and should be applied to align with security frameworks.
- **Understand where your information assets reside** and what classification should apply to specific data sets.
- **Define a structured approach** to understand how each department uses their data, who it is shared with, where it is stored and how long it is retained for.
- **Prepare for best practice DLP deployment.**

³ IBM Security: Cybersecurity Threats Growing In Travel and Transportation Industries. IBM. May 2019. Accessed September 2020.



SECURITY PROFESSIONALS

Our SIEM service is managed 24/7 by security professionals



NEXT GEN FIREWALLS

Managed Next Generation Firewalls at Opex pricing



MANAGED ENDPOINTS

Managed mobile and remote endpoints for enhanced security



HYBRID CLOUD SECURITY

Hybrid cloud security platform across Node4, AWS & Azure

End user security

It is important to maintain end user security by ensuring that there is a consistent level of controls, especially when allowing personal devices to connect to corporate resources.

Our endpoint management service provides the infrastructure and service to manage all of your endpoint security concerns.

[Find out more](#)

Benefits include:

- **Comprehensive protection** – user endpoint protection will ensure your business safeguards users from malicious or known exploits that may compromise devices. **Expertise** – our dedicated security experts monitor, react and remediate endpoint security issues.
- **Time savings** – we take care of managing multiple entry points and securing information on diverse endpoints, so your internal teams can focus on ROI activities.

“Node4 are so clearly specialists in what they do. It fills me with confidence that they can talk knowledgeably about our challenges and their solutions. They always have someone on hand to answer my in-depth technical questions.”



Nick Danson, IT Systems Manager at Forest Holidays



Collaboration and Communication



It takes a team to solve complex business challenges, make informed decisions and achieve business outcomes. But if team members are physically apart, how can you get work done?

Video conferencing software allows team members to communicate, but it doesn't always get the best out of people. When audio or video quality isn't up to scratch, and features are limited, it can feel like a poor substitute to being together in the office.

Go for quality, over the quick fix

With our managed collaboration solutions, features are constantly being updated, security is paramount and expert support is always on hand, so you can guarantee the best possible experience for your users.

[Tell me more](#)

Video conferencing and online meetings

Our cloud-based meeting solutions enable users to meet whoever they want, whenever they want – even on the move with a mobile app.

Benefits include:

- **Easy to use** – join meetings with the click of a button and enjoy HD-quality video and audio conferencing.
- **Productive** – work seamlessly using app integrations, screen and content sharing, plus record and transcribe features.
- **Relationship building** – see and speak to every participant, thanks to customisable video layouts and facial recognition.
- **Cost-effective** – reduce time and money spent on arranging face-to-face meetings or problematic video conferencing tools.
- **Secure and reliable** – high-strength encryption and strict role-based access ensures data security at all times.

Use of Microsoft Teams has grown by 894% over the last six months.

Microsoft Teams Direct Routing

With more staff working off-site and relying on collaboration solutions like Microsoft Teams, you may be looking at ways you can enhance your Teams platform or even migrate away from your onsite PBX.

By default, Teams does not give users external telephony capabilities. This requires purchase of a telephone system licence and calling service.

Our Microsoft Teams Direct Routing solution allows you to provide users with telephone capabilities, by utilising our SIPLink trunking solution and infrastructure to connect with Microsoft Teams.

We work with:



Benefits include:

- **Flexible** – enable staff to make and receive PSTN calls to anyone, on any device, working from the office, at home or in the field.
- **Cost-effective** – Competitively priced Calling Plans, charged on a per user per month basis, with minutes pooled across users.
- **Tailored** – Add international numbers, IN carrier services and network-based services not available on Teams Phone System.
- **Seamless** – Interoperability with existing services, plus number porting, makes migration seamless for your staff and customers.
- **High availability** – Minimal risk of downtime and its impact on your business, thanks to our secure, resilient SIPLink platform.
- **Reliable** – In-house solution, which means we provide hosting, PSTN access, deployment, support, monitoring and billing.



“We have enabled a large number of our non-clinical staff to work from home as well as allowing secure access into BMI Healthcare systems for NHS staff working at a BMI Healthcare hospital during the pandemic. This has been made possible as a result of the investment we have made in our IT systems.”



Ben Meade, CIO at BMI Healthcare

Remote staff need access to business data and applications to remain productive. However you're making this happen, access must be secure and the experience consistent with onsite user experience.

Data & Apps

Microsoft 365

Our Microsoft 365 solution provides both remote and onsite users with access to the applications they know and love, in a way that keeps you in control of business data. It brings together the best of Office 365 and Windows 10, and combines it with enterprise grade security services.

Wherever you are in your Microsoft 365 adoption journey, we can take you further along it, providing the planning, deployment and support you need to get more value from the solution.

Learn more



“As we move into a cloud-driven approach, it is reassuring to know that we have a fully scalable digital roadmap that will support our digital transformation initiatives, ensuring that our members are provided with a modernised and always-on experience.”



Chris Mullins, Head of IT at Benenden Health

Benefits include:

- **Cost** – maximise your investment in Office 365, reducing cost and complexity by replacing third-party applications.
- **User experience** – equip every desktop with Windows 10, and provide a simple, integrated user experience.
- **Security** – protect business data with Gartner-leading security tools, securing data on personal devices and managing all security and compliance from a single console.
- **Easy set up** – speed up deployments with Zero Touch Provisioning.
- **Support** – rely on our 24x7x365 fully managed service.

Have you adopted a BYOD approach to remove the overheads of managing devices? Do you want the flexibility to spin up virtual machines as your numbers of remote workers change? Perhaps you're working with highly sensitive data and want to keep it in the data centre?

Windows Virtual Desktop Deployment Services

In any of the above scenarios, it makes sense to look at next generation virtual desktop technology. Windows Virtual Desktop offers the great user experience of desktop virtualisation technology, at the affordable price of traditional remote desktop solutions.

Benefits include:

- **Best practice build** - Minimise disruption to your workforce and ensure that they can start gaining the benefits of WVD as soon as possible.
- **Rapid deployment** - We deliver your solution via tailored Infrastructure as a Code script, allowing rapid and low impact deployment of changes and new host pools.
- **Tailored solution** - Once we understand your requirements, we'll design and build your personalised deployment, which involves creating automated deployment scripts based on your parameters.
- **Expertise** - Work with our Microsoft Azure accredited engineers to understand WVD and the options. We'll even provide 1:1 training around desktop image creation and maintenance.
- **Great user experience** - Equip employees with a familiar desktop environment, so they can work productively wherever they are, whatever device they are using.
- **Enhanced security** - Deliver a solution that's secure by design, including security features such as secure sign-on, Multi-Factor Authentication and role-based access control.

[Find out more](#)

We work with:



Connectivity

Wherever they are, your employees need fast, reliable and secure connectivity to remain productive and continue delivering services.

No doubt you're familiar with the drawbacks of homeworking. Frozen screens during video conference calls, worries about exchanging sensitive information, and sharing bandwidth are just a few.

Residential connections just aren't fast, secure or reliable enough to handle business traffic and ensure workforce productivity. So it makes sense to look at alternatives for your homeworkers.

We work with:

FORTINET

BT WHOLESALE



vodafone Virtual

CityFibre



TalkTalk Business Partners

Business-grade fibre connections

For our Direct Internet Access, MPLS and Secure SD-WAN customers, we can provide business-grade fibre connections for homeworkers.

Benefits include:

Fast – superfast browsing and downloading that doesn't limit your teams' productivity.

High-quality – crystal-clear audio and video calling for better communication.

Reliable – a more reliable connection meaning less chance of downtime.

Secure – more security options and safeguards than home Wi-Fi.

Future-proof – technology that's ready for the ISDN switch-off in 2025.

[Tell me more](#)

“Working with Node4 is revolutionising performance – we have much more bandwidth to carry out innovative and business-driving projects.”

Graham Moore, Group Chief Information Officer at Stagecoach

When managing a hybrid workforce, it's not just remote workers you need to consider, but staff working across multiple sites. And with 85% of organisations operating in multi-cloud environments, the question you must ask yourself is, has your network evolved to keep up?

Secure SD-WAN

Our Secure Managed SD-WAN service is designed to ensure that your business connectivity keeps everybody secure and productive. It adapts to your business changes and continually prioritises traffic flow so that everybody has an amazing experience, whether on an HD video call with the team or simply accessing files across the network.

Benefits include:

Security – Next Generation Firewalls, intrusion prevention and anti-malware at every location protects users from internal and external threats.

Improved performance – application intelligence enables over 3,000 applications to be detected and prioritised on the network automatically, according to your needs.

Centralised management - a single set of security policies and device compliance standards is managed in one location for all devices. This standardisation means every device is kept up to date, the configuration is backed up and has an identical security policy. Reduces the risks of downtime and security breaches.

Visibility – analytics and reporting features allow you to see how your network is supporting team productivity. Also, review threat dashboards to understand risks within your organisation and make policy changes.

Rapid deployment - Zero Touch Provisioning speeds up new site deployments and hardware replacements. With 4G and 5G connectivity, you can get SD-WAN set up in your new location straight away.

[Learn more](#)



Expert support whenever you need it

Bring our expertise into your organisation, taking the pressure off your internal IT teams and ensuring your remote and hybrid working strategy is a success.

All of our solutions are managed in-house by our UK-based team of experts. We have end-to-end control of our solutions and infrastructure and over 15 years experience of delivering complex enterprise IT services. Our dedicated experts offer 24x7x365 service, backed by rigorous SLAs, all delivered with Exceptional Service as a Standard.

Contact us today



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