

Managed Services for Proofpoint Security Awareness Training

Small Business Edition

KEY BENEFITS

- Individual attention and execution by a named, assigned representative
- Optimize placement and use of scarce resources
- Provide definitive reporting for strategic use
- Improve security and compliance

Managed Services for Proofpoint Security Awareness Training offloads the challenge of designing, running and reporting on a security awareness training program, enabling you to focus on your primary responsibilities. Having a dedicated resource specifically focused on designing and implementing your program provides you with continuous activity and focus on cybersecurity. The solution uses a researched, proven educational approach that engages your end users throughout the year. With that expertise and best practice knowledge, you can rest assured you will have best-in-class programs, and you'll obtain additional value as the Managed Services team uses those results to suggest security improvements.

Getting Started

The Managed Services team makes it easy to get started. You will be assigned a Managed Services team member as your personal representative. In your first live conversation, you'll review the program and define your annual schedule and process, including a review of the standard approval steps for each campaign. This ensures you have full visibility into all activities the Managed Services team will execute on your behalf. The Managed Services team will also coordinate with support to ensure any additional features you may have selected, such as SSO and End User Sync, are fully functional. Your Managed Services admin will also send a test prior to any campaign to ensure systems have safelisted emails for test delivery. And if issues are encountered, the Managed Services team will coordinate with you and support to resolve your issues accordingly. All of this is designed to ensure the four aspects of your program flow smoothly: Assessment, Training, Analysis and Reporting.

Assessment

The Managed Services team will design and execute a quarterly ThreatSim® phishing assessment. The expected results of the campaign will be documented based on the template used for the phish. Those recipients who fail the assessment will be automatically assigned training appropriate to the threat type.

Training

Appropriate quarterly cyber training, designed based on live threats targeting your organization, will be provided by the Managed Services team. All training results will be tracked, and reminders will be sent periodically to those who do not complete the training in order to encourage their participation.

Analysis and Reporting

The Managed Services team provides you with standardized reporting on the key elements of the phishing campaigns as well as any pre-defined custom reporting. Your assigned Managed Services team member will help you understand the results of the phishing and training reporting, identifying trends and highlighting vulnerabilities. As the program data matures, aggregate reporting across all activities will be used to aid in this analysis.

The Proofpoint Difference

If your organization also uses Proofpoint Targeted Attack Protection (TAP), further analysis is available that examines real-world threats at an end-user level. Such analysis enables the Managed Services team to further tailor campaigns around the real threats that are targeting your users. The Managed Services team can also ensure that your users have access to appropriate training so they are educated on the real threat types seen in their environment. In short, Managed Services goes far beyond the generic; our focus is on your reality—and your success.

Note: As a Managed Services for Proofpoint Security Awareness customer, you are responsible for working with Proofpoint to ensure your infrastructure is correctly configured to support the solution, for example, sending hosts are safe-listed. The Small Business Edition is only available for qualified small businesses; larger customers should choose the Enterprise Managed Services for Proofpoint Security Awareness Training offering.

LEARN MORE

For more information, visit [proofpoint.com](https://www.proofpoint.com).

ABOUT PROOFPOINT

Proofpoint, Inc. (NASDAQ: PFPT) is a leading cybersecurity company that protects organizations' greatest assets and biggest risks: their people. With an integrated suite of cloud-based solutions, Proofpoint helps companies around the world stop targeted threats, safeguard their data, and make their users more resilient against cyber attacks. Leading organizations of all sizes, including more than half of the Fortune 1000, rely on Proofpoint for people-centric security and compliance solutions that mitigate their most critical risks across email, the cloud, social media, and the web. More information is available at www.proofpoint.com.

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