GLOBAL4

Leading business change with next-generation IT solutions.

Empowering businesses with cutting-edge IT services that drive efficiency, innovation, and success.

HOSTED TELEPHONY   **IT SERVICES**   **DATA CONNECTIVITY**   **BUSINESS MOBILES**   **BUSINESS ENERGY**

Leading providers of technology to business for over two decades

Global 4 is one of the UK's most effective independent technology providers supporting businesses of all shapes and sizes all over the UK.

For over two decades we have specialised in working with clients in a wide variety of sectors to deliver tailored technology solutions supplying market-leading hosted telephony, IT services, data connectivity, mobile phones, energy savings.

Our approach is to work closely with you to define the best possible solutions for your business. This involves a four- step process to ensure you benefit from day one, and for the long-term.

Hosted Telephony
Transform how you work with our hosted telephony and omnichannel platforms.

IT Services
A fully managed service, increasing IT security, uptime and boost productivity.

Data Connectivity
Dependable internet and faster connectivity with our business broadband solutions.

Business Mobiles
Empower your business with our reliable and efficient mobile solutions.

Business Energy
Cut the cost of energy bills by benefiting from economies of scale across locations.

Business CCTV
Enhance your business security with our state-of-the-art CCTV solutions.

IT services, powered by innovation

Traditional IT support is no longer relevant to the needs of your users and the modern workplace

Reactive service desk facilities leave networks open to breach due to weak security management whilst stifling productivity with avoidable downtime and under-utilisation of available tools. For this reason, we have developed a fully managed service designed to increase IT security, increase network uptime, assist with compliance headaches and boost user productivity. This is achieved by including innovative features within our service as standard.

Putting your users first.

Our team are actively targeted on first-contact resolution, ensuring that your users remain productive and spend minimal time resolving IT issues. We also do the leg work where liaison with 3rd parties is required and never leave your staff in the middle.

Network Support and Monitoring

We take on the management of your network devices including PC's, laptops, servers' firewalls, and data switches, we then monitor these to ensure that they are performing as expected, 24*7. When an alert is raised, our team will act.

Proactive and Insightful

Our service delivery team actively review cases to identify areas for improvement and will act upon these insights. Time consuming factors including repeat requests, training issues and commonality can be easily identified and collated using our bespoke support platform.

Overcoming Compliance Headaches

Obtaining up to date network documentation is difficult without the right tools, and, maintaining the likes of Cyber essentials, Cyber insurance and industry specific regulations is becoming more difficult. Our network discovery tools provide up to date documentation and uncover areas of noncompliance by exposing security risks.

Did you know?

43% | of Cyber Attacks target small organisations within the UK each year.

19 Days | is the average length of downtime following a successful cyber-attack.

55% | of UK organisations do NOT carry out regular cyber-security audits.

Protecting your brand from email fraud.

Domain spoofing is a form of cyber-crime where an attacker impersonates a known organisation or person to fool people into the trusting them. In other words, sending emails to commit fraud.

Cyber fraud usually starts with the delivery of a malicious email and attempts often take place without your knowledge, until its too late. 9 out of 10 domains that we check are open to misuse by means of spoofing. The consequences of these attacks are far reaching and could result in a loss of revenue, damage to reputation, loss of data/IP, invalidation of cyber insurance and additional costs incurred through fines, PR and remediation.

Did you know?

94% | of Cyber Attacks are delivered via email?

97% | of people cannot identify a phishing email?

Luckily, we are on hand to bolster your protection and provide resiliency against spoofing using readily available protocols called SPF and DMARC.

We check our customers domains settings and will suggest any actions needed to get these measures in place.

Shining a light on the Dark Web.

It is human nature to use the same password across multiple logins, but this presents a huge risk when data breaches occur.

Exposed credentials are often put up for sale on the dark web and can be used to compromise services such as Microsoft 365, payroll, VPN's, remote desktop, banking, etc.

Take this typical scenario: Your employee follows your IT policies and you have great network security. In their time off, they start training for a marathon and signs up to a fitness app. They completea the sign up using their work email address and regular password. The database behind this app now holds the same credentials that they use to access work systems. Sadly, that database is about to be compromised.

Before you know it, your employees' credentials are listed for sale on the dark web. The same credentials that they uses to access your systems. We provide a dark-web search facility for all customers. This runs a daily automated search against domain/s and reports on compromised credentials. These include email address, password, and even personal ID such as passport and credit card numbers. This provides visibility into an otherwise hidden world and has proven to be an invaluable component of IT security.

Support Desk

We constantly monitor hidden chat rooms, private websites, peer-to-peer networks, IRC (internet relay chat channels), Social media platforms, black market sites, 640,000+ botnets for your business.

Our Customers Receive

Monitoring of a primary domain, free of charge. A full report showing comprised credentials with the date and origin. An option to protect additional domians for £85 per month.

Actions to Take

Reset the user password if confirmed as matching those shown in a report. Use as a coaching and improvement tool by consulting with staff on the risk of using their company email address for non-work apps.

Curious to see your results?
Contact us for a complimentary dark web search.

Securing your Microsoft Cloud Environment

Microsoft 365 hosts some of your most valuable data across email, files and increasingly includes collaboration content within Teams.

Security can be an afterthought following 365 migrations and is easily overlooked in such a busy world. For this reason, we ensure that all customers receive an initial and ongoing check of their Microsoft 365 Secure Score

What is a Microsoft 365 Secure Score?

This is available to all 365 customers and directly evaluates live service configurations to identify weaknesses. Findings are listed in order of priority and an overall score provided to help determine security performance.

Global 4 shall review your secure score as part of our onboarding process and any recommendations shall be discussed prior to us making changes. In most cases, we find a number of vulnerabilities which are the result of improper/incomplete setup, often due to a lack of best practice understanding.
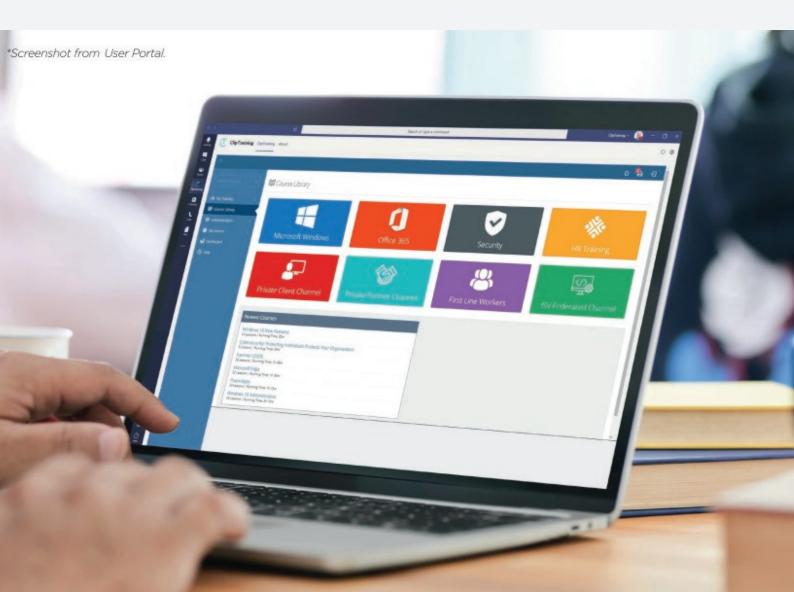
eLearning for Microsoft 365 and Security Awareness

Microsoft 365 includes some great apps which are often underutilised, or worse still, not used at all.

Product training is an obvious way to improve uptake, but traditional methods do not suit the modern workplace. We want your users get the most out of what Microsoft 365 has to offer, so, we provide a purpose-built e-learning platform to our customers.

Users have access to a portal with video content covering apps such as Outlook & Teams. Cyber security content is also available and includes advice on phishing awareness, safe internet browsing and password management tips. Self-service training allows users to choose content as needed to perform specific tasks and is proven to be the most efficient, least obtrusive way to impart knowledge, while increasing productivity.

*Screenshot from User Portal.

Preparing your business for Cyber Essentials.

Cyber Essentials is an effective, Government backed scheme that will help you to protect your organisation.

Cyber attacks come in many shapes and sizes, but the vast majority are very basic in nature, carried out by relatively unskilled individuals. They're the digital equivalent of a thief trying your front door to see if it's unlocked. Our advice is designed to prevent these attacks.

Should you enrol?

Cyber essentials is one of the most impactful ways to demonstrate that your organisation takes IT security seriously. Whilst voluntary in most cases, it does convey responsibility and is more commonly required when dealing with certain types of sectors such as government, healthcare, recruitment and legal.

How is it achieved?

Cyber Essentials is acheived by completing an annual security review, comprised of roughly 40 questions in self-assessment form. Once complete, this is submitted to an approved certification body for review.

What does it cost?

Pricing for certification starts at £300 for small business, payable each year to the assessor. In nearly all cases, you will need the help of your IT company to complete the questions before submission.

What is Cyber Essentials?

Cyber Essentials is a certification scheme backed by UK government which allows organisations to demonstrate a commitment to cyber security.

How can Global 4 help?

We think that Cyber Essentials is a great advantage, so we provide assistance free of charge for customers who are looking to become certified.

Did you know?

Organisations certified under Cyber Essentials are entitled to Cyber Liability Insurance at no additional cost.

We're a capable Microsoft Partner.

Whether you need help moving Microsoft 365 or getting the most out of it, we're on hand to help.

We can develop your understanding of what Microsoft 365 has to offer beyond the initial benefits of hosted emails and files. Our team will recommend additional services which are of benefit and keep you up to date with the ever-evolving platform features.

Email and File Specialists

We provide migration services to move your email and file data to Microsoft 365. Take advantage of services including hosted exchange, OneDrive and SharePoint to transform the way you access, secure and share your most valuable data.

Automation and Control

Revolutionise your device management process and improve your end user experience using Microsoft Intune. Introduce a zero-touch solution for deploying new devices to end users and secure data on mobiles using Mobile Device and Mobile application controls.

Microsoft Defender Suite

Explore Microsoft's premium security solutions including enhanced email defence for protection against malicious mail attachments, malicious links and email impersonation. Uncover shadow IT by understanding which cloud applications your staff are using and enforce policy through Microsoft CASB - Cloud Application Security Broker.

Subscription and Adoption Management

8 out of 10 clients we check are overspending on their 365 Subscriptions, even more are under utilising the services available within their plans. We routinely check 365 usage and adoption statistics in order to optimize spend whilst evaluating which services are being used. We recommend actions such as adjusting or removal of dormant subscriptions, as well as have discussions regarding 365 applicationsthat could benefit your organization.

Virtual Desktop Deployments

Explore the latest hosted desktop solutions to provide cost effective and controlled access to company resources for your employees and contract base workers. Remove the reliance on expensive hardware, asset management and the headaches associated with granting access to data on non-company owned devices.

Application and Service Hosting

We can recommend, deploy, and optimise suitable resources for the hosting of your applications in Microsoft Azure, pay monthly for theservices consumed with assurance that Global 4 are monitoring your environment for cost and security optimisation.

Unlocking the potential of Teams.

Many people know that Teams can be used for instant messaging, voice/video calling and screen sharing.

The reality is that it can be used for so much more. Teams can be used to replace or enhance key operational functions such as project management, collaboration on documents, assigning and tracking tasks with additional capabilities including integration with CRM and process automation.

We pride ourselves in Microsoft Teams expertise and can help you to understand the associated benefits whatever your stage of adoption.

Did you know?

Microsoft Teams can replace your phone system? Teams phone offers enterprise telephony functions and calling minutes directly accessible from the desktop, web, and mobile app.

Inbound Call Management

Easily manage your inbound calls through the use of IVR, Call Queues, Groups and Holiday Routing.

Built-in Audio Conferencing

Add flexibility to your meetings with a dial-in number, integrated into every online meeting.

Advanced Voicemail

Traditional Voicemail, with the addition of text to speech conversion.

Enterprise-grade Phone system

Reliable and secure calling delivered from Microsoft's trusted cloud.

Need advanced capabilities?

We have partnered with 8x8 for features such as call recording and telephony statistics, all fully integrated with Teams.

Microsoft 365 Backup

There is a common myth that Microsoft 365 includes data backup; it does not.

Whilst Microsoft 365 is highly resilient against downtime, it does not provide backup to counteract against human error, malicious insiders, illegitimate file deletion, file corruption or platform breach.

Global 4 offer an optional Microsoft 365 backup service to protect your most valuable data, available for less than £3.00 per user each month. This service provides the following key features:

Comprehensive Protection

Reliable backup and recovery for Exchange Online, SharePoint, OneDrive, and Microsoft Teams. Unlimited storage space and an unrestricted retention policy guarantee that your valuable Microsoft 365 data will remain fully backed up and recoverable.

Automated

Daily, automated Microsoft 365 backup that auto-discovers new and/or altered content to back up. This takes place as part of a recurring, incremental backup process that runs quietly in the background every day. Simply "set and forget" your backup for Microsoft 365 and know that your most valuable Microsoft 365 data will be safe and secure.

Granular, search-based restore

Backups can be searched for via a granular restore function. For example, Outlook emails can be searched by author or subject line while SharePoint Online data can be searched by site collection name or file name. Once you find the data you're looking for, you can choose to restore individual items, multiple items, or entire folders with the file hierarchy intact. The granular options afford you maximum control.

Additonal Services we offer

In need of something you haven't seen in our brochure yet? See our additional services below and contact us for anything else you need.

XDR

Extended Detection & Response provides advanced 24*7 security monitoring across your local endpoints, firewalls and cloud networks and is increasingly required in order to comply with internal/external governance including Cyber insurance.

Enhanced Email Protection

Services such as Microsoft come with anti-spam and anti-malware protection as standard, this is a good starting point but leaves organizations vulnerable to hidden threats. We provide services to bolster your email security and provide resiliency against malicious mail links, malicious attachments and phishing/impersonation attempts.

Hardware and Software

We maintain relationships with key industry vendors for the supply of equipment, software and subscription based services. Partners include Adobe, Apple, Cisco, DELL, Draytek, HP, Lenovo, Logitech, Microsoft and SOPHOS.

Data Protection

We can recommend a rage of tools to proactively protect your most valuable data, this includes data leak prevention via email or file sharing, end to end email encryption, advanced endpoint cyber protection and web security.

Disaster Recovery

Safeguard your most valuable data and keep users productive with comprehensive data recovery services, we provide automated protection for your server-based applications with failover functionality, meaning that users can continue to access services in the event of an outage.

Phishing and Security Training

Deploying a phishing simulation and security training a platform is proven to reduce the chance of cybersecurity disaster by as much as 70%. We offer an all-in-one solution which automates these functions using constantly updated content and easily accessible reports for tracking of individual user progress.