

# No normal rules apply...

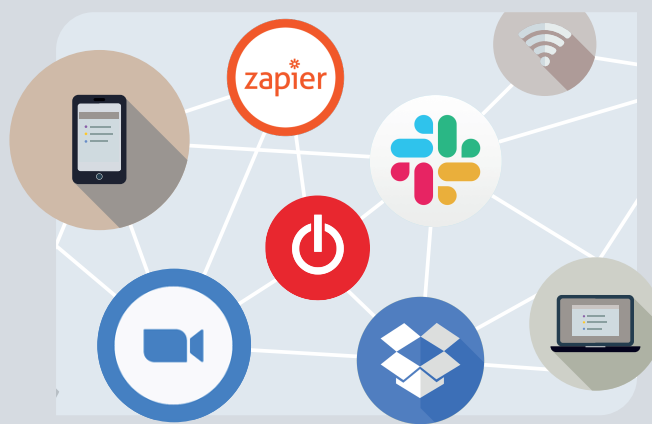
**These are unprecedented times.** The economic impact of Covid-19 has already been significant, and will have repercussions for years to come. Most - if not all - UK businesses find themselves operating in an increasingly unpredictable climate. As a trusted provider of CSaaS and DPaaS solutions, we're supporting many mid-size organisations representing numerous industries across the UK. Below is a summary of the six key ways in which the current crisis has impacted their IT operations, and indeed their businesses as a whole.



## 1 Roll out of new services as part of Business Continuity Planning

Collaboration tools such as Teams, Slack, Zoom, Toggl, DropBox, Trello and Zapier top the list of applications that been given to home workers to help them connect with colleagues, work in real-time and stay productive.

Using these tools is vital to keeping the business running as smoothly as possible, but opening up these channels increases the risk of a cyber and/or data breach.



**\* Effective cyber security measures must therefore go hand-in-hand with the roll out of any new services.**

## 2 Long-term plans replaced by immediate needs of home workers

A sudden and unexpected influx of home workers puts an enormous amount of pressure on IT teams.

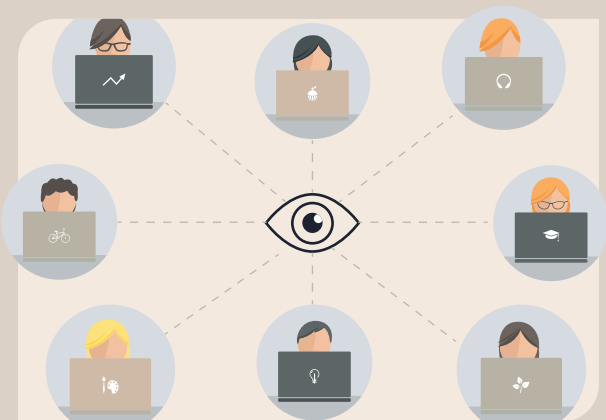
Not only must devices be sourced, set up and secured, but new applications and tools all need to be supported - from roll out to launch and beyond.



**\* This means that longer-term initiatives have been shelved. Urgency and execution are the watchwords of the coming weeks.**

## 3 Lack of visibility into device and application usage

In the rush to get users up and running, some companies now find themselves with a mixed bag of device and application usage. "Shadow IT" never felt so real. These devices and applications can be corporate-owned or BYOD - whatever it takes to get the job done.



**\* It's good IT hygiene to have a single, consolidated view of all devices and applications that have access to your network and data. Only then can you assess the potential risk and put appropriate security measures in place.**

## 4 Staff shortages & supplier uncertainty

With many staff on sick leave and some suppliers struggling to keep their businesses afloat, uncertainty and ambiguity abound. Fewer internal resources and doubts over whether products and services will be delivered can effectively paralyse a technology function from all but the most tactical of responses.

Cyber security requires a specialist set of skills. Organisations with a complex set of point products to manage may struggle in the event that staff are ill for any amount of time.



**\* Far from putting cyber security "on hold" now is the time to seek alternative options to achieving comprehensive security in the shortest time possible, such as via a managed CSaaS solution.**

## 5 Laser focus on core business operations

Every single company - regardless of size or sector - is focusing on its core functions. Supporting customers, keeping employees safe and ensuring that essential services and products remain available are the top priorities.



**\* With the vast majority of customer engagement and business processes now taking place online, the risk of a cyber-attack has never been greater.**

## 6 Vast expansion of potential cyber-attack surface and vectors

Organisations have had no choice but to change their working practices in response to the current situation. Many have effectively transformed into online businesses overnight. And it has happened without any of the usual planning, testing, quality assurance and training.

Cyber criminals and hackers know this and are taking full advantage of the situation.



**\* Serving customers and staying in business is top of mind and having effective cyber security measures in place is vital to achieving it.**



Rest assured, **norm.** can help take away the drama with no hassle, no big fees and a real understanding of the current situation. If you want to know more [click here to get in touch with one of our expert advisors today](#)

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