

Keeping your customers secure while they work from home

Working from home

What challenges do IT professionals face?



Devices are not protected by the corporate firewall/UTM



Low-end home routers are the gateway to the internet



Employees use personal equipment



Some users work from a family (shared) computer



Many users need to access work files through a VPN



The impact of this change

Risks and challenges



User devices are at risk of infection or data theft

- Malicious emails or websites
- Unpatched software



Other devices on the network create risk

- IoT devices can be unsecure
- Other computers may not be up-to-date



Home Wi-Fi is an uncertain environment

- Concern about security level (secure password, admin access to router, etc.)



Can't filter home email

- Caution end users against checking home email on company devices



Lack of visibility into home environment

- Install monitoring agents on home devices



Users may not consider security risks at home

- Consider stepping up monitoring for malware



Users tend to save more documents locally

- Data is at risk without a cloud backup

How we respond

Protect the core layers



Priority: Endpoint protection



Patch management



Mail protection

The minimum viable security plan

Endpoint protection: Ensure it is installed and up-to-date on all end user devices

Patch management: Ensure the work system is up-to-date (either advise on patching or use agent to patch system)

Mail protection: Enable spam filtering to help prevent malicious emails from making it to the user

Additional items to consider

Web protection: Prevent a click from becoming an infection

Password management: Encourage secure use of unique, complex passwords

Backup: Protect the data used locally on an end-user's system

N-able RMM can help emplace these security measures.

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