



Keep Customers Secure

While They Work from Home



63% of organizations have seen an increase in the number of attempted cyberattacks since the initial COVID-19 quarantine and related work-from-home period started.¹

Remote access risk factors:

What challenges do IT professionals face?



Devices are not protected by the corporate firewall/UTM



Basic home routers are the gateway to the internet



Employees often use personal equipment for work



Home networks include family (shared) computers



Work files are accessed via 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 remain current with patch updates and AV definitions



Home Wi-Fi is an uncertain environment

- > Security level concerns (secure passwords, 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

- > Think about installing 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-based 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

Deploy these features easily with SolarWinds® RMM

START FREE TRIAL

¹ "The Impact of the COVID-19 Pandemic on Cybersecurity," ISSA. issa.org/the-impact-of-the-covid-19-pandemic-on-cybersecurity/ (Accessed September 2020).