About Netstar

Based in Central London, **Netstar** provides fully managed IT support and technology consulting services to help UK SMEs. Netstar's solutions include proactive maintenance and monitoring, 24/7 IT support, network administration and technology consulting. Founded in 2002, the company has grown significantly, now supporting over 150 clients, based in London and the South East. The majority of these clients are in financial services, property and other professional services.

The Challenge

In the last few years, the world has witnessed a drastic increase in the number of cyber threats and attacks. While Netstar has always been good at implementing the best systems and technology to ensure the protection of its clients, it began to recognise that a major threat to clients' environments was, in fact, the employees. It became clear that in order to offer comprehensive protection to clients, Netstar had to address the weakest link in most security landscapes—the people. In other words, greater focus had to be allotted to cybersecurity awareness and training.

The Remedy

On a quarterly basis, Netstar assesses all the solutions on offer to determine whether they continue to meet requirements as well as identify potentially more effective approaches and technologies. It was during one such audit that Netstar came across KnowBe4. Finding that KnowBe4's concise video training suited its clients well, Netstar decided to take KnowBe4 on board.

KnowBe4 training is efficient, succinct and easy to understand. This leaves Netstar's clients feeling confident that their teams are educated on cybersecurity, without having to worry about hours wasted on extensive training. KnowBe4 gets straight to the point and then quizzes users to ensure that they have understood the training and can implement it in real life.

Implementation

The rollout of KnowBe4's technology and services was a smooth process as the team supported Netstar every step of the way, from onboarding to deploying the offering.

"KnowBe4 is responsive, helpful and problem-free. We are always trained on the latest aspects of the product and feel confident in our ability to explain and implement KnowBe4 cybersecurity awareness training to our clients," shared Mit Patel, Managing Director at Netstar IT Support.

Results

Security awareness throughout the organisation is vital in ensuring that every employee is empowered to understand the potential threats and how they can be part of a positive outcome. Employees can and should be part of the overall cybersecurity policy. They are an especially important part of the cybersecurity plan when it comes to combating the threat of scam and phishing emails. Today, 70 of Netstar's 150 clients use KnowBe4's services and by partnering with KnowBe4, these clients now feel educated and more confident to deal with cyber threats.

"Using KnowBe4 has really helped us in providing valuable services to our clients. Keeping our clients happy is our priority, so the main benefit to us has been that we've been able to use KnowBe4 to solve problems for our clients, and therefore maintain our strong relationships with them," added Mit Patel. "Our goal is to help people to succeed through technology, and KnowBe4's cybersecurity awareness training has really helped us to fulfil this goal."