yellowcom

IT Support

Your Business's
Digital Foundation

Contents

ye))owcom

About Us

At Yellowcom, we understand that **robust and reliable IT is the backbone of any successful business**. Our comprehensive IT Support services are designed to empower your team, streamline your operations, and safeguard your digital assets, allowing you to focus on what you do best: growing your business.

Trusted by businesses across the UK and Ireland

3000+
Businesses supported with IT and Telecoms Solutions

15+ Years
Delivering Business Telecoms Solutions

1000+
5★ Reviews on Google

One Partner
Simplify your operations by consolidating IT support, connectivity, phone systems, mobiles and cybersecurity under one expert provider. One bill, one team, one less headache.

Customer-focused
We pride ourselves on long-term relationships, not quick fixes. Our UK-based support team is available 24/7/365, ensuring your business is always connected and protected.

Secure & Scalable
From Microsoft 365 and business continuity tools to advanced cyber defences, our solutions grow as your business grows - giving you flexibility without compromise.

Trusted Partnership
As accredited partners with leading technology providers, we give you access to the latest tools, industry-best practices, and reliable installation - backed by local, personal service.

Meet the **Team**

Gabriel Ogunwade
IT Manager

Microsoft Support Specialist
Oversees all IT operations and strategy implementation

Michael Thompson
IT Specialist Scotland

Systems and Support Specialist
Systems analyst and IT Implementation Specialist

Gavin Rafferty
Senior IT Project Manager

IT implementation coordinator and fullfilment specialist

Vittorio Cornacchia
IT Support

IT Support and Implementation Specialist

Rebecca Young
IT & Cyber BDM Ireland

IT & Cyber Security Business Development Specialist

Chris Lahlou
IT & Cyber BDM Scotland

IT & Cyber Security Business Development Specialist

Your IT Team, **Without the Overheads**

Every minute of downtime costs you money. With Yellowcom, you get expert, scalable support that protects your people, systems, and data. Whether you're a 5-user start-up, or 300-user enterprise, we're here to keep your business online and ready to grow.

You'll get:

- Fast fixes, First time
- Always Protected
- Remote support, as standard
- Proactive Monitoring
- Dedicated Account Management
- Options for Growing Needs

What is **Managed IT?**

04

Managed IT means handing your day-to-day tech headaches to a **trusted partner** so you can **focus on growth.** It's a subscription partnership where real engineers – not bots – monitor, secure, and support your users and devices 24/7 to **prevent outages before they happen.**

With Managed IT, it's like having your own IT team **without the cost and hassle of hiring one.** We quietly keep your laptops, PCs and systems updated and healthy, watching for anything unusual so small issues don't turn into full-blown problems.

As part of that, we build in everyday cyber protection - from secure logins and safe backups of your key data to simple guidance that helps your team spot dodgy links and scams. And if someone does click on something they shouldn't, they know exactly who to call and what will happen next.

The result is **fewer interruptions, less worry about cyber threats, and confidence** that your business and customer data are being properly looked after.

ye))owcom
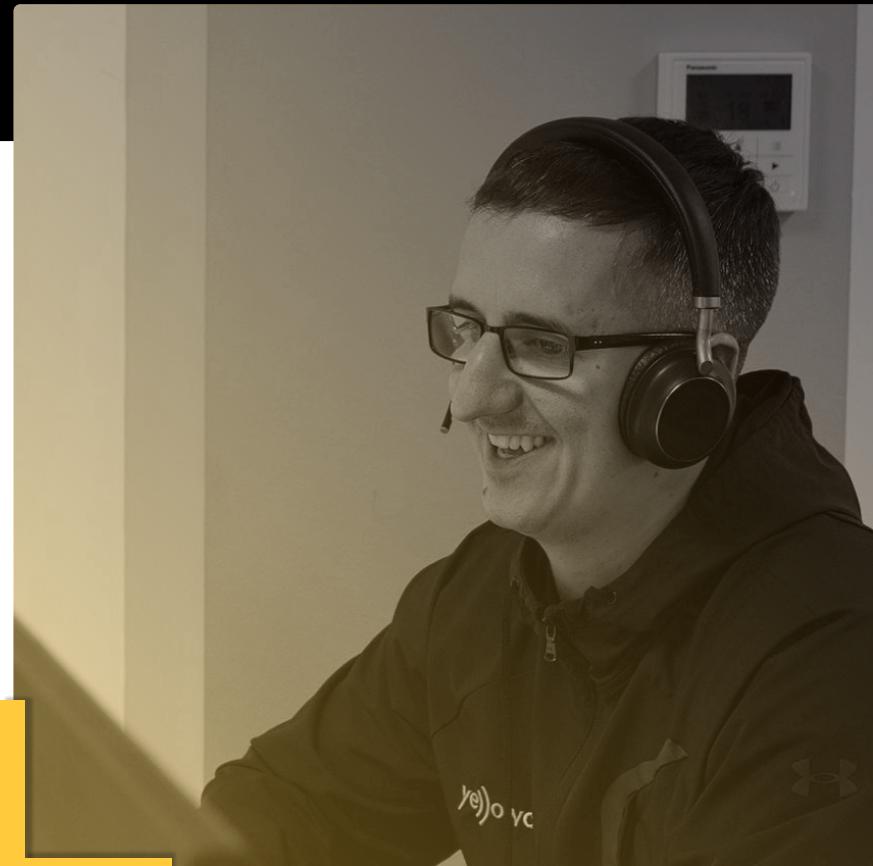
Micro Business

Support

Essential IT Cover for Start-ups &
Small Teams

**Perfect for businesses
with up to 5 users,** this
package delivers
professional IT expertise
without the overheads
of an in-house team.
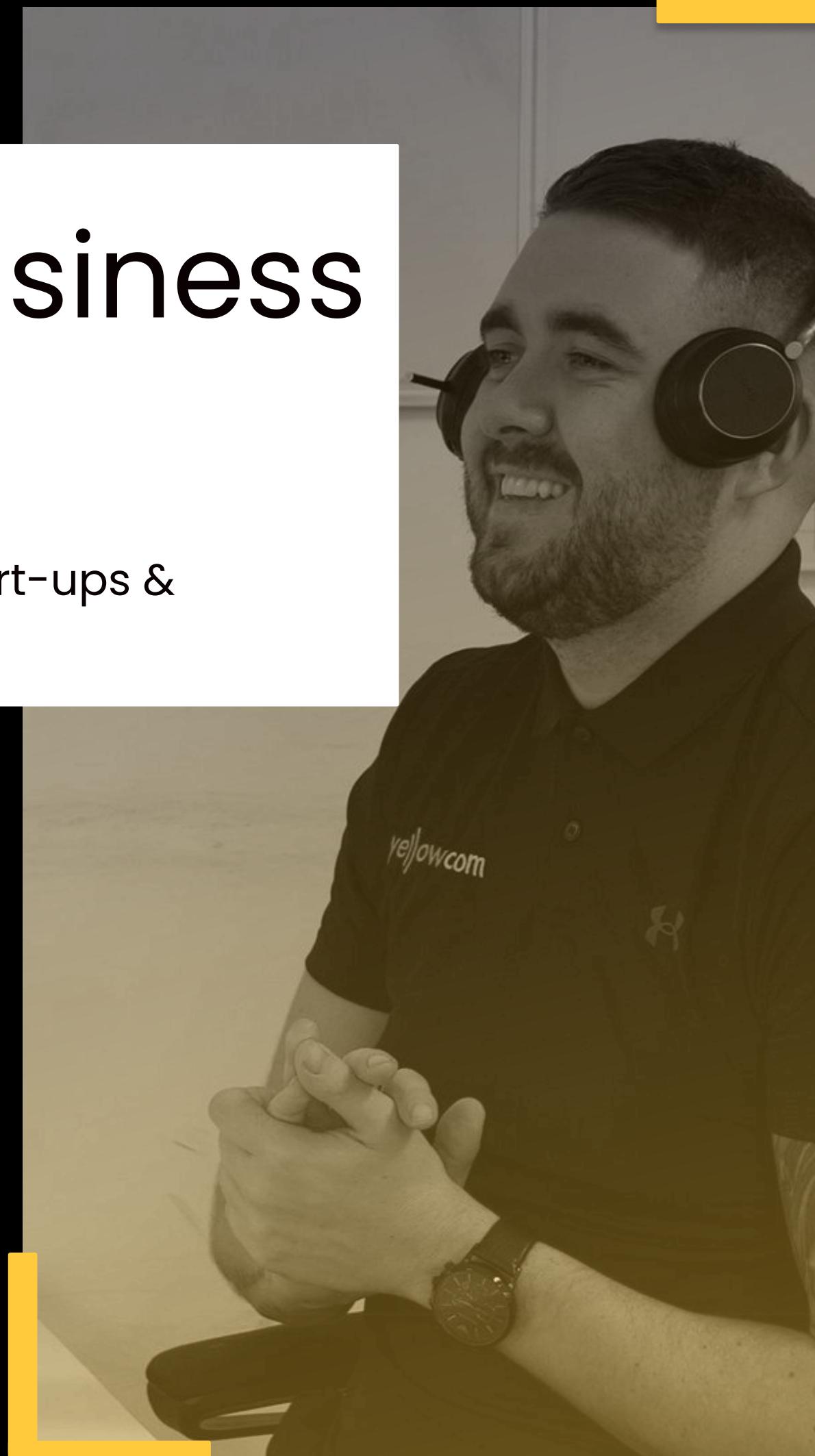
Micro Business **Support**

Starting a business is hard enough without worrying about IT. Our **Micro Business Support Package** gives you professional cover at an affordable monthly cost - ideal for **start-ups, freelancers, and businesses with up to 5 users.**

Core Services

Remote Troubleshooting

Get fast fixes for everyday issues, ensuring minimal disruption to your workflow.

Microsoft 365 Support

Comprehensive assistance with email, Microsoft Teams, and secure file sharing within the 365 ecosystem.

Device & Network Monitoring

Proactive monitoring of your devices and internet connection to keep them running efficiently.

Vendor Liaison

We co-ordinate directly with Microsoft or other suppliers, escalating issues as needed so you don't have to.

Customer Reporting & Account Management

Receive clear updates and have a dedicated point of contact to ensure you always know where you stand.

Optional Security Add-On:

- **Antivirus & Malware Defence:** Robust protection against malicious software and cyber threats
- **Email Filtering & Phishing Protection:** Safeguard your inbox from spam, phishing attempts and other email-borne attacks.
- **Cloud Backup for Microsoft 365:** Securely back-up your critical Microsoft 365 data, ensuring business continuity.

Even the smallest businesses deserve professional IT support. Our **Micro Business Support** ensures your team can stay focused on growth, not IT headaches - with scalable options that grow as you do.

What's included

Our **Micro Business Support Package** is ideal for small offices, home offices, and co-working teams, or for businesses primarily using Microsoft 365. With the Security option, you add built-in protection through DattoAV, ensuring your devices and data stay protected from Day One.

Coverage

Feature	Basic	With Security	Notes
User Limit	Up to 5 Users	Up to 5 Users	Tailored for micro teams and start-ups
Support Requests	Up to 15 per month	Up to 15 per month	Covers all typical needs of small teams
Contract Terms	12-60 month term	12-60 month term	Flexible contract lengths available

Support Access

Feature	Basic	With Security	Notes
Remote Support	✔	✔	Access via phone, email & secure remote tools
On-site Support			Available in higher-tier packages
Support Hours	✔ 9am-5pm, Mon-Fri	✔ 9am-5pm, Mon-Fri	Core business hours
24/7 Support			Available in higher-tier packages

Technical Support

Feature	Basic	With Security	Notes
1st Line IT support	✔	✔	Troubleshooting & fixes for everyday issues
2nd/3rd Line Escalation			Vendor liaison if needed
Proactive Monitoring	✔	✔	Basic checks on critical systems
Device Coverage	✔ Up to 3 devices per user	✔ Up to 3 devices per user	Typically laptop + mobile + tablet
Additional Mobiles	Available at per user cost	Available at per user cost	Ideal for sales reps, drivers, remote staff

Security & Backup

Feature	Basic	With Security	Notes
Cybersecurity Tools		✔ DattoAV (subject to change)	Core protection included in Security option
Cloud Backup (M365)	Add-on	Add-on	Available for email, Teams & SharePoint

yellowcom

Small Business Support

Reliable IT Cover for Growing Teams

Ideal for businesses with up to 10 users, this package offers enhanced support to ensure your expanding operation runs smoothly and securely.

10
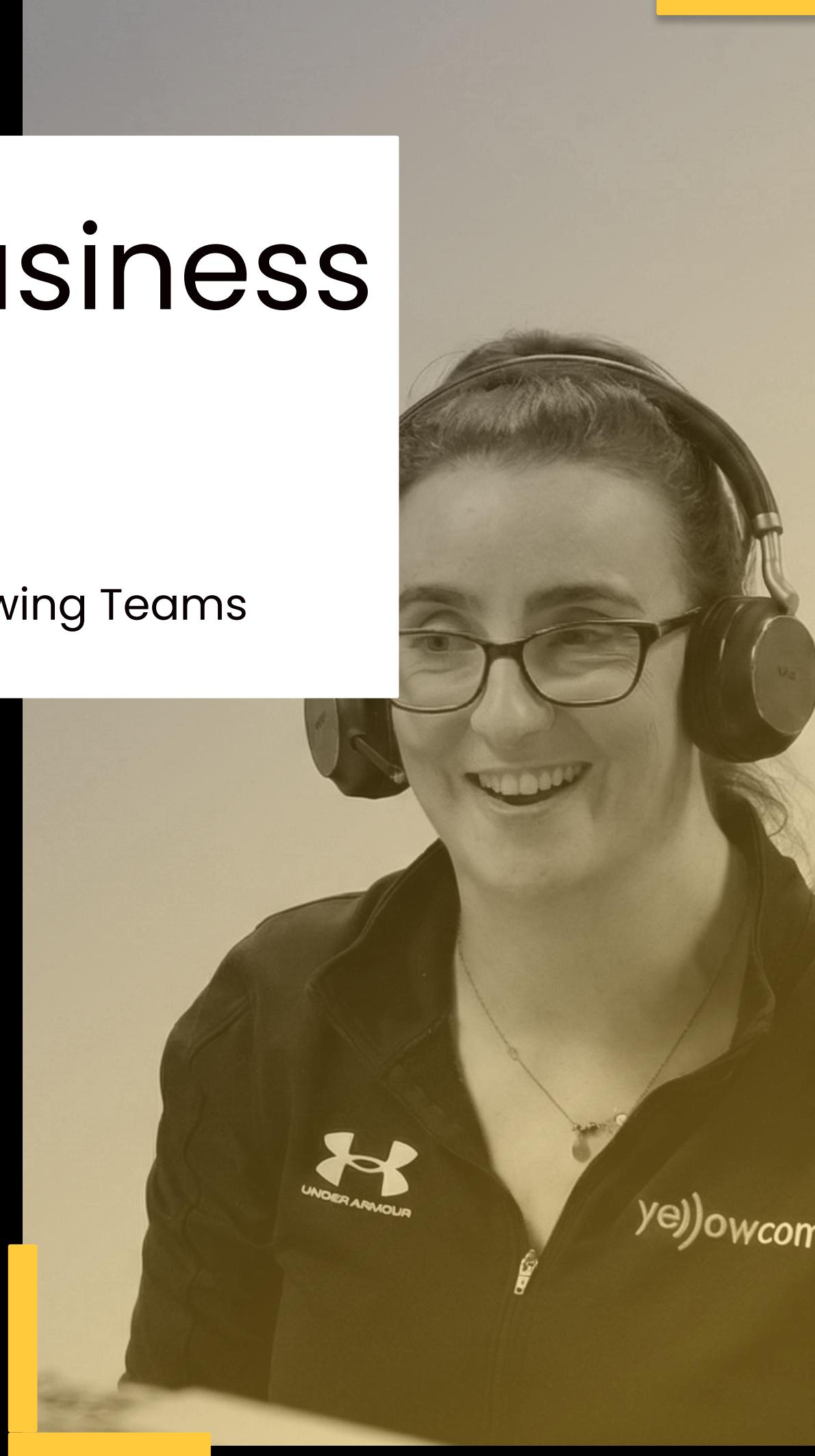
Small Business **Support**

As your business grows, so do your IT needs. Our **Small Business Support Package** is designed for teams who need more cover, faster response, and the peace of mind that comes with **proactive monitoring and professional support.**

Core Services

Remote Troubleshooting

Get fast fixes for everyday issues, ensuring minimal disruption to your workflow.

Microsoft 365 Support

Comprehensive assistance with email, Microsoft Teams, and secure file sharing within the 365 ecosystem.

Device & Network Monitoring

Proactive monitoring of your devices and internet connection to keep them running efficiently.

Vendor Liaison

We co-ordinate directly with Microsoft or other suppliers, escalating issues as needed so you don't have to.

Account Management

A dedicated point of contact who understands your specific business needs and setup.

Optional Security Add-On:

- **Advanced Security Toolkit:** Robust antivirus, advanced phishing protection, and dark web monitoring to safeguard your data.
- **Cloud Backup for Microsoft 365:** Securely back up your critical emails, Teams chats, and SharePoint files for business continuity.
- **Mobile-Only Support:** Add mobile users at a per-user cost - ideal for sales reps, field engineers, or drivers.

This package offers the perfect balance of cost and comprehensive protection. It provides more proactive cover than our Micro Business Package, with the added flexibility to include advanced security and mobile support as your team continues to grow and evolve.

What's included

Whether you're based in a **small office, working remotely, or running a hybrid setup,** our **Small Business Support Package** ensures your team has reliable IT support whenever and wherever it's needed.

Coverage

Feature	Basic	With Security	Notes
User Limit	Up to 10 Users	Up to 10 Users	Ideal for small but growing teams
Support Requests	Up to 25 per month	Up to 25 per month	More generous allowance for creative teams
Contract Terms	12-60 month term	12-60 month term	Flexible contract lengths available

Support Access

Feature	Basic	With Security	Notes
Remote Support	✔	✔	Access via phone, email & secure remote tools
On-site Support	Optional	Optional	Available at agreed per-visit cost
Support Hours	✔ 9am-5pm, Mon-Fri	✔ 9am-5pm, Mon-Fri	Core business hours
24/7 Support			Available in higher-tier packages

Technical Support

Feature	Basic	With Security	Notes
1st Line IT support	✔	✔	Troubleshooting & fixes for everyday issues
2nd Line Escalation	✔	✔	More complex issues handled within this tier
3rd Line Escalation			Available in higher tier packages; vendor liaison included
Proactive Monitoring	✔ Enhanced	✔ Enhanced	Broader device & network monitoring
Device Coverage	✔ Up to 3 devices per user	✔ Up to 3 devices per user	Laptop, desktop & mobile tablet included
Additional Mobiles	Available at per user cost	Available at per user cost	Ideal for sales reps, drivers, hybrid staff

Security & Backup

Feature	Basic	With Security	Notes
Cybersecurity Tools	Optional Add-on	✔ DattoAV (subject to change)	Adds core endpoint protection to every user
Cloud Backup (M365)	Optional Add-on	Optional Add-on	Available for email, Teams & SharePoint

yellowcom

Medium Business Support

Advanced IT Support for Established Teams

Our Medium Business Support Packages are **designed for organisations with up to 300 users** who need advanced coverage, faster response times, and peace of mind from enhanced SLAs.
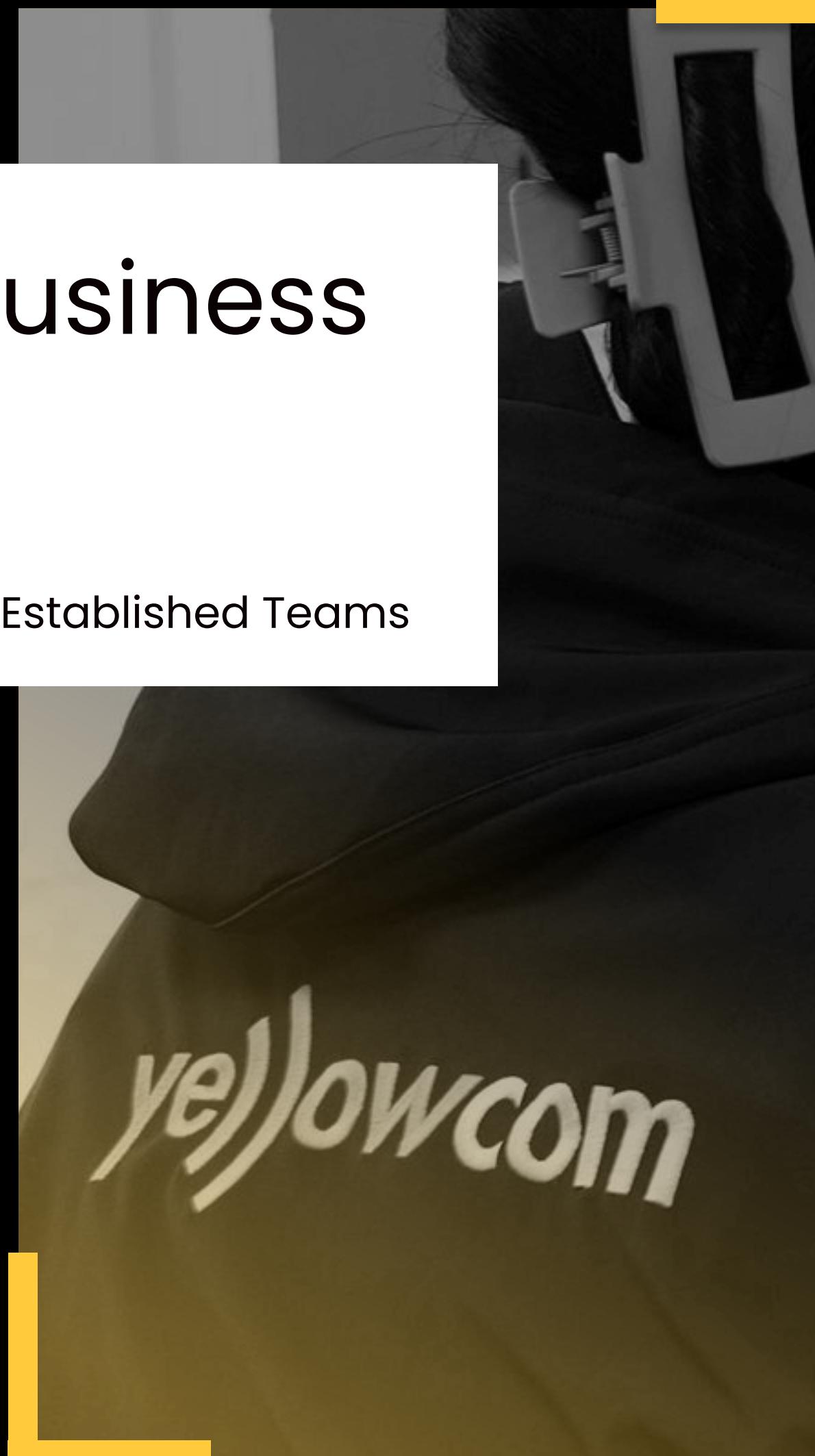
Medium Business **Support**

))

When IT becomes mission critical, your business needs more than basic cover. Our **Medium Business Support Package** provides scalable solutions, enterprise-grade monitoring, and on-site support - ensuring your operations run without disruption.

Who It's For

Established Businesses
With 10-300 employees

Complex Environments
For complex IT environments, critical systems, and multiple endpoints

On-site & Remote Cover
For hybrid setups

Package Options

With a choice of **Premium** or **Platinum** tiers, this package gives established businesses the advanced IT support they need to scale confidently - combining proactive monitoring, on-site expertise, and round-the-clock cover.

☆ Premium

Remote + scheduled on-site support 9am - 5pm Mon - Fri , up to 50 requests per month, Account Management as standard

→ Growing SMEs needing **reliable cover with some on-site support**

🏆 Platinum

Priority on-site support with faster response, unlimited support requests, 24/7 availability for critical issues, dedicated account manager

→ Businesses where **uptime is mission-critical and downtime isn't an option**

What's included

Our **Medium Business Support Premium & Platinum Packages** are designed for established companies who need scalable, professional-grade IT management.

Coverage

| Feature	Premium	Platinum
User Limit	✓ Up to 300 Users	✓ Up to 300 Users
Support Requests	✓ Up to 50 per month	✓ Unlimited
Contract Terms	✓ 12-60 month term	✓ 12-60 month term

Support Access

Feature	Premium	Platinum
Remote Support	✓ Multi-channel (phone, email client)	✓ Priority access with dedicated line
On-site Support	✓ On-site response	✓ Priority on-site response
Support Hours	✓ 9am-5pm, Mon-Fri	✓ 24/7 coverage for critical issues

Technical Support

Feature	Premium	Platinum
IT Support Levels	✓ 1st & 2nd Line	✓ 2nd & 3rd Line
Proactive Monitoring	✓ Enhanced System Checks	✓ Real-time, enterprise level monitoring
Device Management	✓ Up to 3 devices per user	✓ Unlimited devices
Server Support	✓ Basic monitoring	✓ Full management & rapid recovery
Network Management	✓ Standard monitoring	✓ Advanced optimisation & security
Backup & Recovery	✓ Managed backups	✓ Full disaster recovery planning

Account Management

Feature	Premium	Platinum
Account Manager	✓ Standard	✓ Dedicated
IT Reporting	✓ Monthly overview	✓ Monthly overview
Project Support	✓ Limited/ad-hoc	✓ Limited/ad-hoc
Software Training	✓ Basic guidance	✓ Tailored training sessions
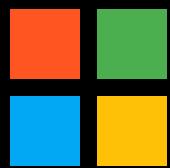
Microsoft 365 **Licenses**

Yellowcom offer a range of Microsoft 365 Licenses designed to meet the diverse needs of businesses, from start-ups to growing enterprises. Choose the plan that best fits your requirements and empower your team with industry-leading productivity tools.

Microsoft 365 Business Basic

Ideal for businesses needing essential cloud services.

- Web and mobile versions of Office apps
- Email hosting with a 50GB mailbox
- 1TB Cloud storage per user
- Online meetings and video conferencing
- Microsoft Teams

Annual commitment

Microsoft 365 Business Standard

Perfect for businesses needing full Office apps plus Cloud Services

- Desktop versions of Office apps
- Email hosting with a 50GB mailbox
- 1TB Cloud storage per user
- Online meetings and video conferencing
- Microsoft Teams
- Business apps and services

Annual commitment

Microsoft 365 Business Premium

Comprehensive solution with advanced security and device management

- Desktop versions of Office apps
- Email hosting with a 50GB mailbox
- 1TB Cloud storage per user
- Online meetings and video conferencing
- Microsoft Teams
- Advanced security (Threat Protection)
- Device management (Intune)
- Azure AD Premium P1

Annual commitment

Our partnership with Microsoft ensures **competitive pricing and dedicated support,** helping you leverage the full power of Microsoft 365 for your business success.
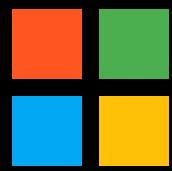
Microsoft 365 **Advantage**

Why choose Yellowcom for your Microsoft 365 needs?

Indirect Partner Status

As a Microsoft Indirect Partner, Yellowcom offer **local, accessible support** - unlike larger corporations - ensuring you always have a direct point of contact.

Seamless Transitions

Benefit from a fully managed account setup and transfer process to Yellowcom, handled entirely for you with **no disruption to your business.**

Bundled Savings

Pair your Microsoft 365 licenses with your Yellowcom Phone and Broadband services for significant **bundled savings and simplified billing.**

Charity and Educational Licenses

Our Experts can guide you through the process of registering for and claiming bundled charity and educational **sector discounts.**

SLA Overview

Yellowcom are committed to professional Service Level Agreements (SLAs) across all **Support Packages.**

This means:

Clearly defined response times

Transparent resolution targets

Priority-based escalation

24/7 monitoring for critical issues

SLA Response & Resolution Times

Priority	Issue Type	Standard Support	Premium	Platinum
P1 Critical	Total system failure	4hr response 8hr resolution	2hr response 4hr resolution	30min response 2hr resolution
P2 High	Multiple users affected	8hr response 16hr resolution	4hr response 8hr resolution	1hr response 4hr resolution
P3 Medium	Single user impact	Next day response 48hr resolution	8hr response 24hr resolution	2hr response 12hr resolution
P4 Low	Minor issues/ requests	48hr response 5-day resolution	24hr response 3-day resolution	8hr response 16hr resolution

These targets reflect the maximum timeframes for response and resolution. Our team always **strives to exceed these expectations for all clients.**

Priority **Definitions**

Understanding the **severity levels** for IT Support issues is crucial for effective incident management and response.

P1 **Critical Emergency**
- Complete system failure
- All users unable to work
- Security breach detected

P2 **High Priority**
- Severe performance issues
- Multiple users affected
- Key systems degraded

P3 **Medium Priority**
- Single user unable to work
- Workaround available
- Non-critical functionality

P4 **Low Priority**
- Minor issues or questions
- Configuration requests
- Information requests

These clarifications guide our team in prioritising and addressing your support tickets efficiently, ensuring that the most urgent matters **receive immediate attention.**

Understanding **Cyber Threats**

Cybersecurity isn't just about defence - **it's about understanding the battlefield.**

Yellowcom's proactive approach helps you identify and mitigate the most prevalent threats.

Phishing & Social Engineering

Deceptive attempts to trick individuals into revealing sensitive information, often through fake emails or websites. Our solutions identify and block these threats before they reach your inbox.

Malware & Ransomware

Malicious software designed to disrupt, damage, or gain unauthorised access to computer systems. Ransomware encrypts your data, demanding payment for its release. We deploy advanced anti-malware and robust backup strategies.

Data Breaches

Unauthorised access to sensitive, protected, or confidential data. This can lead to significant financial and reputational damage. Our layered security protects your data at every point.

By **understanding these common attack vectors**, Yellowcom can better equip your business with the defences needed to stay secure in an increasingly digital world.

Cybersecurity **Solutions**

In today's digital landscape, robust cybersecurity isn't optional - **it's essential.**

Why Robust Cybersecurity is **Non-Negotiable**

Data Protection

Safeguard sensitive business and client data from breaches and loss.

Reputation & Trust

Maintain customer confidence and brand integrity in an interconnected world.

Financial Security

Avoid costly downtime, recovery expenses, and potential regulatory fines.

Business Continuity

Ensure uninterrupted operations and rapid recovery from cyber incidents.

The Modern Cyber Landscape

Firewalls and basic antivirus alone can't keep up with today's fast-moving threats or hybrid ways of working - **Basic security is no longer enough.** Everyday, malicious individuals are working at pace to outsmart traditional security methods.

Cyber threats **aren't just for global enterprises**

Criminals are increasingly targeting small businesses as they often have weaker defences - but their data is just as valuable. **42% of small businesses** in the UK faced a cyber threat in 2025. That means nearly half of businesses like yours have already seen attempts to steal data, lock systems or trick staff into paying fake invoices.

Your people could be your biggest vulnerability

Phishing is now the main way cyber criminals get into UK businesses, with government research showing that around nine in ten organisations that suffer a cyber attack report phishing emails or fake websites as the way in. These attacks trick staff into clicking links, entering passwords or approving payments that look genuine but hand control to the attacker - often leading to account takeovers, data theft or invoice fraud that may only be spotted once money or information has gone missing.

Generative AI as a tool for harm

UK SMEs face an estimated **65,000 breach attempts** daily, a number which is increasing rapidly with the assistance of AI tools. Independent research based on real small-business systems shows the scale of attempted attacks, and the UK's own cyber security experts now warn that criminals are **already using AI** in ways that will increase both the **number and impact** of future breaches.

The **Yellowcom Approach**

We strip away the complexity with a security-first toolkit delivered by local experts in Belfast, Glasgow, and Dublin.

We don't just fix problems – we prevent them by using a proactive, multi-layered defense strategy that secures your

two biggest assets.

Your **People**
&
Your **Devices**
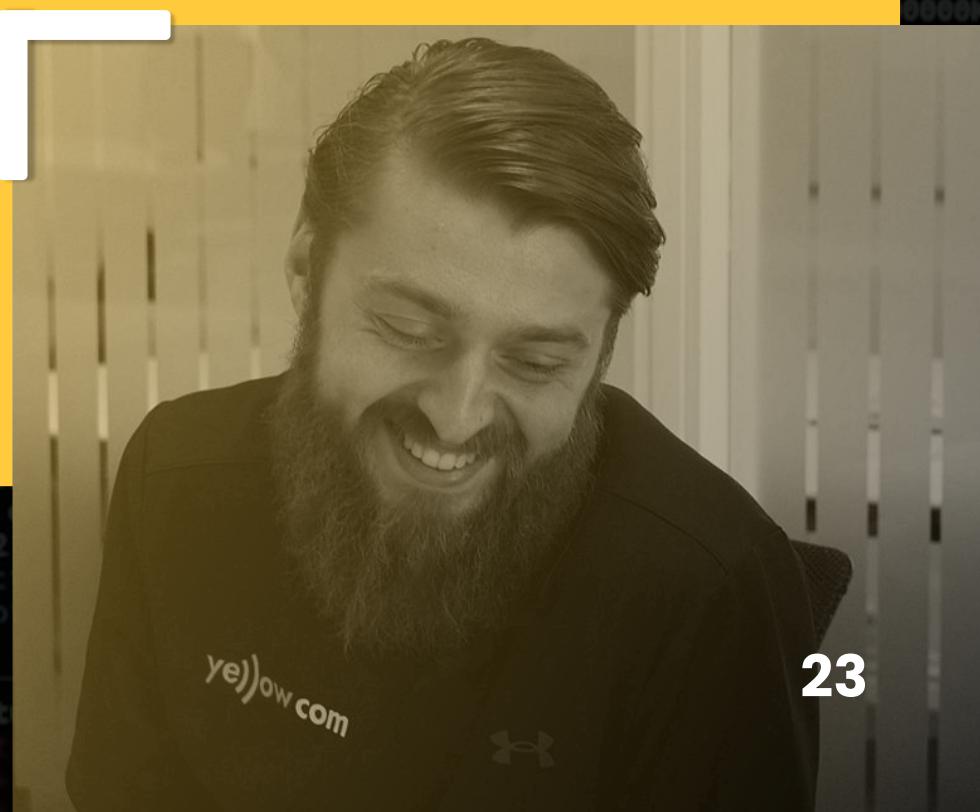
The **User Bundle**

Turn your team into a human firewall with **K365 User**

Your staff are your first line of defence. This bundle protects your people and their identities, combining ongoing security awareness training with dark web monitoring and cloud backups.

Dark Web ID

Identify compromised credentials early to prevent unauthorized access to sensitive data.

Spanning

Automated cloud-to-cloud backups ensure full Microsoft 365 data restoration in minutes.

INKY

Detect and prevent email-based attacks with gen-AI powered adaptive protection.

SATT

Empower your team to spot scams with Security Awareness Team Training that firewalls miss with engaging and customizable training modules.

SaaS Alerts

Monitor, flag, and automatically respond to security-related events within trusted applications.

✓ **Empower Employees** to recognise and avoid potential threats, significantly reducing the risk of costly attacks

✓ **Ensure compliance** with data protection regulations to avoid legal consequences and financial penalties

✓ **Cultivate a cyber-aware workforce** that acts as additional layer of defence

✓ **Prevent employee-related cyber incidents** to maintain your reputation and customer trust

The **Express Bundle**

Proactive protection for every device with **K365 Express**

Lock down your laptops, servers, and networks with enterprise-grade tools that run quietly in the background. From AI-driven virus protection to continuous vulnerability scanning, we identify and secure gaps before they can be exploited.

Datto RMM

Allows IT teams to remotely monitor, manage, and fix computers and devices without needing to be in front of them.

Datto AV

A guard dog for your computer, always watching for bad programs and blocking them before they cause harm.

Datto EDR

A digital detective that looks for strange behaviour on your computer, investigates it, and stops attacks before they spread.

Advanced Patching

Automatically updates non-Microsoft apps like Chrome, Zoom, or Adobe Reader to keep them secure and up to date.

Ransomware Detection

Uses smart algorithms to spot unusual computer behavior, often used alongside EDR and antivirus tools.

Endpoint Backup

It's a time machine for your computer - if files are lost, deleted, or encrypted by ransomware, you can easily get them back (up to 5TB).

Budget accurately for your security spend with consistent monthly pricing ✓

Minimize the risk of disruption and downtime, keeping your business running smoothly ✓

Leverage our team of cybersecurity experts who monitor and manage your endpoints ✓

Keep your business compliant with industry regulations and standards ✓

Enhance both bundles with the **Pro Upgrade** - Add RocketCyber's managed, 24/7 Security Operations Center (SOC) to quickly identify malicious and suspicious activities across key critical threat vectors.

Cybersecurity **Add-Ons**

Our **Cybersecurity Add-ons** are designed to round out your protection, exposing potential vulnerabilities in your website, and helping you comply with regulatory and insurance requirements.

Cyber Insurance

Safeguards your business from costly legal actions, fines, and claims arising from GDPR breaches of privacy violations.

Penetration Testing

Simulates real-world cyber attacks to uncover hidden risks, providing you with a detailed report to strengthen your defences.

✓ Featured Solution:

Penetration Testing

Static defences like firewalls and EDR are vital, but they can't guarantee protection against an evolving threat landscape. Our Penetration Testing Solution continuously validates your security by mimicking the strategies of a real-world attacker to find gaps before they do.

- **Automated simulation** of internal and external attacks, including privilege escalation and lateral movement.
- **On-demand testing capabilities** to validate your controls at any time, eliminating scheduling conflicts.
- **Continuous monthly assessments** that ensure you remain audit-ready for compliance frameworks like NIS2, DORA, and GDPR.
- **Fast, actionable reporting** delivered within 48 hours to help your team prioritize remediation and reduce risk.

M&S **Cyberattack**

Even major retailers are vulnerable to the devastating consequences of cyberattacks. This Case Study highlights the severe repurcussions of a ransomware incident on a household name.

The Problem

In April 2015, Marks & Spencers faced a significant ransomware attack, initiated through a third party vendor. This incident severely disrupted critical services, including contactless payment, online orders, and click-and-collect services across the UK.

The Impact

The cyber-incident led to an estimated **£300million** in lost sales and operational recovery costs for M&S. Furthermore, their market value plummeted by over **£1billion**, triggering intense regulatory scrutiny and impacting brand trust.

The Solution: **Cyber Insurance**

While prevention is key, comprehensive **Cyber Insurance** provides vital financial protection. It safeuguards businesses from costly legal actions, regulatory claims (e.g., GDPR), and operational losses incurred during a cyber incident, significantly aiding in quicker recovery and trust prevention.

Dublin Physiotherapy Clinic
Cyberattack

A small but busy physiotherapy clinic in Dublin (12 staff, 3 treatment rooms) experienced a **serious IT disruption** after a staff member opened what *appeared* to be a referral letter from a GP practice.

The Problem

The attachment contained malware, which caused the clinic's booking PC to freeze repeatedly, significant loss of treatment notes stored in Microsoft 365, slow network performance, and delays in check-in and missed appointments due to automated system failure.

The Impact

The incident highlighted several issues – their previous, 'basic antivirus-only' protection had **failed** to block the file, no early-warning monitoring was in place to spot device performance changes, staff **had not** been trained to recognise modern phishing tactics, and backups existed **but had not been maintained or tested.**

The Solution: **Yellowcom's IT Support & Cyber Toolkit**

Yellowcom's full IT Support and Cyber Toolkit is a comprehensive operational safeguard for your people and your devices. It combines advanced endpoint protection, automated backups, and staff training to secure business environments, ensuring zero downtime and rapid recovery, transforming IT strategy from reactive repairs to predictable, proactive protection.

Jaguar Land Rover
Cyberattack

Another major enterprise, Jaguar Land Rover, experienced **significant operational paralysis due to a sophisticated cyberattack** - showcasing the broad reach and severe consequences of digital threats beyond data theft.

The Problem

In September 2025, Jaguar Land Rover (JLR) suffered a cyberattack that forced system shutdowns at multiple UK plants. This incident brought production and dealership operations to a halt, causing widespread disruption across their supply chain and sales network.

The Impact

Thousands of vehicles faced delays during a critical peak registration period, leading to substantial financial losses and potential brand damage. While there was no evidence of customer data loss, the operation-wide disruption was so severe that it caused a **£196million direct loss** to overall business and dealt significant reputational damage.

The Solution: **Penetration Testing**

Penetration Testing is a critical proactive defence. It involves simulating real-world cyberattack scenarios to uncover vulnerabilities proactively - This helps prevent widespread disruptions like the JLR incident by strengthening your infrastructure and patching security gaps before malicious actors can exploit them.

Belfast Accountancy Firm
Cyberattack

Even local, well-established businesses aren't immune to sophisticated cyber threats. This case study illustrates how proactive measures can protect sensitive data and maintain client trust.

The Problem

A prominent Belfast accountancy firm faced a severe ransomware attack that encrypted crucial client financial data and locked staff out of their core operational systems. The attack originated from a phishing email, bypassing their existing basic security measures.

The Impact

The firm incurred tens of thousands of pounds in financial losses due to system downtime and recovery efforts. They missed critical client deadlines, faced potential regulatory fines for data compromise, and suffered significant reputational damage, impacting long-term client relationships and business stability.
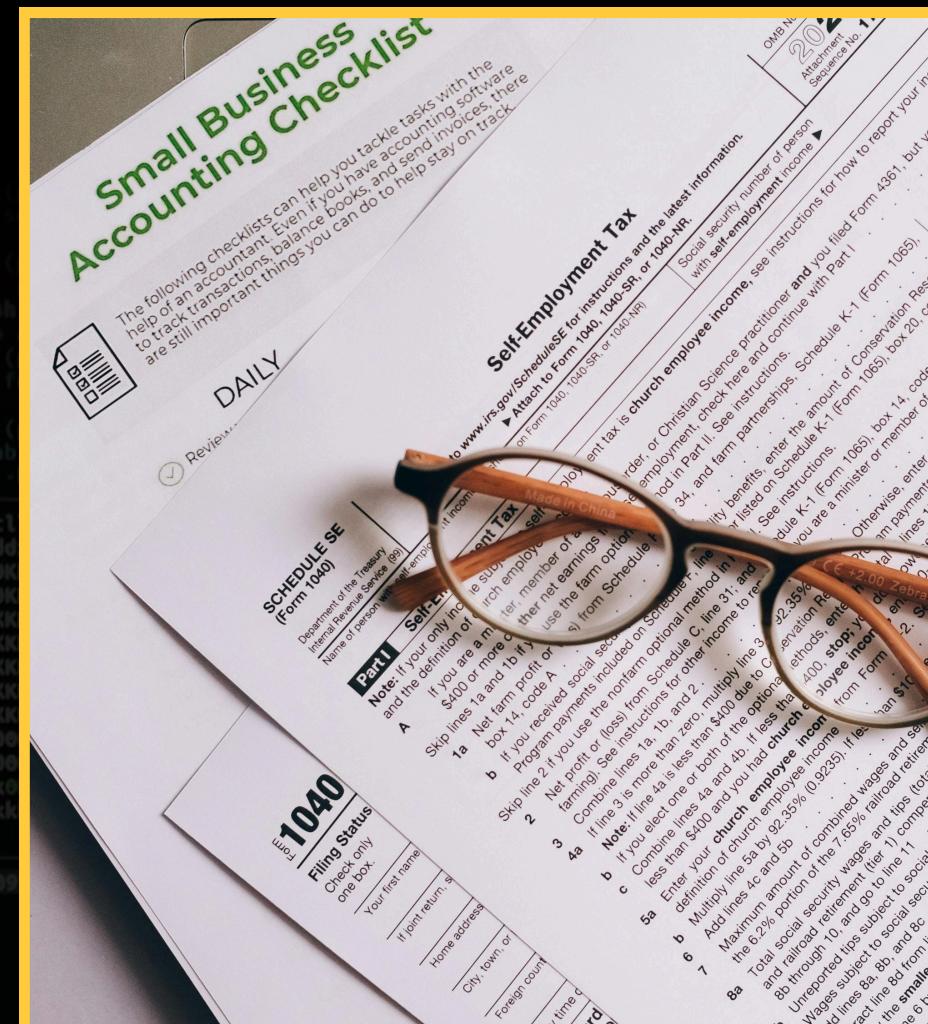
The Solution: **Dark Web Monitoring + VScan**

Implementing **Dark Web Monitoring** provided continuous monitoring of the firm's domain for data breaches and delivered live alerts, enabling rapid response to potential threats. Coupled with **VScan,** which proactively identified open ports, outdated firmware, and other vulnerabilities, the firm significantly strengthened its defence, preventing future attacks and restoring client confidence.

Glasgow Mechanic
Cyberattack

Family-run businesses can also be targets for sophisticated scams, as this case highlights. A simple email can lead to significant financial loss if employees aren't adequately prepared.

The Problem

A family-run mechanic business just outside Glasgow received what appeared to be an invoice from a regular parts supplier. The email address looked legitimate, but it was subtly altered by cybercriminals to trick the recipient.

The Impact

Believing it to be genuine, the business transferred £15,000 to the fraudulent account. The money was unrecoverable, leading to significant financial strain and a loss of confidence in their invoicing process.

The Solution: **SATT**

Our **Security Awareness, Testing & Training (SATT)** program is crucial here. While technology offers strong defence, employees are often the first line of vulnerability. SATT ensures your team is equipped to identify and neutralise threats like this phishing scam.

- **Phishing simulations** train staff to spot red flags like masked email addresses and fake names.
- **Tailored training modules** empower employees to question suspicious requests before acting.
- **With the right awareness**, this scam could have been avoided - protecting both the business and its bottom line.

ye))owcom | Your Partner for Digital Succes

Empowering Your Business with **Tailored IT Solutions**

Solutions for Every Business

We specialise in supporting small to medium-sized businesses, including professional services like law firms, accountants, and estate agents, ensuring their IT infrastructure is robust and reliable.

Dedicated Support for Non-Profits

Charities benefit from cost-effective solutions, designed to optimise their IT budgets and provide the dependable support they need to focus on their mission.

Comprehensive & Integrated Services

From initial setup to ongoing management, we offer a full suite of integrated IT services, ensuring seamless operations and peace of mind.

Our Core Services Include

- Microsoft 365 migrations and optimisation
- Comprehensive cybersecurity assessments
- Thorough IT infrastructure audits
- Phone system installations and management
- High-speed Broadband solutions
- Business mobile solutions
- Optimised business energy management

Key Concerns Addressed

- **Data Backup:** Protecting your critical information from server failures and data loss.
- **Reliable Support:** Ensuring your operations are supported during and outside of working hours.
- **Disaster Recovery:** Rapid restoration of operations after a breach or system outage

Discover how Yellowcom IT **can empower your business today!**

Ready to
get started?

ye))owcom

Take the **first step** towards robust support and let Yellowcom help your business achieve its technology goals.

Ready to secure and optimise your IT infrastructure? Reach out today!

☎ 03330 156 651 | 01263 5299

✉ info@yellowcom.co.uk

🌐 www.yellowcom.co.uk

Scan **Here**

Belfast
37A Stockmans Way, Belfast,
BT9 7ET

Dublin
Unit 18B, Rosemount Business Park,
D11 XY71

Glasgow
Clydesdale House, Glasgow Business
Park, G69 6GA