The Mother Tongue

mother technologies

When Even the Experts Are at Risk: The KnowBe4 Insider Threat Incident

If a leading cybersecurity company like KnowBe4 can be targeted by sophisticated threats, it shows that no business is immune. KnowBe4 specialise in cybersecurity awareness training for companies and their employees, aiming to reduce the risk of security breaches caused by human error.

Recently, KnowBe4 narrowly dodged a potential security breach involving a North Korean operative posing as a U.S.-based employee. This cybercriminal used stolen credentials, advanced techniques, and AI to pass multiple rounds of interviews and background checks. The threat was uncovered only when the individual attempted to install malware on a company device. Thankfully, no data was compromised due to the strong internal cybersecurity measures that KnowBe4 has in place, and the incident was contained before any major damage could occur.

This incident highlights the growing danger of insider threats, especially with more people working remotely.

Additionally, it serves as an important reminder that cybersecurity is everyone's responsibility, not just the IT teams. Being aware and cautious is crucial to protecting against such sophisticated attacks. It also highlights the need for comprehensive cybersecurity measures to catch potential threats before they escalate.

That's why we strongly recommend our customers implement the full range of our RoundClock Cybersecurity Suite into their strategy, ensuring they are protected from every angle if a threat does occur.

CrowdStrike Outage: Lessons for Businesses

On July 19th, millions of Windows computers faced the "blue screen of death," causing disruption worldwide. This issue was traced to a CrowdStrike software update, which impacted devices running Windows. While this caused chaos almost everywhere, Mother and most of our customers remained unaffected.

Why Was Mother Unaffected?
Mother avoided the catastrophic outage as we are a partner of SentinelOne instead of CrowdStrike for Endpoint Detection and Response (EDR), so the software update didn't impact us. Some key benefits of SentinelOne over CrowdStrike include enhanced real-time threat detection, automated responses, and better resource efficiency.

This incident highlights the critical role IT plays in both business operations and our daily lives, underscoring the necessity for robust IT systems. To prepare for the unexpected businesses should:

- **Set Up Reliable Backups:** Make sure you can quickly restore your data if needed.
- **Develop Incident Response Plans:** Have clear protocols in place for dealing with outages.
- **Test Plans Regularly:** Check that your recovery plans actually work.

While outages and tech issues can be frustrating and sometimes unavoidable, having a solid plan and reliable backup solutions can make all the difference. This kind of preparation can turn a potential disaster into a manageable situation.

Liberty Mobile: Work Anywhere, Stay Connected

Liberty Mobile is about giving you the freedom to work wherever you are. With this handy app, your business phone extension comes with you on your mobile, tablet or laptop meaning you're never tied to your desk. Whether you're at home, on the go, or even travelling, you can handle all your work calls just like you're in the office.

Liberty Mobile also integrates smoothly with your contacts and directories, making it easy to reach anyone you need. You can access your internal directories, speed dial lists, and even your Outlook contacts, all from one app. Plus, with the conversation journal feature, you can track all your calls and voicemails in one place, so you never lose track of important conversations.

The best part? No more juggling multiple numbers. Liberty Mobile ensures you can keep your work and personal life separate while staying fully connected to your business wherever you are. This flexibility makes it easy to manage your calls and messages, stress-free.

Congratulations to Alan on Achieving CCNA Certification!

We are excited to announce that Alan, one of our new networking engineers who you met in the June 2024 edition of The Mother Tongue, has earned his Cisco Certified Network Associate (CCNA) certification! This certification, which highlights Alan's expertise in network fundamentals, IP connectivity, and automation, is highly regarded in the networking field and is known for its particularly challenging exam.

Alan is set to continue his development within the Cisco ecosystem, pursuing more certifications in the future. Additionally, Alan is also expanding his knowledge within the cybersecurity field, where he is currently preparing for his CompTIA CySA+ exam.

Alan's achievement clearly demonstrates his commitment to his role. His dedication reflects not only his hard work but also his eagerness to broaden his skill set. This willingness to learn and grow is an incredibly valuable asset to the Mother team.

"Completing my CCNA training was both a challenging and rewarding experience. It's an essential gateway into the networking world, providing a solid foundation while testing your knowledge across a range of topics. Despite the high failure rate, I'm proud to have succeeded on my first attempt, which sets the stage for my continued growth in networking."
Alan Zaczek
Networking Engineer
Mother Technologies Ltd.

Mother Shortlisted for Top Cybersecurity Award!

We are thrilled to announce that we have been shortlisted for the CRN Channel Awards in the Cybersecurity Partner of the Year category! Competing against some of the big players, this recognition shines a spotlight on what makes Mother special, our personalised support and excellent customer service.

Why This Matters
In today's world, cyber threats are a big deal for everyone. Being recognised for our cybersecurity services shows that we're serious about keeping our customers safe, no matter what.

The Team That Makes It Happen
We couldn't do any of this without our amazing team. They're always learning, always improving, and always ready to help. We prioritise cybersecurity awareness across the entire company, not just within our technical team, but also in admin, marketing, and sales. By ensuring everyone stays updated about the latest threats, we can better protect our customers and keep our company secure.

Looking Ahead
We will continue to keep up with the cybersecurity landscape. By teaming up with top partners and embracing the latest defences, we ensure our customers remain protected. As the cyber world evolves, so do we.

"This month sees Mother Technologies celebrate 22 years in business and we want to take a moment to express our heartfelt thanks to all our employees, customers, and partners. Your continuous support, dedication, loyalty and collaboration have paved the way for our achievements, and we look forward to working with you all in the future."

Mike Smith
Business Development Manager
Mother Technologies Ltd.

Celebrating 22 Years of Mother's Excellence!

This September, Mother reaches its 22nd anniversary, a milestone made possible by the efforts of our dedicated team and loyal customers. Our team, a blend of industry experts who have been with Mother since the very start to university graduates at the beginning of their career, all share a common goal, to provide the best service to our customers.

Over these two decades, we've witnessed significant changes in technology, from the rise of cloud computing to recent advancements in AI and cybersecurity. We've also navigated many challenges, including the global pandemic, which transformed not just how Mother work, but also how our customers work and their technology needs.

We want to thank all our customers, whether you've been with us since the beginning or recently joined us. Your trust and support have been vital to our journey. Looking forward, Mother is committed to remaining at the front of industry challenges and innovations, continuing to meet the evolving needs of our customers.