

inside zhero

Let's take a look at what is happening at Zhero



MESSAGE FROM IZAK

This month we're not only celebrating the change of season! All of London is buzzing about the long-awaited opening of the £19 billion Elizabeth Line that will make travelling around the city that much easier. In early June, the Queen will also celebrate her Platinum Jubilee.

In addition to all this excitement, Zhero also has many reasons to toast to the future.

I made a promise that Zhero will deliver better IT faster, and that's what we intend to do. As part of our medium-term growth and expansion strategy, we have acquired Stabilyz, another

London-based IT company.

Furthermore, we have exciting developments unfolding in our Research & Development department and some news about the ongoing collaboration with City, University of London.

In this issue of Inside Zhero, we will also discuss email security, why it is important and what you can do to protect yourself from email threats.

Izak Oosthuizen
Bestselling Author and
Founder and MD of Zhero

A NEW CHAPTER FOR ZHERO

ZHERO ACQUIRES ANOTHER LONDON-BASED IT FIRM

Zhero has successfully acquired Stabilys, a business IT services firm focusing on SMEs in the legal and manufacturing sectors. The official announcement of the acquisition was made in London in March this year. The move to acquire Stabilys commenced in January with the primary objective of expanding Zhero's cybersecurity and IT support offerings to a bigger and wider market in London. The acquisition process took less than 4 months and the deal was closed on Monday, 9 May 2022. Izak said in a press release:

"We have reached the next level, a position of strength from which Zhero can confidently grow and expand. The acquisition of Stabilys fits in with our plans to deliver IT support to a broader base of industry sectors and focus on providing enhanced cybersecurity."

The acquisition of Stabilys is perfectly aligned with Zhero's strategy to deliver better IT faster through services that include cybersecurity, IT support, consultancy, compliance, data backup, and cloud solutions. Zhero is also well-positioned to increase the size of its customer base, having been in the IT support industry for more than 20 years. In the same press release, Niel Anderson, former Director of Stabilys, spoke of the transition of his clients moving from Stabilys to Zhero and said:

"Nothing changes but only for the better – better services, a better resourced service, and potentially far more resilient systems. We are very impressed with what Zhero offers in terms of hosting in its own data centres. Also, Zhero has got very good answers to the challenges we have with remote working caused by covid."

By acquiring Stabilys, Zhero will expand its footprint in the growing cybersecurity industry and get a firmer foothold in the London SME market. Ultimately, it will be helping companies to stay safe and secure against increasing online attacks that pose a constant threat to productivity and profitability.

The acquisition of Stabilys marks a major achievement for Zhero that joins the ranks of its Zhero Plan methodology, the Zhero Cloud solution, and the Zhero Wait response model. The acquisition is underpinned by Zhero's commitment to deliver better IT faster and crush IT chaos in a world that is often swamped in cybercrime pandemonium. Here are some closing words from Izak:

"Taking Stabilys under our wing couldn't have come at a better time. Zhero has seen fantastic growth even during the pandemic and this acquisition marks the start of a new era for the company."



PROFESSOR MUTTUKRISHNAN RAJARAJAN

Professor Muttukrishnan Rajarajan, known to his colleagues and students as Prof Raj, is one of the brilliant minds and top achievers in cybersecurity in the UK. Zhero is pleased to announce the appointment of Prof Raj as its new Head of Research & Development.

Prof Raj will be an indispensable member of our insanely knowledgeable team and ensure that cybersecurity is at the forefront of everything we do. While Prof Raj's primary IT focus is research, he also believes in cybersecurity in action and emphasises the product as much as the process.

As a pioneer of research in cybersecurity, Prof Raj has been the Professor of Security Engineering at City, University of London since 2012 as well as being the Director of the Institute for Cybersecurity. The Prof's wide-ranging knowledge and experience include privacy-preserving data management, IoT privacy, network intrusion detection, cloud security, and identity management using blockchain. He has graduated more than 30 PhD students in cybersecurity.

Prof Raj is a member of several professional organisations:

- National Crime Agency (e-crime Unit)
- UK Cabinet Office's initiative on Digital Government – Identity Assurance
- Institute of Information Security Professionals (IISP)
- Institute of Electrical and Electronics Engineers
- Institution of Engineering and Technology

Prof Raj joining our team marks an exciting new chapter for Zhero and our Research & Development department. We are confident that this appointment will strengthen our capacity to deliver excellent IT faster.



GROUNDBREAKING DEVELOPMENTS

Since October 2021, Zhero has partnered with City, University of London, collaborating on several cybersecurity research and development projects aimed at benefiting UK businesses and the economy – with the main focus on improving the challenges of cybersecurity insurance today. These projects, led by Prof Raj, the Director of the Institute for Cybersecurity at City, will spearhead cybersecurity awareness and cyber hygiene for UK SMEs.

EMAIL – THE WEAPON OF CHOICE

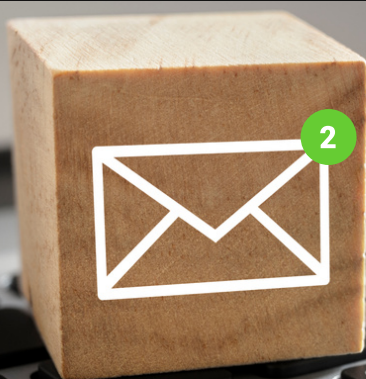
While making mistakes may be core to the human experience, human error and cybersecurity do not make good partners. According to a study by IBM, human error is the cause of 95% of cybersecurity breaches, most of which are email related. In fact, if cybercriminals want to break into a company's IT network, email will probably be their weapon of choice. No matter how robust your cybersecurity is, your IT will be compromised if your employees don't have thorough cyber training.

WHY DO HACKERS PREFER EMAIL?

For many companies and individuals, email was the first taste of the Internet. Today, most of us rely on cloud-based email and file-sharing applications necessary for effective communication and productivity. Bad actors know that the built-in security of platforms such as Outlook or Gmail are not resilient enough to withstand attacks. As such, email is seen as an easy route to penetrate network perimeters.

Here are the main reasons why emails provide a back door for hackers:

- **Lack of cybersecurity training** - Employees with a lack of cybersecurity training can unwittingly click or download a malicious link or attachment, thereby installing ransomware on the network.
- **Phishing scams** - Through social engineering it is easy to trick people into clicking on and engaging with a malicious email link.
- **Outdated software** - When security software is outdated, bad actors will exploit vulnerabilities and a computer, or an entire network could be infected with ransomware.
- **Advancements** - Threats are always evolving as hackers devise new ways to infiltrate systems. Put simply, just as the technologies we use for work improve, so do the methods used by cybercriminals.



STEPS YOU CAN TAKE TO SECURE YOURSELF

You can start addressing your email security by implementing these strategies:

- Use two-factor authentication (2FA) for your email accounts just as you would for a bank account or when shopping online.
- Use a password manager such as Zhero Password Vault.
- Use strong passwords for routers and Wi-Fi. You can check the strength of a password at www.howsecureismypassword.io.
- Never ever click on suspicious links or download unknown attachments.
- Avoid using public Wi-Fi unless it is an emergency.
- Think about who you forward emails to as it sets up a chain reaction of recipients who are able to forward the mail to unknown entities.
- Explore the Terms of Service (ToS) of your email provider. Are they encrypting messages on their server? Do they have protections against brute-force attacks? Is there any guarantee that your data is being protected?
- Enable automatic security updates of your OS, email platform and apps.

AN EMAIL TOOL FROM THE GOVERNMENT

On 10 May, the UK's National Cyber Security Centre (NCSC) launched Mail Check, an email security check service. The tool will help organisations identify vulnerabilities in email systems and help to prevent spam, phishing and email privacy breaches.

Mail Check was developed as a response to UK industries of which many have only superficially adopted the recommended email security controls. Using the service enables companies to access publicly available information about email domains and check for anti-spoofing and email privacy risks.

Mail Check is a free service and companies can register at www.mailcheck.service.ncsc.gov.uk.



WEBINAR

IT'S PHISHING SEASON: SECURE YOUR EMAILS NOW



In 2021, 83% of cyber breaches or cyberattacks in the UK were caused by phishing emails. All it takes is for unsuspecting or careless employees to click on a malicious link, download a dangerous attachment or be redirected to a dodgy website – and your entire network could be infected with ransomware. IBM estimates that a breach caused by this fraudulent practice costs a minimum of £3 million per incident. That's a price you don't want to pay.

Join Izak for his 'It's Phishing Season: Secure Your Emails Now' webinar on 25 May at 10:00 where he will lead an in-depth discussion on the importance of email security and what you can do to stay safe from any form of email threat.

Book your seat [here](#).



MEET THE TEAM

Elizabeth Roux

PROJECTS ANALYST

1. What made you realise you want to go into the IT industry?

I have a degree in business management and I never saw myself working in the IT industry. When the position presented itself, I thought it would be a good opportunity to apply what I have learnt in my degree in the fast-paced world of IT.

2. What's your most-used productivity tool?

That would definitely be MS Onenote - I cannot imagine working without it.

3. What do you enjoy the most about your job?

My teammates - We work together as one to achieve the same goal, we can also have fun together and provide support to each other when needed. We believe in 'work hard, play hard.'

4. How would you describe yourself?

Adventurous and nature-loving - My typical Saturday includes swimming, going for a run or spending time on the farm.

5. Do you have any hidden talents or hobbies?

I am a fitness fanatic and enjoy exercising.

6. Are you a sports fan?

I'm an avid hockey and cricket supporter.

7. What is your favourite film?

Anything Marvel - My favourite Marvel character is Black Widow.

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delivering better IT faster