

Mimecast human risk management

Canonical: <https://agentic.blueapache.com/technical-excellence/mimecast/mimecast-solutions-with-blueapache/>

Description:

We deliver Human Risk Management as a Service powered by Mimecast and support enterprise customers through Mimecast resell and implementation.

Details:

We deliver Human Risk Management as a Service powered by Mimecast, bringing awareness training, policy visibility, behavioural controls and incident remediation into an ongoing managed capability. We also help enterprise customers adopt Mimecast through our resell and implementation services.

Our role connects the technology with the way your people work, the information they handle and the security processes your organisation needs. You can engage us for an ongoing managed outcome or for technology delivery that supports your internal team.

Bring human risk into day-to-day security

Email threats, phishing, accidental policy breaches and inappropriate handling of information are related operational challenges. Treating each as an isolated training task can leave a gap between knowing what staff should do and understanding what is happening in practice.

Our managed Human Risk Management offering brings those areas into a coordinated service. We connect awareness with policy visibility, behavioural controls and remediation so the programme can address the risks affecting your people and business.

The offering uses a per-user monthly model. Its launch scope was designed around organisations with 50 to 1,500 seats; our wider Mimecast technology and enterprise implementation capability supports a separate range of requirements. We work through the appropriate engagement with you.

Go beyond a training completion figure

We help you consider what a useful human risk programme should change. The discussion includes how staff recognise suspicious activity, how they report it, what happens after a report and how the organisation follows through when a recurring issue is identified.

The selected Mimecast capabilities can connect risk visibility and awareness activity. Our service design addresses the surrounding process: who reviews the information, how actions are prioritised and how security, IT and business owners work together.

We also consider sensitive information and the way staff use cloud and AI tools. Those discussions need to align with your policies and selected controls. We focus on the requirements you can implement and operate, with clear ownership for changes and exceptions.

Support your internal team with technology delivery

For organisations retaining their own security operations, we provide a Mimecast resell and implementation route. We work with you on the current environment, the capabilities to introduce and

the integration requirements around users, email, identity and security operations.

An implementation discussion can address:

- The users, business units and email environments in scope.
- Existing awareness, email security and reporting arrangements.
- The policies and behaviours you want the programme to address.
- Administrative access and the responsibilities retained by your team.
- The rollout, user communication and operational handover.
- How you will review outcomes after the selected capability is introduced.

Where domain authentication is part of the requirement, we can discuss DMARC advisory, implementation and ongoing management separately. Domain authentication and human risk management solve related but different problems, and the solution should give each a clear purpose.

Connect Mimecast with wider security operations

We use Mimecast to support email and human risk requirements. We use Huntress for endpoint and identity detection and response. We can help connect those capabilities with the Microsoft environment and the wider managed or co-managed security model.

That approach gives your team a practical route from an event to an owner and an action. The scope identifies the selected products, the operating responsibilities and how issues are escalated.

Questions about Mimecast

Can we buy implementation without a managed service?

Yes. Our Mimecast resell and implementation capability supports enterprise customers with internal teams. We can shape a defined technology engagement around your selected capabilities and handover requirements.

Is Human Risk Management only awareness training?

No. Our service brings training together with policy visibility, behavioural controls and incident remediation. We help you connect those components into ongoing security operations.

Is DMARC included in every Mimecast engagement?

We agree the selected capabilities and scope with you. DMARC addresses domain authentication and needs its own design and implementation considerations; it should not be assumed to be included in every human risk or email security engagement.

Talk with our team about Mimecast and human risk

Related expertise

- Huntress endpoint and identity security
- Microsoft cloud, workplace and security