



Redtail KnowBe4 Managed Security Awareness Service

Service Description

Redtail Consulting provides a fully managed security awareness and phishing simulation service delivered using the **KnowBe4** cloud platform.

Redtail manages configuration, campaign delivery, optimisation and reporting. Customers receive a managed security awareness outcome and do not administer the platform.

Service Type

Cloud support service providing a fully managed security awareness programme.

Service Features

- Fully managed KnowBe4 platform operation
 - Managed training and phishing simulation campaigns
 - User segmentation and targeting
 - Ongoing optimisation and tuning
 - Behavioural risk monitoring
 - Operational and management reporting
 - In-house UK-based service delivery
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Service Benefits

- Reduces phishing and human cyber risk
- Removes platform administration overhead
- Improves staff security awareness
- Provides measurable risk reduction
- Supports compliance and assurance needs
- Scales across large organisations
- Predictable managed service delivery

Service Delivery

The service is delivered remotely by Redtail Consulting as a fully managed service. Redtail is responsible for platform operation, campaign execution and reporting.

This service is not delivered through embedded or named resources.

Service Availability

Service management is provided during UK business hours. Campaign execution and platform operation occur continuously in line with agreed schedules.

Customer Responsibilities

Customers are responsible for:

- Providing user data
- Approving campaign objectives where required
- Acting on organisational or policy outcomes

Service Constraints

- Requires active KnowBe4 licences
- Dependent on email delivery and user participation
- Limited to standard KnowBe4 platform features
- Does not include HR enforcement actions

Support

Service requests are handled via email or ticketing during UK business hours.

Pricing Model

Subscription-based managed service. Pricing is aligned to user numbers and service scope. Final pricing is agreed at call-off.

Service Exclusions

- Licence-only access to KnowBe4
- Customer self-administration
- Incident response or forensic services
- Custom training content development