METACOMPLIANCE SECURITY AWARENESS PREMIUM

MetaCompliance

MetaCompliance provides a world-class Security Awareness Training solution that helps to raise awareness of cyber security threats, reduce the risks associated with cyber attacks, and embed a culture of security compliance in your organisation.

Taking a people-centric approach to cyber security, our platform helps to manage and measure Security Awareness Training, and deliver regulatory reporting to ensure compliance obligations are met.

MetaCompliance has a unique focus on encouraging participation by employees with Personalised Security Awareness. This leverages behavioural science best practices to make security awareness meaningful for each employee. By tailoring your Security Awareness Training specifically to your employees' roles, responsibilities and company culture, you can truly improve employee cyber security behaviours and empower employees to defend your organisation against evolving cyber threats.

METACOMPLIANCE SECURITY AWARENESS PREMIUM BENEFITS

World-Class Content
Educate and engage employees with award-winning training from our eLearning library, expertly produced with personality in mind.

Personalised Courses
Curate tailored and targeted cyber security training courses that are specific to your organisation's needs and culture.

Bite-Sized Learning
Deliver digestible bites of cyber security training and user interactions in less than 5 minutes.

Tailored Training
Educate employees with rich content, tailored specifically to job roles, responsibilities and related cyber threats.

Security Awareness Training with Personality
Personalise Security Awareness Training using world-class training that incorporates a variety of styles and formats to capture the attention of end-users.

Automated Awareness Training
Save time and enhance organisational resilience against cyber threats by engaging employees with cyber security training, all year round.

Management Reporting
Boost performance and develop your people towards greater results with transparent reporting that demonstrates regulatory requirements have been met.

Phish Remediation
Automate the phishing incident response process, and issue users with a phish remediation course, or an additional phishing simulation to increase vigilance.

METACOMPLIANCE SECURITY AWARENESS PREMIUM FEATURES



Unlimited Phishing Testing

Our award-winning simulated phishing solution provides timely security training to employees using hundreds of multi-lingual examples of real phishing exploits.

MetaPhish will deliver:

- MetaPhish is a fully functional simulated phishing product that enables organisations to measure their current risk level from a phishing attack.
- Organisations can choose from hundreds of regularly updated templates that are based on real-world threats.
- Templates are fully customisable and available in different languages.
- Phishing campaigns can be scheduled at any time throughout the year, and the frequency and duration of each campaign can be determined by the administrator.
- Employees who don't spot the email as a likely phish will immediately be presented with a point of need learning experience.
- Point of need learning experiences can include a warning notice, infographic, survey, or piece of eLearning being presented to the user to explain what has happened, the potential dangers associated with this form of attack and how they can avoid future phishing attempts.
- The detailed reporting dashboard provides an analysis of specific phishing campaigns, enabling organisations to find out just how susceptible their company is to fraudulent phishing emails and help determine which users require additional training.
- Phish Plugin will enable end users to report suspected phish, removing the email from their mailbox and adding this to your dedicated report. Users can also be congratulated if they spot a simulated phish.



MetaLearning Fusion

With MetaLearning Fusion, cyber security training can be tailored to your unique risk landscape using high-quality video training, policies, quizzes, and your own internal videos. Easily create your training courses using drag and drop functionality.

MetaLearning Fusion will deliver:

- MetaLearning combines creativity, expert knowledge, and innovative software to deliver effective and engaging content that helps businesses stay cyber secure and compliant.

METACOMPLIANCE SECURITY AWARENESS PREMIUM

MetaCompliance

- Using stories, realistic scenarios and narratives for context, MetaLearning provides animated and real-life eLearning courses.
- The software enables organisations to create their own personalised and branded eLearning courses from a library of over 3000 cyber security and privacy training elements.
- Content can be targeted to specific groups of users, making it much more relevant and authentic to staff.
- The catalogue of courses come under two categories: Compliance and Nano. The comprehensive compliance courses are between 10 and 45 minutes long and provide users with the knowledge and skills they need to meet stringent regulatory requirements. The Nano courses are less than 3 minutes long and provide targeted learning on specific subjects that users can learn through small sharp bursts.
- Policy and PDF documents can also be embedded within the Course for end user review and acceptance.
- The eLearning courses inform employees to assist in enabling an improved workplace culture.
- Courses are delivered via the MetaCompliance LMS in both SCORM and MP4 format.



Policy Lite

Our Policy Lite functionality enables admins to target specific groups of users with organisational policies that can be attested to directly within the platform. This helps organisations to increase policy participation, easily obtain employee attestation to key policies, and ensure the necessary compliance obligations have been met.

Policy Lite will deliver:

- Provides the ability to insert key company policies (PDF format) into eLearning training courses and obtain end user attestation to same.
- Content can be targeted to specific groups of users based on job role.



Campaigns

Automate the lifecycle of Security Awareness Training with Campaigns. Campaigns removes the burden of scheduling annual employee policies, eLearning and risk assessments, and helps keep your employees safe online through continuous, year-round learning.

METACOMPLIANCE SECURITY AWARENESS PREMIUM

MetaCompliance

MetaCampaign will deliver:

- The MetaCampaign software automates annual staff awareness campaigns for the module purchased e.g. MetaPhish or MetaLearning or both if Customer has purchased both.
- The software can be set up within a matter of hours and will automatically schedule content throughout the course of a year such as policy management, staff assessments, blogs, eLearning and simulated phishing, again dependent upon modules purchased.
- Campaigns can be tailored to different audiences, adjustments can be made if risk profiles change, and information can be collated for compliance purposes and to service frameworks such as ISO27001.
- Embedded workflows enable you to automatically target users with a follow up training course if they click on a simulated phish.

eLearning Elements™ Library Content

MetaCompliance Security Awareness Premium includes our 15 most popular titles that highlight common security risks within organisations. Developed using the latest animation techniques and with live action videos, these titles consist of video and interactive elements that can be combined (fused) to create your own cyber security or compliance eLearning course.

Cyber Core - Top 15 risks

A selection of Cyber Core titles, including What is Information Security?, Everyday Cybersecurity Threats and Email Essentials.

Standard Nano Introduction with Logo

Create familiarity and brand recognition for users by adding your organisation's logo to the introduction of your eLearning Nanos.

PRODUCT ADD-ONS

MetaPolicy Add-on

MetaPolicy contains all the key elements required to automate, deliver, and manage the policy management lifecycle with minimal time and effort. Using automation, the solution provides an account of compliance awareness levels and demonstrates legislative requirements to third party auditors and regulators. Content can be targeted to specific groups of users, based on their job role and detailed management reports enable organisations to pinpoint key areas that present risks to data security.

MetaEngage Add-on

MetaEngage is a desktop, client technology that guarantees employee engagement and compliance by delivering content directly to the user's desktop. The software contains unique functionality that enables Policies, Surveys & Fusion courses to be enforced directly onto a user's desktop. During this time, the user can only interact with the MetaEngage window or 'snooze' the content if the completion time period has not been reached.

Incident Add-on

Our incident management solution enables organisations to report, respond and remediate cyber risks in a timely manner. Using automation, the solution ensures that all the prescribed procedures have been taken to contain risks, prevent downtime, and stay in control during critical incidents. The module helps to streamline incident reporting and deliver the necessary documentation to comply with regulatory requirements.

SCORM Transfer

SCORM Transfer enables organisations to build, export and upload Fusion courses outside of MyCompliance. Using the MetaCompliance Course Creator tool, admins have the flexibility to create unique, varied courses for specific user groups that can then be exported and uploaded onto an alternative LMS.

Custom Nano Introductions

Customised Nano introductions help to create familiarity, improve adoption rates and set the scene for your learners. An intro is typically no longer that 1 minute in duration and can be embedded within a Fusion course. These animated introduction videos can contain either a standard or customised script, and your organisation's logo.

API

The Customer API is hosted on Azure App Services and can be accessed via the Azure API Management Application. This provides a method of collecting data from MyCompliance without the need to log on to the platform and perform a manual task.

On-Prem AD Sync

On-Prem AD Sync enables organisations to sync users directly from an on-premises Active Directory. AD Sync will replicate your organisation's Active Directory on to the platform for targeting purposes. The AD Sync tool updates on a daily basis to reflect joiners/leavers/changers. Users benefit from SSO.

METACOMPLIANCE SECURITY AWARENESS PREMIUM

MetaCompliance

Enhanced Support - Enhanced Support Provision

To supplement the support provided as standard, enhanced support customers will receive the following:

- Enhanced business hours: Monday to Friday (excluding U.K. Bank Holidays) from 08.00 GMT to 22.00 GMT.
- Call logging by email to support@metacompliance.com and by telephone to 00 44 2871 359777.
- A nominated Customer Success Manager who will be an escalation point for the customer should the customer require additional assistance from MetaCompliance.

Virtual Presenter:

- Allows Customer to craft personalised scripts, which are delivered by an Artificial Intelligence avatar (synthetic avatars as presenters, which are based on real-life persons).
- Enables a rapid response to emerging cyber threats or incidents.
- Customer can chose from a library of over 130 avatars in all supported languages (including over 600 different accents).
- Virtual Presenter can be embedded directly into eLearning courses to engage users with personalised messaging using brand assets such as corporate logos and quizzes to test understanding.
- Virtual Presenter (utilising a third party provider) will deliver videos for use in the platform within an average of 20 minutes per language.
- Each script can have a maximum of 900 characters, which produces approximately a 1 minute video.
- A 1 minute video requires 28MB of storage per language.
- Usage is measured on a per minute basis of all finalised for use videos.
- Minute usage is affected by each language the video is produced in. Example one, one minute video in 5 languages (including English) will utilise 5 minutes of usage.

Content-to-Course:

- Transforms static PDF documents into a structured and effective training experience.
- Administrative Users are guided through customisation options which, with the use of Artificial Intelligence, converts the PDFs into editable eLearning courses.
- The generated eLearning course can incorporate Nano videos and interactive quizzes to enhance engagement and learning.
- Courses can be generated in all supported languages, making training seamless and scalable.
- Subject to a 2MB limit on PDF uploads and maximum output is 8 slides per course.

Deepfake Awareness Training:

- Artificial Intelligence is applied to Customer source material to create engaging eLearning, leading to an increase in end users awareness of how Deepfake technology can be utilised.

SERVICE MANAGEMENT

Service Levels

Severity	Definition	Target Response Time
Priority 1	Critical Problem Serious impact of the Licensee's business operation. The Licensee's ability to progress work is at a standstill or is very seriously impaired. All or most users are affected.	2 Hours
Priority 2	Moderate Problem It is difficult to achieve operational objectives and day-to-day businesses are affected. A substantial number of users or a functional business area is impacted e.g., a department.	4 Hours
Priority 3	Low Level Problem The Licensee can carry out most or all their daily tasks. Could range from a few users moderately affected to all users with a minor problem.	12 Hours
Priority 4	Minor Problem The issue is minor and affects one or two users.	24 Hours
Priority 5	Information Request A user has asked for some information not readily available to first line support.	Best Endeavors

DATA BACKUP AND DISASTER RECOVERY

MetaCompliance operates within a certified ISO 27001 environment, where BCP and DR are core components. Within our cloud platform, we operate an Active Passive plan and use geo-replicated databases, storage and scalable web services. The replicas are in a geographically separate data centre and we utilise DNS traffic directors to manage traffic flows to available points of presence.

METACOMPLIANCE SECURITY AWARENESS PREMIUM

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ON-BOARDING AND OFF-BOARDING

On-boarding -

1. Provision access to purchased modules
2. Arrange welcome call to begin on-boarding project
3. Agree objectives with customer to be completed as soon as mutually possible during the initial days of your subscription
4. Complete interactive training sessions on all purchased modules and platform
5. Complete any necessary technical requirements in relation to user on-boarding
6. Provide assistance with an initial pilot with a specified group of users
7. Proceed to go live to all required staff with guided assistance
8. Discuss requirements of the platform for the remainder of your subscription
9. Confirm all customer objectives have been achieved and value has been obtained
10. Complete on-boarding and meet with Customer Success Manager

Off-boarding -

1. Customer to export any required reports from the platform
2. Stop all access to platform for admins and users on an agreed date
3. Delete all data and customer platform permanently

SERVICE CONSTRAINTS AND CUSTOMISATION

Metacompliance will apply all commercial and technological efforts to make the software available with a Monthly Uptime Percentage (defined below) of at least 99.99%, in each case during any monthly billing cycle. This monitoring includes monitoring and alerting on all services used on the MyCompliance Platform. The Status of the Platform can be checked at any stage here.

"Monthly Uptime Percentage" is calculated by subtracting from 100% the percentage of minutes during the month in which the Products and Services were unavailable to the Licensee.

SUPPORT AND DOCUMENTATION

MetaCompliance provides support online via documentation and videos. These support resources, known as the Knowledge Base, are accessible once logged on to the MetaCompliance software.

Before any support request is made to MetaCompliance, users shall in the first instance, attempt to resolve their queries and identify the cause of the given problem, using the online support materials available via the Knowledge Base help functionality.

MetaCompliance's support desk will be manned by competent staff providing Administrative Users with technical support and advice on the use of MetaCompliance software by email in clear written or spoken English.

Administrative Users can contact MetaCompliance's support staff during standard business hours, to raise any concern or queries regarding the use of MetaCompliance software.

Standard business hours: Monday to Friday (excluding U.K. Bank Holidays) from 09.00 GMT to 17.00 GMT.

By email to **support@metacompliance.com**.

All enquiries will be logged in our helpdesk software and issued with a unique ticket reference.

All support enquiries should be responded to within 12 business hours.

COMPENSATION

Should MetaCompliance not meet the service levels agreed at the outset of the service provision, the dispute resolution clause detailed in the G-Cloud 14 contract shall apply. Should such a resolution not be achieved, the buyer has the right to terminate the contract in accordance with agreed terms.

ORDERING AND INVOICING PROCESS

Upon receipt of a completed G-Cloud 14 Call-Off Contract, the MetaCompliance finance department will issue an Acknowledgement of Order. This will be followed by the issuance of an invoice, for the first 12 month period of any G-Cloud 14 contract term, payable within 30 days of receipt. The relevant terms of a mutually agreed G-Cloud 14 contract shall apply.

TERMINATION OF CONTRACT

Written notice must be provided to the relevant contact, as provided in the G-Cloud 14 Call-Off Contract agreed between the parties. Such notice shall be in accordance with G-Cloud 14 Call-Off Contract clause 18 'Ending the Call-Off Contract'.

METACOMPLIANCE SECURITY AWARENESS PREMIUM

MetaCompliance

AFTER SALES SUPPORT

MetaCompliance installs and maintains all services and components that are purchased for the duration of the contract.

TECHNICAL REQUIREMENTS

Please ensure that all users are on the latest version of the supported browsers to guarantee the full performance of MetaPrivacy:

- Google Chrome
- Safari
- Microsoft Edge
- Firefox

ALLOW LIST REQUIREMENTS

For all customers:

To successfully receive the emails from the MyCompliance Platform, we will provide you with IP Addresses to 'allow list' within your organisations' security infrastructure (e.g. firewalls). These will be provided for security reasons, once onboarding commences.