



eSafe Customers, Welcome to Smoothwall

It's great to have you onboard

In this guide:

Discover how Smoothwall Monitor builds on your previous eSafe platform and the key differences.

Welcome to Smoothwall

We want to ensure your transition over to your new Smoothwall Monitor solution is as easy as possible. In this paper, we'll guide you through how Smoothwall Monitor builds on your previous eSafe solution so your college can get the most out of its features and benefits.

Our aim is to help your college to proactively detect risks **in real time, as they happen, before they become real life incidents**. We understand that schools and colleges are now under more pressure than ever to keep tabs on how students are interacting online. Although technology brings tremendous opportunity, it also brings inherent danger. Our dedicated team of expert moderators work like an extra pair of eyes and ears, enabling you to see below the water line to the hidden dangers that reside in a student's digital world. 24/7, 365 days a year.

If you have any questions about your Smoothwall Monitor, its implementation or digital safeguarding in general, please don't hesitate to contact a member of the Smoothwall team.

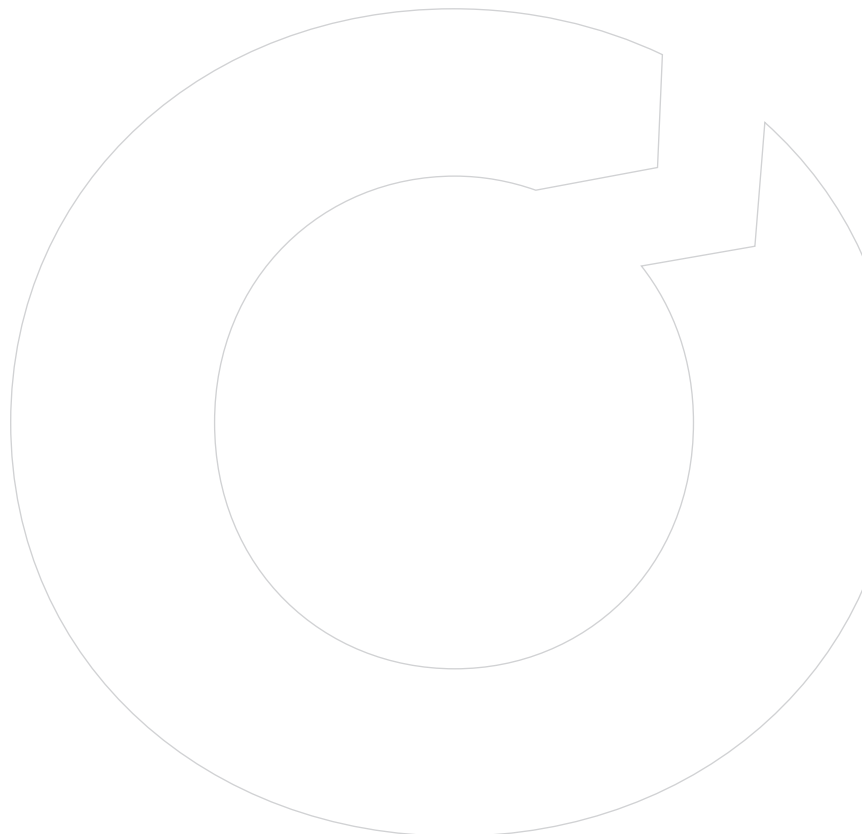
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Six key ways Smoothwall Monitor builds on your previous eSafe solution.

Smoothwall Monitor has been built from the ground up to meet the specific needs of UK schools, colleges and MATs to make your life, as a DSL, as easy as possible.

We want to help schools to overcome safeguarding challenges, so that your students are free to explore their digital world without fear of abuse or exposure to inappropriate content. Colleges across the UK depend on Smoothwall Monitor to detect students at risk; students that may otherwise slip under the radar.

Smoothwall Monitor exceeds all UK digital safeguarding statutory obligations; and we continue to develop it in line with guidance changes to KCSIE, Safer Internet Centre and Working Together to Safeguard Children to ensure you are providing your students with the best safety and wellbeing support possible.

As you transition over to Smoothwall we want to ensure you get the most from it. In this next section, we've included a brief overview of the key differences between your eSafe solution and Smoothwall Monitor and how these features can better equip your college to proactively detect risks, as they happen, paying attention to six key areas.



Over **65%** of Colleges across the UK depend on Smoothwall to protect students online.





1. Speed of alert

The 'speed of alert' is the time it takes to identify and notify you of an alert. This is a critical measure that allows your college to intervene quickly if a student is suspected of being in harm's way.

With your previous eSafe solution, risks were identified using screen captures. These were sent to the human moderation team for further analysis during office hours only, where they would be graded for severity. Any alerts that came through overnight would be reviewed the following day. Here, the moderators would work through the backlog, to manually assess each risk alert, in order to remove false positives, spot trends and grade risks. Any lower grade concerns were sent over to you in a weekly summary, potentially days after an incident had taken place.

Smoothwall's more advanced solution uses both Artificial Intelligence (AI) and human moderation to speed up the analysis of all captured risks. AI is used to create an initial categorisation of the alert, as well as to remove any false positives. This significantly reduces the 'speed of

alert' time, as manually going through each alert is removed from the process. All risks are graded between 1-5 (5 being the most urgent – a risk to health or life), before they even reach our team of expert moderators. Our moderation team review alerts 24 hours a day. This means that severe alerts that require urgent review (grades 3-5) **are picked up in a matter of minutes**. Lower grade alerts (1-2) are still recorded to help spot behavioural trends over time, should they emerge. You can easily access these on the customer portal, rather than waiting for a weekly summary.

Because of this more instant grading, and without a 'backlog' of alerts, our moderators are also able to quickly make sense of what is urgent and what is not, without being overwhelmed by too many risk alerts, minimising the risk of moderator fatigue.

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2. Cloud-Based Application

Cloud-Based Application refers to a solution that's hosted in the Cloud. Cloud hosting minimises the impact a third party application can have on your network.

Your previous solution relied on heavy processing on your college devices, potentially slowing down your computer processing speeds.

Smoothwall Monitor is cloud-based, so all processing takes place 'in the cloud' – making it a more 'lightweight option.' As a result, computer processing speeds aren't impacted because of their application. Students and staff can benefit from a more reliable, seamless online experience.



3. Customer portal

As a DSL you want to have easy oversight of all risk alerts to all students in your care, not just those alerts that require the most urgent attention. We know that what may initially appear to be a lower grade risk can become a more significant one over time. Previously, you may have phoned eSafe to check on low grade risk captures during the office hours of the moderation team.

You can now log on to your Smoothwall Monitor portal and get immediate access to graded risks, at any time, day or night. Most importantly, this easy access can help lead to a more rapid intervention of severe risks.

You can also use valuable insights from the portal to educate staff on behavioural trends – equipping them with the knowledge to intervene or flag any safeguarding concerns.



You can now access the Smoothwall Monitor portal which provides easy, quick access to graded risks.





4. Cutting-edge technology

To provide your school with the most effective digital monitoring solution, Smoothwall needs to be at the cutting-edge of technology development.

As a wholly owned, agile business, we're able to quickly adapt our solution, depending on your practical needs or key developments in your students' digital world. For example, we've recently released monitoring for iPad devices, to sit along existing Windows, Mac and Chromebook monitoring.

Changes may also relate to Governance updates (KCSIE, Ofsted) or new online dangers that emerge. Whatever the requirement, we can respond and develop our technology accordingly.



5. Easy integration

We want to make it as easy as possible for your safeguarding platforms to work together. We know that digital safeguarding makes up one part of a much larger safeguarding provision.

With your previous eSafe solution, the moderation team were required to manually enter the details of the concern directly into CPOMS. Any manual data upload introduces the potential for error.

Smoothwall Monitor can now be easily integrated into your college's record management system, so that risk capture can be transferred at the click of a button. By automatically transferring risks into your record management, you can easily and quickly identify lower-level safeguarding concerns before they develop into more serious incidents. Essentially, it allows for a much more joined up approach to safeguarding.




6. 24/7/365 protection

We know that risks present themselves around the clock. Smoothwall Monitor has been especially developed with this in mind. **It is the only active monitoring solution that provides 24/7 moderation, 365 days a year.** With the additional features that we have outlined, from the speed of alert times to using the latest technology, to easy access to insights – you now always have access to the latest alerts at the earliest opportunity, night and day. This means that your students benefit from the best possible online protection.



Comparison checklist – at a glance

Here, we've summarised for your ease, the key differences between your previous eSafe solution and your new **Smoothwall Monitor**.

Key difference	eSafe solution	
		Smoothwall Monitor
Uses risk grading to help identify the severity of a screen capture.	✗	✓
Uses AI profiling to grade risk alerts and remove false positives.	✗	✓
Human moderation 24/7, 365 days a year.	Limited moderation hours (9-3pm)	✓
Online Portal – for instant report access and trends for all customers.	Limited availability	✓
Online Portal – modify alert settings.	✗	✓
Wholly owned technology with agile developments as and when needed. e.g iPad monitoring.	✗	✓
Cloud-hosted for a lighter application/ more efficient CPU (Computer Processing Unit) speed.	✗	✓
Integration to record management via online portal instantaneously, with 'one-click'.	✗	✓
Active Directory Azure and Google Workspace integration for group-based alert profiles.	✗	✓

Your **Smoothwall Monitor** gives you many additional benefits.

Conclusion

We hope you've found this guide useful.

We look forward to supporting you and your college as you transition over from eSafe. Whether it's the speed at which you're alerted to risks, to the latest in digital monitoring technology, to 24/7/365 protection – we've got you covered when it comes to monitoring that is 'always on.'

Smoothwall are always happy to help. If you have any questions regarding Smoothwall Monitor please don't hesitate to get in touch.

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Free live webinar

Thursday, 13th October.

Join digital monitoring specialists Rob Faulkner and Ben McGrath to find out how Smoothwall Monitor can support your College when it comes to digital safeguarding as you transition over from eSafe. They will be on hand to answer any further questions you might have.

[Sign up here](#)

Further reading



As a DSL, do you fear missing a child at risk?



How DSLs can spot the signs of self-harm in schools and colleges.

Resource Hub



You can also access free Digital Safety resources **[here](#)**.

Smoothwall – trusted by over 12,000 schools and colleges across the UK.

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