

Smoothwall Monitor Managed Service



Currently the only solution of its kind, Smoothwall Monitor - Managed Service is a real-time digital monitoring solution that offers a 24/7/365 human moderated service. A highly trained team monitor your alerts and will notify you of risks appropriate to their grade, meaning you can concentrate on providing support to the pupils in your care.

Advanced monitoring for schools and colleges

As digital learning becomes more commonplace in the classroom, the need to protect children online has risen to the top of schools' agendas.

Legislation such as Keeping Children Safe in Education and the Prevent Duty have solidified how high the Government expectations of school safeguarding responsibilities are. Not only must schools and colleges ensure they have appropriate filtering in place, but also appropriate monitoring, putting more of an emphasis on human interaction to ensure that vulnerable young people are safeguarded.

Smoothwall Monitor – Managed Service has been designed to provide the most advanced on-device monitoring. Moderated by vast AI technology and human specialists, you can concentrate on supporting and educating the young people in your care, with peace of mind that should an incident arise, you will be alerted by one of our expert moderators.

Smoothwall Monitor – Managed Service is the only solution of its kind to continuously build a profile of all users, allowing the system to accurately interpret between a one-off event or a consistent pattern of behaviour.

Now more than ever, schools and colleges need help to protect the young people in their care. Smoothwall Monitor - Managed Service provides round the clock support to keep your school one step ahead in the evolving world of digital safety.

Why is digital monitoring software needed?

Digital monitoring software helps pick up on thoughts that students can't say aloud, related to: suicidal thoughts, eating disorder, radicalisation, cyberbullying, sexual grooming, self-harm, racism and depression.



I can't praise [it] enough! It's not only made my life a lot easier, but also has the ability to transform lives because receiving the alerts gives me time to act!

Designated Safeguarding Lead
King Harold Academy

Key features



Real-time monitoring

User activity is auto moderated in real-time, alerting any risks and allowing for early intervention.



Intuitive and simple interface

Incidents are displayed clearly allowing you to quickly evaluate any concerns.



Cloud-based

Installation couldn't be easier with remote set-up options.



Role-based access

IT, Reporting, and Safeguarding roles provide access to different areas of the portal, allowing for adherence to data privacy rules.



Appropriate alerting

Choose an alerting configuration that suits both the school and students and ensure safeguarding staff only receive the alerts they require.



Simple, secure access anywhere

The software can be securely accessed anywhere, any time, on any device. Single sign-on from School systems provides both security and ease of use.



Artificial intelligence

Our automated "first layer" of intelligence ensures alerts are timely and effective, highlighting issues that a 100% human moderated product could miss.



Managed service

Our highly trained team of moderators alert and notify you of risks using our level 1 to 5 grading system.



Record management integration

Integrates with Safeguard Record Manager, CPOMS and MyConcern Safeguarding Software to help provide a holistic view of a child's wellbeing.

Get in touch

If you would like to find out more about Smoothwall Monitor -- Managed Service or have any questions, please get in touch with our team of safeguarding experts. We'd be delighted to help.

Web: www.smoothwall.com/education
Tel: +44 (0)800 047 8191
Email: enquiries@smoothwall.com

Further reading

You may wish to download:

'A Complete Guide to Active Monitoring for Schools' at www.smoothwall.com/complete-guide-to-monitoring

Smoothwall
 Smoothwall

Smoothwall-Ltd
 SmoothwallTV