



# Smoothwall Monitor

Real-time, human moderated monitoring that alerts designated staff to students becoming vulnerable.



# About Smoothwall Monitor

Smoothwall Monitor is a human moderated digital monitoring solution. It alerts designated school staff to students becoming vulnerable based on their digital behaviours.

What a child does, says or shares online can, often unknowingly, place them in harm's way. For example inappropriate online conversations, cyberbullying, sexual grooming, harmful image sharing, oversharing personal information, racism and more.

A child's behaviour can also reveal concerns in other parts of their lives that they may be unwilling or unable to speak about. These can include suicidal thoughts, eating disorders, radicalisation, self-harm, depression, violence and others.

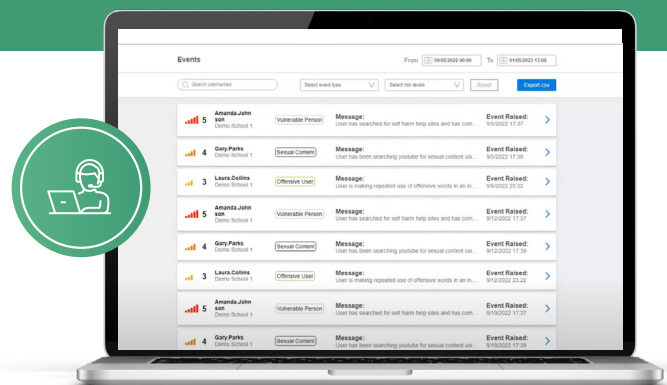
Now more than ever, schools need help to protect students in their digital lives. Smoothwall Monitor is a virtual assistant that enables school staff to concentrate on supporting and educating their young people safe in the knowledge that should an incident arise, they will be alerted.



## How it works

Monitor's advanced behavioural analysis technology becomes active when a child's digital behaviour suggests they maybe at risk.

An immediate analysis removes false positives. Low level alerts are logged in the dashboard for the designated staff member to review next time they login. Suspected medium or high alerts are sent to our dedicated UK moderation team for analysis.



Any further false positives are removed at this stage and the school is notified by our team, by email or by phone depending on the suspected severity of the alert.

# Smoothwall Monitor features & benefits

## Real-time alerts for faster interventions:



### ✓ Real-time alerts

Designated school staff are alerted in real-time and within minutes of an event occurring, including by phone for the highest suspected risks. All alerts come with contextual evidence to support next step decision making.

### ✓ Human moderation

A highly trained, human moderation team provides protection 24/7, 365 days a year. They assess the more serious alerts and remove false positives before contacting designated staff.

### ✓ Appropriate notifications

Low level alerts are stored in the Dashboard for viewing at the next login. Medium alerts are communicated through email. High alerts are conveyed by phone. Designated staff are contacted only when necessary.

*Dedicated to keeping  
children safe*



## Helps make invisible risks, visible:

### ✓ Detects risks across the digital space

Risk-assesses everything a student types across Google, Office 365, offline documents, web chat, social media and more.

### ✓ Works online & offline

Captures risks even when the device is disconnected from the internet. When the device re-connects, data is transmitted to Smoothwall Monitor for analysis.

### ✓ Detects vulnerabilities across the broadest categories

Including mental health concerns, bullying, violence, self-harm, suicidal ideation, drugs, gangs, grooming, radicalisation and more.

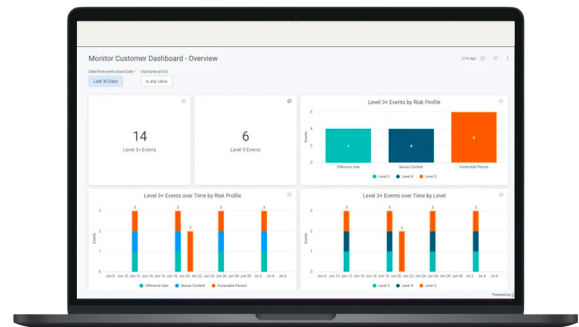


# Smoothwall Monitor features & benefits



## Optimizes staff time:

- ✓ **Minimizes false positives**  
Human moderation dramatically reduces false positives. Staff time is only incurred when absolutely necessary.
- ✓ **Fast deployment**  
Cloud-based and with fast and easy deployment means there is no IT burden and no ongoing need for technical administration.
- ✓ **Evidence minimises need for additional information**  
Risk assesses the whole screen not just the URL which means alerts are more accurate and are accompanied by evidence to support pre-intervention decision-making.



*harnessing the power  
of connection*



## Works smarter online and offline

Works offline, capturing risk events even when the device is disconnected from the internet. When the device re-connects, data is transmitted to Smoothwall Monitor for analysis.



# Monitor's role in our Digital Safety and Wellbeing Framework



## About our Framework

Our Digital Safety and Wellbeing Framework enables school leaders to explore our solutions as they apply to the three most common pillars found in health and safety planning:

1. Prevention 2. Early detection 3. Education.

Schools can use this, supported by our Smoothwall team, to identify their priorities and plan the steps needed to achieve a more efficient and robust provision of care.

Our Framework is also a useful way for school leaders to keep abreast of the types of solutions available to them in the market.

As well as to better understand the role each of them plays and how they combine to build a digital wellbeing culture across the whole community.

*none of us is as powerful as all of us*

## The role of Smoothwall Monitor

Smoothwall Monitor sits in the Early Detection & Intervention part of our Framework.

It allows schools to spot risks not easily detectable through a web filter, not easily spotted through the eyes and ears of teachers in the classroom and

which could therefore go unnoticed, or noticed too late. Smoothwall Monitor helps make invisible risks visible and is a vital component in a robust digital safety and wellbeing provision.

# Smoothwall Monitor Impact

In 2022, Monitor detected:



**7,200k children**  
facing the highest risk, including to their health or life, were spotted by Monitor in 2022.



**188,000k children**  
at potential serious risk, including mental health and self-harm, were spotted by Monitor in 2022.



**48,700k children**  
at potential risk of violence or bullying were found by our solutions in 2022.



**12.9m students**  
are supported and protected every day by our technologies.



“In relation to 7 months stress and pain from our previous provider which failed to deliver what they had stated it would do, Monitor knocks it out of the park!”

**Operations and Business Manager**  
University Academy Keighley



“I can't praise Monitor enough! It's not only made my life a lot easier, but it really does have the ability to transform lives because it gives me time to act.”

**Care, Guidance and Support Manager**  
King Harold Academy



**22 million**

children supported and protected by our technologies every day.



**25,100**

schools provide better digital safety and wellbeing support because of our solutions.



**3 minutes**

a child at potential serious risk is found every 3 minutes because of our solutions.

# More information

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## Get in touch

To learn more about Monitor including a demo please contact our team. We are waiting to help.

T: +44 (0)800 047 8191

W: [smoothwall.com/solutions/monitor](https://smoothwall.com/solutions/monitor)

E: [enquiries@smoothwall.com](mailto:enquiries@smoothwall.com)

## Qoria

Smoothwall is part of Qoria, a global technology company, dedicated to keeping children safe and well in their digital lives. We harness the power of connection to close the gaps that children fall through, and to seamlessly support them on all sides - at school, at home and everywhere in between.

Find out more  
[www.qoria.com](https://www.qoria.com)



[smoothwall.com](https://smoothwall.com)

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