

SMBsecure ASP Customer QBR

Facilitator Guide

(Slide by Slide)

Opening & Agenda

1. *Set expectations*
2. *Confirm business objectives*
3. *Frame value discussion*

Security Posture Review

1. *Review metrics*
2. *Present and review key SMBsecure reports (Telivy, Prventi KPI, ComplianceEZ, Toolkit)*
3. *Highlight improvements*
4. *Explain risks in business terms*

Compliance Alignment

1. *Discuss POPIA/JS alignment*
2. *Identify gaps*
3. *Confirm documentation status*

Score Customer Maturity

Position the customer on the maturity curve and agree on actions to move them to the next stage. Typical **SMBsecure** Customer Maturing Levels:

Level 1 – Basic

1. *Limited controls*
2. *Reactive security*

Level 2 – Managed

1. *Core protections enabled*
2. *Basic awareness training*

Level 3 – Standardised

1. *Expanded protections enabled*
2. *Documented controls and procedures*

Level 4 – Optimised

1. *Continuous monitoring*
2. *Proactive risk management*

Roadmap & Actions

1. *Agree next 90-day priorities*
2. *Confirm owners and timelines*