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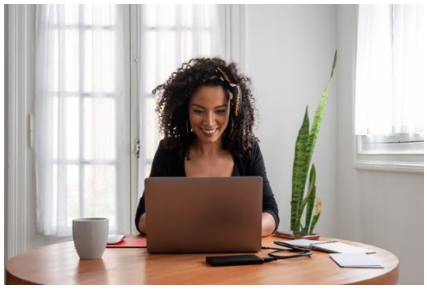
CASE STUDY:
IT Company Reduces Cyber Risk with Improved Employee Education

The Situation Today

"The COVID-19 pandemic of 2020 is having many lasting effects. One is the increasing data security threat caused by employees working from home, shopping online, and generally being more digitally connected than ever. Cybercriminals have taken this opportunity to up their attacks, both in frequency, sophistication and scope. With cyber breaches up 41% since the COVID-19 outbreak, companies must act quickly and decisively to avoid devastating losses. It is now obvious that legacy training methods are not doing the job. Changing times call for new approaches."



The Who

The Company is a 400 person $300M revenue hybrid cloud services provider and systems integrator. They help organizations drive digital transformation through the adoption of new technologies and approaches.

The Challenge

The Company communicates with hundreds of commercial and government customers and partners daily. The team has a high degree of technical knowledge and is well equipped to recognize suspicious activity. However, they found upon completion of a baseline phishing campaign, over 30% of the company is susceptible to falling victim to phishing emails.

Realizing that technology alone would not solve the problem, they sought something new. Before ThreatReady, the Company's security awareness training program was conducted by an internal information technology team utilizing third party software and content. The training was typically completed when new employees first joined the Company, supplemented with annual training and testing for the rest of the Company. The training was not only infrequent, it would often be missed due to a lack of time, interest and competing priorities.

The Company's operations require that employees work with a large number of customers and third-party partners. It receives as many as 20,000 inbound emails a day. That translates to 100,000 per week or 4.8 million per business year. Considering millions of emails from thousands of sources, the risk of a successful phishing attack is high.

They are not alone. The FBI recently reported that the number of complaints about cyberattacks to their Cyber Division is up to as many as 4,000 a day. That represents a 400% increase from what they were seeing pre-coronavirus.

The Solution

ThreatReady developed a unique methodology advanced by company advisor Henry Roedriger, head of brain science at Washington University and author of *Make It Stick-The Science of Successful Learning* This approach is different from other training.

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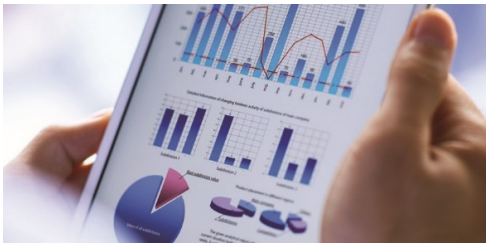
ThreatReady's training modules fit together in one holistic platform to Improve your security culture and lower your risk profile.

ThreatReady provided programs to address the Company's specific attack vectors and employee needs. In addition, they also provided a dedicated certified training expert to help implement, deploy and manage the program throughout the year. Tailored programs were also developed for specific groups within the Company.



For low-risk employees, the users were not overburdened with irrelevant and exhaustive training. The short engaging and entertaining videos offered by ThreatReady helped drive home key messages on a regular cadence. For high-risk departments such as those in the C-Suite, Accounting, Finance and Information Technology, who had high levels of privilege and faced greater risk, ThreatReady curated the program to address their specific requirements and risks.

Implementation & Reporting

The ThreatReady training program was up and running within days, making an immediate impact. The ongoing implementation assistance provided more time for the internal information technology team to focus on other, more pressing projects.

A wide range of reports and dashboards give insight into the effectiveness of the program. The reports are tailored to the individual requirements and audience, including employees, security and technology experts, C-Suite, and Board. Reports can be delivered after every campaign or on a monthly, quarterly and annual basis. In addition, custom reports include industry benchmarking

Customer's Parting Thoughts

"There are a lot of options when it comes to cybersecurity training, ThreatReady's unique approach, management, collaboration and expertise separates it from the pack. The learning and behavioral based content was engaging and well-liked by our employees. Most importantly, the dynamic training delivered a more secure environment and culture."

About ThreatReady

ThreatReady, is a leading provider of security awareness training and simulated phishing solutions, used by organizations of all sizes around the world serviced from locations in Boston Massachusetts and London, England. Founded by behavioral and learning experts, ThreatReady helps companies address the human element of security by raising awareness and building a cyber safe culture.

ThreatReady CASE STUDY SERIES

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