

Overview

A nationally recognized leader in the commercial and residential real estate industry, headquartered in New York City, commands a prominent presence with operations spanning multiple locations. Facing escalating cyber threats, they sought a dynamic cyber awareness training program to strengthen their security posture across a distributed workforce.



Objective

The aim was to deploy a human engineering program to train employees and contractors as human firewalls, equipping them to mitigate risks through baseline testing, interactive web-based training, and continuous simulated phishing attacks, with robust governance and reporting

Business Challenges

The complexity of delivering a tailored cyber awareness program presented significant hurdles:

- **Distributed Workforce Management:** Coordinating training across multiple locations demanded centralized oversight and flexible scheduling
- **Dynamic Threat Adaptation:** The program required regular content updates and ad hoc campaigns to counter heightened threats
- **Comprehensive Governance:** Detailed reporting for each user was critical to ensure training completion and assess effectiveness

The Solution

We as a Managed Security Service Provider (MSSP), partnered with **KnowBe4** to deliver a world-class Guard Cyber solution. The enterprise-wide program featured baseline testing using mock attacks, interactive web-based training tailored to real-world scenarios, and continuous assessment through simulated phishing attacks. Custom templates were created for each branch and department, with ad hoc campaigns addressing specific threats. Automated data recording and analysis identified users needing additional training, while governance tools ensured compliance through detailed reporting. The solution was rolled out seamlessly, integrating with existing workflows to maintain operational continuity.

Value Delivered

Our solution empowered the organization to build a resilient cybersecurity culture, across employees and contractors acting as vigilant human firewalls. The program’s adaptability and robust analytics drove measurable improvements in threat mitigation.

8000 Users trained in turn bolstering defenses



Department-specific Tailored Phishing Campaigns enhanced relevance



Actionable Reporting Insights supported continuous improvement

Business Benefits



Strengthened Human Firewalls



Adaptive Threat Response



Centralized Training Governance



Seamless Operational Integration