

Overview

A prominent enterprise delivering cutting-edge services across global markets, renowned for its leadership in technology-driven solutions, operated in an increasingly hostile digital environment. To safeguard its operations, the organization urgently needed a robust cyber awareness training program to transform employees into vigilant defenders against escalating cyber threats.



Objective

The primary objective was to deploy an enterprise-wide cyber awareness training program to reduce the phish-prone employee rate from 34.1%, equipping staff to identify and mitigate phishing and ransomware threats through interactive, scenario-based learning and continuous assessments.

Business Challenges

- In a landscape rife with sophisticated cyber attacks, the enterprise faced mounting pressure to fortify its human defenses while maintaining operational efficiency:
- **High Phish-Prone Vulnerability:** An initial 34.1% phish-prone rate exposed the enterprise to significant risks from phishing and ransomware attempts
 - **Engagement Imperative:** Training needed to deliver real-life scenarios through interactive web-based modules to ensure employee retention and participation
 - **Assessment Deficiency:** The absence of effective tools to measure training outcomes via baseline testing and continuous simulated attacks hindered progress

The Solution

We collaborated with KnowBe4, a pioneer in cyber awareness solutions, to implement a tailored training platform. The enterprise-wide program incorporated baseline testing through mock cyber attacks, interactive web-based training rooted in real-world scenarios, and ongoing simulated phishing exercises to reinforce learning. Customized curricula were designed with flexible completion schedules to minimize workflow disruptions, while automated tracking enabled corporate analysis of test results. Employees who failed simulated attacks received targeted retraining, fostering continuous education. The solution was seamlessly deployed in weeks, ensuring rapid adoption across the organization.

Value Delivered

Our solution reshaped the enterprise’s cybersecurity posture, empowering employees to serve as a proactive line of defense. The program’s efficacy was demonstrated by over 247 employee-reported incidents in the first year, reflecting heightened vigilance. Key benefits included:

88% Drop in Phish-Prone employees within 1 year

247+ Incidents recorded by engaged employees for threat reduction

Achieved full implementation in weeks without operational impact

Business Benefits

Reduced Phish-Prone Vulnerability

Enhanced Threat Identification

Swift Training Implementation

Continuous Cybersecurity Education