TURNKEY

About the company

Turnkey's client is a professional services organisation with seven locations across the world serving a range of blue-chip customers.

Highlights

- Kick starting a security awareness training programme from the ground up at a professional services firm engaging with a large range of blue-chip clients

- Implementing the latest training tools and methodology in security awareness drives down phishing attacks from 18% to 4.5% in one year

- Working with an MSP boosts the effectiveness of the company's security awareness strategy

Deploying a security awareness training programme for cyber security

The Challenge

As a professional services organisation with multiple blue-chip clients, the organisation is integrated in its own customers' landscapes and therefore needs to uphold the very best security standards to build and maintain trust. It is essential that the organisation trains all of its staff in security, implementing the right user behaviour and driving a more cyber-aware culture.

A cyber threat intelligence assessment carried out by Turnkey Consulting had identified a risk to the customer's operations from external threats. The risk of phishing would have a devastating impact on the organisation's service supply chains, attacking the organisation via employees' emails. Once phishing occurs, the employee has a choice to either avoid or report the incident. It was therefore critical to provide the right training to staff to be able to identify phishing attacks. A targeted staff training needs analysis together with automated campaigns were required to safeguard the business and its systems.

The client did not have the time or resources to undertake security training or the ability to respond to the fast-paced and changing threat environment, where no subject was off limits to vulnerability exploitation attempts. It could not justify hiring an additional FTE for a security awareness function that might result in irregular workload. On top of this, the organisation lacked the governance and understanding around how a security awareness programme framework should be structured and managed.

The client was frustrated with traditional training methods and wanted a more hands-on and practical approach to engage its employees and improve security awareness.

Solution

Cyber security expert Turnkey Consulting was engaged as the organisation's managed service provider to provide a programme of security awareness aligned to the business's specific needs.

As well as the initial security awareness assessment, the scope includes providing a regular schedule of training, phishing simulation targeted at users, automatic enrolment in additional training and custom content for at-risk users.

A step-by-step security awareness training programme

Turnkey implemented a market-leading security awareness integrated platform that includes mock phishing attacks called KnowBe4. Knowbe4 is an off-the-shelf training solution that provides a step-by-step security awareness training programme, with all the governance, phishing simulation templates, web-based training tools and reporting that the organisation requires to build a more resilient and secure organisation. It is continuously updated with the latest information, is brandable and also enables the firm to upload its own content relevant to its users and business setting.

The organisation deploys the tool to put phishing simulations into practice. Users are sent fake phishing emails to help them recognise when one occurs in a real-life scenario. Using practical simulations is much more hands-on and easier to remember than more traditional training methods. Turnkey has also set up automated training campaigns with scheduled reminder emails so training is carried out on a continuous basis.

A Phish Alert Button gives the professional services firm a way of enabling its users to report simulated and non-simulated phishing attacks. This allows a member of the team to evaluate and respond to the incident. With this feature the organisation gets much more visibility into the type of emails that are being sent out to employees, how many of them recognise the threat and are reporting them.

Reporting on progress

KnowBe4 provides actionable metrics and insight into the effectiveness of the company's security awareness training programme. The tool generates over 50 different types of reports that helps the organisation to understand where improvements are required to strengthen its security strategy.

A partner to simplify the ways of safeguarding against cyber vulnerabilities

With the dramatic increase of cyber threats, protecting your critical business data has never been so important. Turnkey is helping its client prevent these attacks and simplify the ways in which its systems are safeguarded.

Together with the KnowBe4 tool that delivers a suite of standard security awareness tools, Turnkey supports the professional services firm by providing the added value, expertise and knowledge to drive the long-term vision of its security awareness strategy.

Results

The results are impressive. Running the phishing email training campaign with users every quarter over one year decreased the risk of phishing attacks from 18% to just over 4.5%. These results are closely aligned with KnowBe4's own industry baseline research which identified a decrease from 31% down to around 4.5% following a period of ongoing training over one year.

The results demonstrate the importance of continuous user training, phishing simulations and assessments to deliver a low percentage of phishing attacks and maintain that downward trend on the risk score.

Benefits

Engaging Turnkey as its MSP is already bringing benefits to the client. It allows resources to be deployed when required, at a frequency chosen by the organisation – therefore delivering cost savings and efficiencies. As it could not justify an additional FTE for the security awareness role and did not have the time or expertise to fulfil this internally, working with Turnkey Consulting was the logical solution that would deliver faster time to realised value.

The organisation was able to significantly decrease phishing attacks over a period of a year. To maintain these levels, it is critically important to undertake continuous training with updated content to keep up with the fast-changing business and economic environment.

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