

A Security Awareness Training Case Study

Generic Medicine Provider

The Challenge

The lab was reviewing a quick and effective route to compliance with the GDPR, in the process they realised the potential for a much wider data loss. The majority of cyber attacks - ransomware based, data theft, malware or impersonation attacks - start with an infected email.

The first step in compliance and data protection was training the workforce to recognise and respond to malicious emails.

The Solution

After consultation Softwerx recommended KnowBe4, a comprehensive security training program that combines baseline testing using mock attacks, online training and continuous assessment.

The training is based around a test, train, test again format that provides measurable results to prove compliance.

“We know we can relax now, IT is getting far fewer calls from concerned users and we’re secure.”

The Outcome

The lab was surprised by the results, not the expected improvement in the phishability of staff, but the increase in morale that came from confidence in downloading attachments or clicking links from legitimate email.

They are now confident in their compliance and their data security.