

A Security Awareness Training Case Study

State Owned European Bank

The Challenge

The bank was facing the regulatory requirements for formal security awareness training and, at the same time, preparing for GDPR.

It was extremely important to them that they were able to provide all their staff with the knowledge to protect themselves and the business from phishing attacks.

The Solution

They reviewed the marketplace and came across KnowBe4, the clear market leader.

The software procurement decision was easy, but they needed to find a partner who were able to help manage the implementation of the program.

Softwerx were able to offer the Bank the complete support and KnowBe4 knowledge they required.

Compared to other SAT solutions, it [KnowBe4] was just much more comprehensive and much easier to drive.

The Outcome

Since the training, the number of issues caused by staff clicking dangerous links has reduced significantly.

The program has given them the ability to tangibly measure employee development and success, which meets regulatory requirements. It has also had a positive effect on employee morale.