

## Success Stories

### Ensuring Enterprise Cyber Awareness Through Digital Cyber Training

#### Critical Business Challenge

Quess GTS was seeking an enterprise system to deliver Cyber Awareness training to their employees. The goal for Quess GTS was to implement a program that could train their employees as human firewalls to be part of the overall cyber defense make-up. The new program had to be interactive and present “real life” scenarios. Finally, the program needed a method of assessing the effectiveness of the training taken by each employee, including simulated cyber awareness via phishing simulation emails and ransomware attempts.

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#### Partnership

Quess GTS chose to utilize KnowBe4, a market leader in this space, with their digital solution. The curriculum included baseline testing via mock attacks, interactive web-based training, and continuous assessment through simulated phishing attacks. Each employee was assigned a curriculum to be completed with a due date that would not impact the normal work schedule. The training was mandatory including completion of the tests which were captured for corporate analysis. Updates and refresher classes were also scheduled periodically throughout the year. Quess GTS’s Quess Guard Security Team implemented the program in a matter of weeks, and it was a perfect fit.

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#### Solution

The rollout was successful across the enterprise. Through the tools provided by KnowBe4, Quess GTS’s team can customize, and update training exercises based on real life scenarios. Quess GTS uses the KnowBe4 platform to record the data from simulated phishing attacks, analyze the data, and assigns any additional training that may be recommended for users who fail the testing. With this new and endless education, the employees now have the required cyber awareness to reduce risk to the company without disrupting their daily routines. The CISO can rest easy now, knowing the employees are now trained to prevent attacks. Over 247 incidents were reported by the employees during the first year of the training. The rate of phish-prone employees dropped from **34.1%** when the program was initiated to less than 4% one year later. The success of our program led to Quess GTS joining KnowBe4’s Managed Services partner program.

