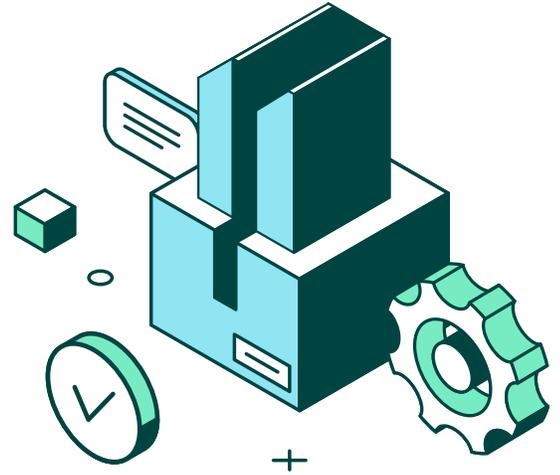


## Worldwide Manufacturer Creates Cyber-Aware Culture And Prevents Phishing Attacks With Security Awareness Training



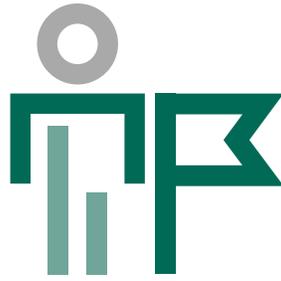
Having a basic cyber security training solution in your organization's arsenal is one thing. Using it to reliably deploy multilingual training that thousands of worldwide employees – speaking a combination of English, French, German, Mandarin, Spanish, and Thai– will enjoy and complete is another, much more difficult ask.

That was a global manufacturing company's challenge as increasingly sophisticated cyber attacks, phishing scams, and other security risks threatened their overall performance.

**The need to train all employees to recognize and report such risks became that vital to keeping operations online. In addition, they required training that was easily understood, engaging, and spearheaded long-term, positive changes in end user online behavior.**

To provide the same core training to a workforce distributed across Europe, Australia, Canada, Mexico, and the U.S., this organization adopted a complete cyber security training program consisting of a series of short eLearning modules presented in multiple languages, as well as phishing simulation exercises to train users to spot common warning signs.

**The results are eye-opening.**



## THE CHALLENGE

### Improve Security Awareness Training Participation and Completion Rates Across Multiple Languages

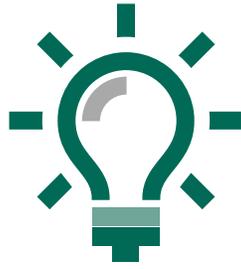
Although the manufacturing company already offered security training, adoption rates remained low in all non-U.S. regions. Its information security leadership concluded that multi-language support was a significant need, as most courses were only available in English. The manufacturing company also decided to conduct phishing simulation exercises as part of its global security awareness program.

#### The goal was to:

- Improve security awareness training adoption and completion rates
- Present training content in short, engaging modules
- Reduce end user clickthrough rates during simulated phishing attempts

The sense of urgency was palpable, as the company had already experienced several security incidents where phishing email attacks resulted in lost funds.

*"The number one goal was to increase employee involvement. Being able to offer the courses in languages each team member understood added value." – Information Security Manager*



## THE SOLUTION

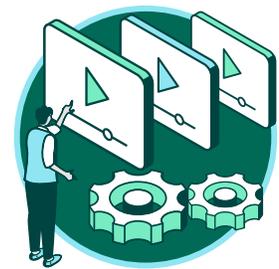
### Conducting Global, Multilingual Cyber Security Awareness And Phishing Simulation Training

The organization's Information Security Manager selected the training offering from Fortra's Terranova Security, which includes:

- ✓ **A comprehensive content** library featuring multilingual, immersive learning modules
- ✓ **Phishing simulation templates** based on real-world cyber threat scenarios
- ✓ **In-depth analytics and reporting** to ensure they could track performance every step fo the way

With the help of the Terranova Security team, the organization's Information Security Manager implemented a complete Terranova Security solution that involved:

- ✓ Launching detailed baseline and specific risk training material
- ✓ Monitoring training campaigns with a learning management platform
- ✓ Measuring their training results with customizable assessment metrics



They also decided to leverage Terranova Security Professional Services and adopt the proven 5-step framework to ensure a seamless integration and standardized approach to security awareness. Then, each month, the security team followed up with a newsletter reminding employees about the security lessons and encouraging them to enroll in additional courses throughout the year.

The company measured the effectiveness of the security awareness program by analyzing the rate of training completions and the number of clickthroughs reported in subsequent phishing simulation tests.

*"Terranova provided us with essential core training that we utilize. They created the right modules that talk about the right things that enhanced our culture of security and training adoption rate across all levels of the organization, from people working in the warehouse to the CEO." – Information Security Manager*



## THE RESULTS

### Shrinking End User Phishing Email Click Rates by Over 20%

While the company's information technology team is robust, including infrastructure and application specialists, limited resources were dedicated to information security. That meant the training solutions provided had to be ready to implement. The Terranova Security solution saved valuable time and expertise among a limited team and was implemented immediately.

After only three years of utilizing the Terranova Security training solutions, the international adoption rate of the security training grew to 80%. It was consistently recorded across all departments, whether the employee was based in a manufacturing facility, warehouse, or corporate office.

As user completion and adoption rates of the required security awareness training increased, the manufacturing company saw that **clickthrough rates on phishing simulations decreased from 35% to less than 15%.**

In addition, the number of phishing emails reported to the information technology and security team **rose from about 25 per year to more than 500 per year.**

These key performance indicators showcased that team members across the company weren't just taking the required training but also absorbing the lessons and immediately putting them to use.

*"Employees report that the training has not only helped them in their cyber security awareness at work but it's also generated behavior change at home." – Information Security Manager*

### Challenge

Provide employees with security education in multiple languages to enhance awareness and training adoption rates to minimize risks and reduce employees falling for phishing attempts.

### Solution

Implement a multilingual Terranova Security awareness training solution and phishing simulation– a library of cyber security training courses – to support a global workforce of thousands who speak English, German, French, Spanish, Thai, and Mandarin.

### Results

With Fortra's Terranova Security as their ally, the organization was able to:

- ✓ Increase the global adoption rate of security awareness training to 80%.
- ✓ Ensure adoption rate improvements were reported across all business units, from warehouse employees to corporate executives.
- ✓ Decrease the percentage of employees who failed phishing simulations from 35% to less than 15% post-implementation.

**READY TO STRENGTHEN YOUR INFORMATION SECURITY?**

**Book your personalized walkthrough!**

