

Success Stories

Building a Strong Digital Defense: Engaging Cyber Awareness Training for Enterprises



Critical Business Challenge

Headquartered in NYC, a nationally recognized leader in the commercial and residential real estate industry reached out to Quess GTS seeking a program that would offer training and support for the Cyber Awareness aspect of their cyber security program to all 8000 of their users.

The customers' goals were to implement a human engineering program that could train their employees to be part of the overall Cyber defense of the company. The requirements included the ability to update content on a regular basis and enable ad hoc campaigns when heightened threats were identified. Given their distributed locations, the Cyber awareness training needed to be initiated on a scheduled basis and managed centrally. Finally, the training had to include reporting for each employee or contractor.

Partnership

Quess GTS was selected to manage the program and leverage the world-class KnowBe4 component of our Quess Guard Cyber solution. Quess GTS is an MSSP (Managed Security Service Provider) partner for KnowBe4 and has used the solution internally for years at an enterprise level. The solution integrates baseline testing using mock attacks, has interactive web-based training, and offers continuous assessment through simulated phishing attacks. Testing and Governance regarding completion is available to support the Digital self-paced solution.

Solution

The rollout was successful across the enterprise. As their Managed Service Provider, Quess GTS creates custom templates and training exercises for each branch of the company and tailors campaigns for specific departments or locations. Quess GTS records the simulated phishing attacks, analyzes the data, and assigns any additional training that may be recommended for users who fail the testing. All results are reported back to the company including the recommended training actions to be taken next. With this powerful new and continuous education, their employees have the required Cyber Awareness to mitigate risk to the firm without disrupting their schedules. Their users now act as human firewalls!