



PeerStory: CybeReady

This PeerStory is a collection of quotes from a real user sharing their experience using CybeReady on PeerSpot.



Ceri Goncalve J.
Security Awareness Manager at Natwest



Use Case

We use the tool to provide us with continual training on phishing as its an ever present threat.

Valuable Features

The general phishing training, which is BLAST in its normal setting, on a monthly, continuous basis has actually proved to be quite good and useful in showing trends.

I find the dashboard on the back-end for collecting data and the MI particularly helpful in the way that it is broken down, e.g., you can search and pull out any particular sort of anomalies or things that are interesting. It allows you to kind of find it for yourself because it allows for flexibility of particular areas and breaking them down, not just by location, but also by different management levels to different team areas. The fact that we can cut and slice the data in different ways allows us to be able to navigate, then present it back to people within those areas a bit better. So, it is a bit more of a nuanced view with a bit more context specific for them, which is always helpful. Even though the phishing emails are useful, I like the back-end and richness of the data that those actually provide.

Results

Realistically, it's keeping the phishing in mind. It moves away from a slightly more draconian, negative feel of being told off. This is because of the way that CybeReady does it. **Their way is more beneficial and about that positive engagement.** It isn't about telling people off or determining their behavior to be wrong. It's about allowing them to build capabilities and learn coping mechanisms. They go on to additional training, if they do click, but that additional training is actually

“By using CybeReady, we have identified some issues in the bank, which we have corrected because of having CybeReady.”

“CybeReady really helped move that conversation forward into a positive lens, allowing people to see how they can take part and their role within security.”

positive, engaging, and quite open in its language. This allows people to engage differently.

Overall, it broadens the way people engage with security across the board because they are used to being told off and that they are not doing the right sort of things. Whereas, CybeReady really helped move that conversation forward into a positive lens, allowing people to see how they can take part and their role within security. Also, that it's okay, because this is training, a learning point, how you can continue, how you can cope, and how you move forward. This really helps build people's confidence in recognizing phishing, understanding what it is, and how to cope with it, all of which are important.

ROI

Not only across the bank, but within my own team, they can see the effects of what simulated phishing can do. It moves people away from seeing click rate as the be-all or end-all to start having deeper conversations about what they are clicking on and what areas need clicking, and what can we do about that? For example, it may not have anything to do with training and instead it may be to fix some type of technology problem. This has allowed us to have a wider conversation about the effects on people. It is not just my team or other employees, but also the seniors who get the data from it. **This has allowed them to have more open, reasoned conversations about what the data is really showing us and what we can do better to support people.**