

How a UK Law Enforcement Agency Builds Elite Skills with Immersive

Aug 2025

enforce

How a UK Law Enforcement Agency Builds Elite Skills with Immersive

A Mission-Critical Volunteer Force

How do you build an elite cyber team when cybersecurity isn't their day job? This was the challenge facing a UK-based law enforcement agency's volunteer cyber unit. Comprised of dedicated individuals who support national cyber defense in their spare time, this team is frequently called upon during significant incidents, including those involving nation-state actors.

To meet the demands of an increasingly complex threat landscape, they needed a way to transform a group of passionate volunteers with diverse backgrounds into a cohesive, highly skilled cyber defense force. They found the answer in a new approach to readiness, powered by the Immersive platform and its simple but powerful **Prove, Improve, and Be Ready** framework.

The Challenge: Diverse Skills, Evolving Threats

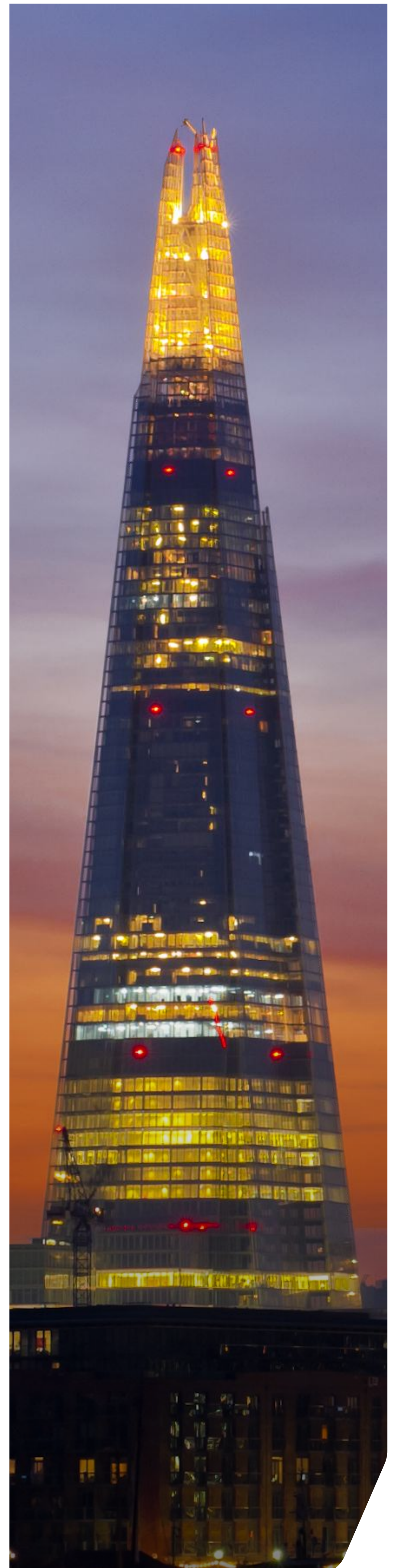
The team's lead coordinator is responsible for managing individuals with a wide range of experience, from incident response and digital forensics to threat intelligence. While each member brought expertise, there was a critical need to establish a unified baseline of cyber competency before allowing individuals to specialize.

Their mission is threefold, described by the lead coordinator as **Prevent, Protect, and Pursue**:

- **Prevent and Protect:** Assisting infrastructure teams in target hardening and sharing threat intelligence to help other organizations bolster their defenses.
- **Pursue:** Investigating indicators of compromise during major incidents to identify attacker footprints beyond the original target, often in tandem with other law enforcement bodies.

This critical work required a training solution that could move beyond traditional, time-intensive courses.

They needed a flexible, scalable platform that could engage a diverse group, compress a wide variety of learning into a self-paced format, and provide a clear path from foundational knowledge to elite specialization.



Be Ready: Prepared for the Real World

Since implementing the Immersive platform, the team has seen transformative results. What started as a group of three has grown into a highly effective force of 18 technically skilled individuals, each with their own areas of expertise.

Immersive is now the primary onboarding tool for all new members, offering structured pathways that scale with individual needs. The impact on motivation has been a standout outcome, with members proactively upskilling in their own time. The value is clear, as stated by the team's lead coordinator:

Prove: From Assumption to Evidence

The first step was to understand the team's existing capabilities. Immersive provided the tools to prove where skills were strong and where there was opportunity for development, turning assumptions into data-driven insights.

This went beyond simple assessments. The platform's gamified elements and leaderboards created a healthy sense of competition, becoming a powerful management tool. This visibility gave leadership a clear view of who was investing in their development and where expertise was growing.

It allowed them to prove engagement and identify individuals for more specialized assignments, with one team member even progressing into a new role as a direct result of their Immersive-driven development.

Improve: Building a Unified and Specialized Force

Once they had a baseline, they could start to improve. The team used Immersive to create a core cyber pathway, giving every volunteer a shared foundation of knowledge. From there, the platform's vast and diverse catalog allowed members to pursue advanced, specialized content based on their strengths and interests, from red teaming and endpoint security to cloud and digital forensics.

This flexible approach extends to formal certifications. Immersive was used to assign tailored learning paths aligned with SANS training, with the platform covering approximately 80-90% of the required material. This hands-on, self-paced development was essential for a team of volunteers balancing training with their primary careers.

The Solution: A Framework for Continuous Readiness

The agency turned to Immersive to implement an evidence-based program for human cyber readiness, structuring their entire development strategy around the **Prove, Improve, Be Ready** cycle.



The Results: A Game-Changing Impact on Capability

Since implementing the Immersive platform, the team has seen transformative results. What started as a group of three has grown into a highly effective force of 18 technically skilled individuals, each with their own areas of expertise.

Immersive is now the primary onboarding tool for all new members, offering structured pathways that scale with individual needs. The impact on motivation has been a standout outcome, with members proactively upskilling in their own time. The value is clear, as stated by the team's lead coordinator.

The Future: A Partnership in Continuous Readiness

Looking ahead, the team is eager to expand their use of Immersive from individual upskilling to more advanced, team-based simulations to test their collective readiness against real-world threat conditions.

The relationship with Immersive is a true partnership, driven by a close collaboration with their Customer Success Manager, Amanda, who ensures the content stays aligned with their evolving needs. This was highlighted on a recent roadmap call where a highly anticipated new product was previewed—one that directly addressed feature requests from the team.

This level of collaboration and innovation is what sets the platform apart. As the coordinator noted:

"There's no other provider doing this right now."

With its combination of rapid content innovation and flexible learning pathways, Immersive remains the cornerstone of this agency's strategy to keep its volunteer cyber force ready for anything.



Immersive was used to assign tailored learning paths aligned with SANS training, with the platform covering approximately 80-90% of the required material.



Certification & Compliance			Trusted by the World's Largest Organizations			
			400+ Customers	>3.5M Total Labs Complete	>100K Unique Users	>2.5K Hands-on Challenges

“ Immersive is a really valuable platform for cyber learning. You definitely get your money’s worth, and with what’s coming on the roadmap, it’s more than just a learning platform. It’s a game-changer

Anon
Team Coordinator

Certification & Compliance			Trusted by the World’s Largest Organizations			
			400+ Customers	>3.5M Total Labs Complete	>100K Unique Users	>2.5K Hands-on Challenges

Be ready

Immersive is trusted by the world's largest organizations and governments, including Citi, Pfizer, Humana, HSBC, the UK Ministry of Defence, and the UK National Health Service. We are backed by Goldman Sachs Asset Management, Ten Eleven Ventures, Menlo Ventures, Summit Partners, Insight Partners and Citi Ventures.

