

Reducing human risk for leading Financial Services firm via Autodata's Managed Cyber Awareness Training programme



Client Profile

Abacus is a leading, international professional services firm specialising in wealth management, corporate structuring, pensions, tax, accounting and the procurement of legal services. Previously part of the PwC network, Abacus became an independent firm in July 2012, although the two maintain a close association.

Abacus' sophisticated global client base ranges from individual private clients to large multinational corporations. They are based across multiple locations and regulated by the Gibraltar Financial Services Commission.

Client Testimonial

“Autodata offers the manageability I need to execute an effective cyber awareness testing and training programme. I was very pleased with how straightforward it was to set up and that everything is run on my behalf with minimal interaction. We review upcoming testing and training content together, then catch up in quarterly meetings to discuss output and results.

I can definitely recommend Autodata's Managed Cyber Awareness Testing and Training Service. Abacus continues to benefit from such a well thought-out programme which continuously highlights cyber security throughout the year, helping to keep it at the forefront of everyone's minds at all times.”

CHRIS RUSSELL
CTO, ABACUS FINANCIAL SERVICES

Business Need

With global corporate and private clients including High-Net Worth individuals, security at Abacus is of paramount importance. Their CTO, Chris Russell, realised the need to tackle the human-risk element of their security posture after his team caught some high-profile BEC/CEO Fraud attempts coming in via email. He also wanted an incident-response tool to help increase the visibility of who was being targeted and how.

Despite Abacus operating a robust portfolio of technological cyber security solutions, Chris knew these could not be relied upon to combat social-engineering, phishing and other impersonation-based threats designed to target human vulnerabilities. Cyber Security Awareness Training was an important security priority, but Chris was concerned about the time and effort involved in setting up a programme, working out the platform and dedicating continuous internal resource to keep it running effectively.

Chris and Autodata have worked together for almost a decade. When we called to introduce our Managed Cyber Awareness Testing and Training Service powered by the global leader in security awareness training, KnowBe4, and run entirely in-house by our dedicated Technical Team, Chris suspected this could be the solution he was looking for.

Solution

Following a demo of the KnowBe4 platform, Autodata's Technical Team set up a Simulated Phishing Assessment to provide a baseline phish-prone score indicating how susceptible a cross-section of Abacus' users would be to a targeted attack. After two weeks, Autodata presented the results and Chris was keen to progress bringing the service on board.

KnowBe4's platform setup requires a straightforward Active-Directory sync of user details and whitelisting exercise, after which an introductory email is sent out to all users explaining why the organisation has decided to invest in the programme. Employees are asked to complete an online Security Proficiency Test covering 7 key areas which provides insights into the overall security awareness of employees. This enables user profiling, smart-group setups and targeted training based on individual levels of threat sophistication.

Autodata's in-house Technical Team rolls out pre-approved phishing tests and episode-based cyber-awareness video training to set user groups at agreed intervals. As Autodata is well-versed in the KnowBe4 platform, with a deep understanding of the available content, we are able to tailor recommendations to each unique Customer organisation. Automatic corrective video training is served to anyone who clicks on links within phishing emails.

Result

Abacus' users are now much more aware of phishing attempts and other security concerns. The organisation's risk score lowered by 6.8% between the first two review cycles and continues to go down. Thanks to the functionality of the KnowBe4 platform and the consistency of the training being served by Autodata, completion rates have also improved.

Chris' team appreciate KnowBe4's integrated incident-response/alert tool which assists with identifying malicious emails so they can advise their users what to watch out for. Employees have also responded well to Autodata's 'CyberHero' recognition programme which rewards top-performing users every quarter based on training engagement and testing responses.

Abacus will continue rolling out Autodata's Managed Cyber Awareness Testing and Training on a monthly basis to assist in reducing their exposure to human risk even further.