

CASE STUDY

Rapidly improving security behaviours at leading workspace management group



In numbers

Global installation

450 licenses

Deployed



Awareness Hub



Behaviour Change Hub



Culture Hub

About Condeco

Condeco's workspace scheduling software is relied upon by over 1,000 of the world's biggest brands. Condeco helps its clients maximise their physical workspace. It creates a more productive and collaborative workplace for businesses and their employees.

In 2020, the software took on a new purpose as the platform began to be used to help employees get

back to the workplace after COVID-19. It ensures that businesses can safely follow government guidelines by reducing workspace density. It allows the pre-booking of workspaces and meeting rooms, as well as sanitising workspaces after use.

Condeco has been working with CybSafe since August 2018.



Challenges

Standardising global training

Like many businesses, Condeco didn't have a formal cyber security awareness programme in place before it started using CybSafe. The training it did have in place was basic and inconsistent between the global offices. More importantly, it didn't give any insights into the security behaviour of its employees. The result was that Condeco didn't have confidence that its training was working.

When Graham Cole started as the Information

Security and Data Protection Officer in January 2019, CybSafe was already in place. With global responsibility for Condeco's infosecurity requirements, he took a keen interest into all the existing infosec software in place – including CybSafe.

Graham explains: "When I started, I wanted to audit all the infosec software we had in place. I could see my predecessor had renewed CybSafe, so I was curious to find out more about it."

Introduction to CybSafe

Flexibility combined with deeper insights

When Graham was first introduced to CybSafe, he was impressed: "I thought it was probably just another tick-box training system like the others, but when I looked deeper CybSafe gave me a view of the whole organisation through its dashboards and reports. I could not only see who had carried out the training, but I could measure people's progress – not just in the UK but across the globe."

The flexibility of the system was a feature that appealed to Graham:

“ **The difference is that CybSafe is tailored to people's individual needs. If I need to be heavy in one area for specific job roles, then I can do this. It is clear this is a platform that does things differently, and the intel I get out of the system is gold.** ”



Graham Cole
Information Security and Data
Protection Officer at Condeco

Global Impact

Tracking progress and seeing real improvements

CybSafe has become an integral part of Condeco's training processes, and it has finally brought global alignment to Condeco's training.

Graham explains: "It's great to get the awareness training to people in all corners of our organisation. From the US to Singapore, everyone is doing the same training and I can see how they are progressing – and even how long the training took."

In 2020, with a majority of the business working from home, CybSafe has really found its place. It gave Condeco confidence that its people have the knowledge to stay secure.

Graham continues:

“**With so many people working remotely, cyber security could be a real problem. However, thanks to CybSafe, we've found people are being much more careful. They have the knowledge to stay safe even where they're not in the office. With CybSafe Assist they have the information they need if they're ever in doubt. CybSafe Protect helps everyone to create good cyber security habits.**”



Graham Cole
Information Security and Data
Protection Officer at Condeco



"It's having a real impact. When I started, I used to get 10-12 people opening the simulated phishing emails. Now it's less than half this – and that's only because the simulations are really good! What's more, people are flagging more emails as suspicious, so they are staying alert to potential threats."

"The bottom line is, CybSafe has saved me administration time and has become an integral part of our community – it's one of our essential tools now."

Data and metrics

Quantifying cyber security culture

CybSafe's dashboards give administrators granular access to information about their company's cyber risks. The advanced metrics include potential areas of risk in the firm, and it intelligently recommends further training where necessary.

Graham explains: "One of the features I do like about CybSafe is the way you can actually see an individual's journey through their learning experience. When we have a new starter (whether permanent or contract) we are able to track their progress and help

them if there are any areas they are unsure about. Before it was a tick box thing, but now it's about helping people to stay secure."

"At a macro level, I've now got almost two years' worth of data about our organisation's cyber risk. This is information I can take and present to managers. I can show them our progression, and our pain points. CybSafe's dashboards are granular and interactive, it's very easy for me and my team to monitor but also gives high-level insights I can take to the board."

Support

They always listen to our ideas

CybSafe is an ever-evolving and improving platform and works hard to ensure it listens to its customers and acts on their feedback.

Graham explains: "They always take feedback. We have quarterly meetings with our CybSafe account

managers. We talk about enhancements that would be useful for us. They always listen carefully to our ideas and come back quickly with a response. They work hard to sort things out very quickly. I have had nothing but great support."





We are CybSafe. A British cyber security and data analytics company. We make it easy to manage human cyber risk.

Our software gets people engaged in security. It empowers them to make the best everyday-security decisions possible. We use behavioural science, data and reporting metrics to help security professionals do their jobs better. And see their impact on people-related cyber risk.

Our customers report improved security habits and fewer people-related security incidents.

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