

CASE STUDY

Credit Suisse needed a solution that would take its cyber security efforts beyond just tick-box exercises.

The company's priority was to empower people to improve their own security behaviour.

CybSafe's unique platform provided the tools to make this possible. Credit Suisse staff now feel more positive and confident about cyber security.

92% of users now consider themselves **more responsible for security** than before

10% use **longer, stronger** **passphrases** than they did before

81% have a **more positive attitude** towards security



THE STORY

Caroline Bansraj, Global Training, Awareness and Communications Director at Credit Suisse, wanted to improve security culture at her company. Phishing exercises, mandatory training, and newsletters were already in place. But Bansraj wanted to move beyond tick-box exercises to engage people and show them why cyber security is so important.

Bansraj wasn't interested in yet another platform claiming to solve her cyber awareness challenges overnight. Every vendor claimed to be the best, but most of them were too focused on compliance. For Bansraj, compliance was not as important as making a real difference to people's lives.

When Bansraj met CybSafe's CEO, Oz, the people-centric nature of CybSafe's offering stood out for her. CybSafe focused on changing behaviour and empowering people. Both chimed with her own aims. The platform also provided metrics Bansraj could use to track the progress of her efforts. She decided partnering with CybSafe would help take her security activities to the next level.

Since working with CybSafe, Bansraj has seen greater staff engagement with cyber security. People enjoy using the platform because they recognise the personal benefits to them. 81% of people have a more positive attitude towards security. 92% of users now consider themselves more responsible for security than before. And 10% of staff now use longer and stronger passphrases than they did before.

For Bansraj, the Family and Friends feature is a personal highlight. She uses it to share CybSafe's educational content with friends and family. "The modules are made for everyone," she explains. "It doesn't matter what your level of knowledge is."

Bansraj now has the tools to measure Credit Suisse's security culture. With CybSafe's Culture-IQ and Sentiment-IQ, she can easily identify areas needing improvement. She can also report progress to Credit Suisse's Global CISO and industry regulators. Her mission to improve security culture has been made possible. And staff at Credit Suisse feel more involved and more confident about their role in keeping the company cyber secure.

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Caroline Bansraj

Chief Information Security Office - COO, Chief of Staff and Global Head of Cyber Culture & Awareness at Credit Suisse

Security awareness training doesn't change behaviour. CybSafe does.

Supercharge awareness activities. Improve and measure security behaviour. All in one platform.

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