

Commercial Insurance

Results Snapshot: Security Awareness and Training Software, Managed Services

Scope

An international insurance company evaluated Wombat's Managed Services offering along with components of the Wombat Anti-Phishing Training Suite. A test group of 510 employees from the company's IT department took part in the three-stage Results Snapshot, which included two simulated phishing assessments and two interactive training modules, *Email Security* and *Anti-Phishing Phil™*.

Process

1. All 510 users were sent an initial simulated attack to assess employee recognition of phishing emails and establish a baseline vulnerability measurement. All employees who fell for (i.e., clicked) the email immediately received a Teachable Moment message explaining what happened and offering tips to avoid future traps.
2. Individuals who fell for the initial mock attack were assigned follow-up training within 48 hours. Those who did not fall for the attack received assignments via email shortly thereafter. Training was voluntary for all users.
3. Users were given 15 days to complete their assignments. Following the training period, a second simulated phishing assessment was sent to 491 of the initial 510 users in order to measure the level of improvement.

Results

1. **Initial phishing assessment** – 229 users fell for the simulated attack, an email that posed as a corporate eFax notification. This represents a 46.6% failure rate.
2. **Follow-up education** – 388 total users attempted or completed the modules, for a training penetration rate of 76%. Of the 299 users who fell for the initial attack, 93% participated in the training, a marked increase over the 62% training penetration rate for the individuals who didn't fall for the attack. (*Note: Users who fall for a simulated attack are very motivated to complete follow-up training, even when it's voluntary.*)
3. **Phishing reassessment** – 91 of the 491 users fell for the second mock attack, a message that looked like an internal virus alert. This represents a failure rate of 17.8%. 44 users who clicked this second assessment were repeat offenders (i.e., the user had also clicked the initial message).

Overall Risk Reduction

The company saw a **62% reduction** in vulnerability between the two simulated phishing attacks.

Global Insurers' Infosec Priorities

58% 
 Business continuity

 **54%**
 Data loss prevention

53% 
 Identity and access management

Source: 2014 EY Global Information Security Survey (GISS)

Risk Reduction

Up to **60%** 
 The potential reduction in business risk and impact tied to security awareness and training

Source: The Aberdeen Group, "The Last Mile in IT Security: Changing User Behaviors with Wombat's Security Education Solutions"