

## Construction and Property Management

### Results Snapshot: Anti-Phishing Awareness and Training

#### Scope

A developer and operator of high-density residential housing units based in the southern U.S. evaluated components of the Wombat Anti-Phishing Training Suite, which defends against business email compromise (BEC). A test group of 615 employees took part in the three-stage Results Snapshot, which included two simulated phishing assessments and two interactive training modules, *Email Security* and *URL Training*.

#### Process

1. All participants 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 attack were automatically scheduled for follow-up training via our Auto-Enrollment feature. Those who did not fall for the attack received a training assignment via email.
3. Following the 30-day training period, a second simulated phishing assessment was sent in order to measure the level of improvement.

#### Results

1. **Initial phishing assessment** – 190 users fell for the simulated corporate eFax notification. This represents a 30.89% failure rate.
2. **Follow-up education** – 452 of the 615 users in the trial attempted or completed their assigned modules, for a training penetration rate of 74%. Of the users who were auto-enrolled after falling for the first mock attack, 88% participated in the training. In comparison, 67% of users who were not auto-enrolled took part in the training. This reflects a trend we often see with our customers: Users who fall for a simulated attack are more motivated to complete follow-up training, even when it's voluntary.
3. **Phishing reassessment** – 79 fewer users fell for the second simulated attack, a message that used our "voicemail from unknown caller" template. This represents a failure rate of 18.05%. Of the 111 users who clicked, 42 were repeat offenders (i.e., they had also clicked the initial message).

#### Overall Risk Reduction

The 74% participation in in-depth training greatly contributed to the **42% improvement** between the two phishing assessments. A more knowledgeable user base is key to reducing risk over the long term.

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#### The Rising Threat of BEC Attacks

According to *Construction Executive*, members of the construction C-suite have increasingly been targeted in Business Email Compromise (BEC) attacks.

#### 2016 BEC Statistics\*

More than  
**\$2.3 billion**  
 in losses between  
 October 2013 and  
 February 2016

 **216%**  
 increase in identified  
 victims and exposed  
 losses since January 2015

Attacks reported in  
**every U.S. state**  
 and at least **79**  
**countries** 

\* Source: FBI alert from April 4, 2016