

Case Study

Addressing Human Risk and Building a Cyber Secure Culture

for one of the leading banks in Egypt

Problem Statement



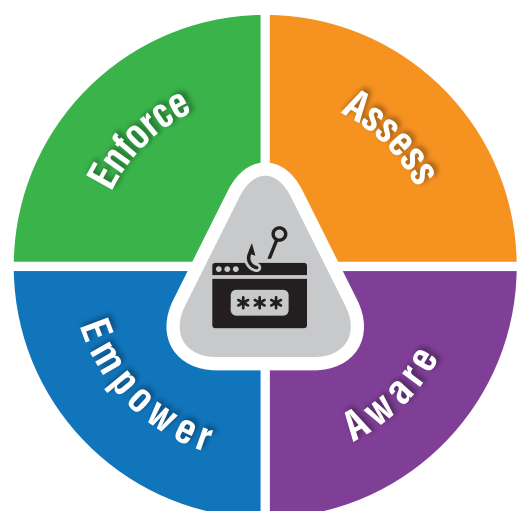
A leading bank in Egypt wanted to address the human risks from cyber security perspective. They intended to build a cyber security awareness program with an objective to transform end user behavior. Besides being an internal initiative, the bank had to comply to the guidelines provided by the Central Bank of Egypt as well as Egypt Financial Cyber Security Framework.

The Solution

The bank selected PhishRod after complete technical due diligence and partnered with us owing to our innovative approach for addressing human risk. Our inclusive approach began by reviewing the current security awareness program and measuring its effectiveness. Once the gaps were identified, PhishRod developed the “Enterprise Security Awareness Framework” which outlined security awareness program objectives, the mediums to be used, strategies for involving end users and defining KPI’s for security awareness.

PhishRod Approach

Our integrated approach ensured 360-degree coverage from human risk perspective and controls related to security from human risk perspective and controls related to security awareness, policy compliance, automated phishing incident response & phishing readiness were implemented. PhishRod solution was hosted On-Premises and 4 phishing simulation exercises were conducted to determine the baseline Phishing Index. This provided visibility into the more vulnerable departments & the most vulnerable end users while highlighting the most common kind of phishing emails, end users are more vulnerable too.



Using the Security Awareness Manager, computer-based training modules, posters, newsletters were assigned to end users. Customized Training modules were developed for the different personas including management, technical & non-technical staff so that they understand cyber security threats based on their job roles. After successfully rolling out the awareness program, the team could see KPI's such as Most Aware End Users, Department Wise Awareness Index, Topic Wise coverage, etc.



End users were empowered to report any suspicious email using the Reporter Plug-In. Security Operations Team at the bank were able to analyze the reported emails using 130+ built-in threat intelligence feeds and through direct integration with Q-Radar SIEM.

The Result

Addressing the human risk requires involving the humans. Our gamified & immersive experience ensured that end users took part in the security awareness campaigns, understood the threat landscape, and implemented the security awareness learnings in their day to day lives. With the integrated approach involving phishing incident response, phishing simulator and security awareness manager PhishRod helped the bank to successfully improve the phishing index and create a cybersecure organizational culture to thwart potential threats.

