CASE STUDY

Information Security Partner

About Saepio

Saepio is a specialist information security partner, consulting customers to achieve the correct balance between time and budget across the three security pillars; policy, product and people. Specifically, its accredited team advises on best fit solutions, whether it's a strategic project to increase cyber resilience, a specific product requirement highlighted by a security incident or skilled man hours to aid with compliance drives. With approximately 25 full time staff, Saepio helps to increase awareness, reduce risk and improve security in a continually evolving threat landscape. It has around 400 customers that are predominantly UK-based private sector businesses.

The Challenge

Saepio's approach to improving the security posture of its customers has always been a holistic one—addressing policy, process and people. However, the company found that its customers and the market in general had, for many years, been too focused on security controls. This left the human aspect of security overlooked. With this in mind, they sought a partner who could help them address this issue.

The Remedy

A review of the security awareness training market at the time of Saepio's formation, identified KnowBe4 as a leader in this field. Fortunately, it was also at this time that KnowBe4 had entered into the UK market.

Although there were—and continues to be—numerous training/phishing platforms available, the vast library of content that KnowBe4 offers was a real differentiator for Saepio's customers. It is extensive, diverse and continually updated with engaging content. Indeed, KnowBe4 has continued to impress Saepio with their constant innovations. For example, the recent inclusion of a 'security awareness proficiency assessment' has allowed Saepio to tailor training according to the individual's needs; while the 'security culture survey' has allowed them to quantify improvements to staff security behaviours and general attitudes towards security.

The ability to couple training with phishing simulation exercises, and KnowBe4's excellent reporting features also compelled Saepio to partner with KnowBe4.

Implementation

The implementation of KnowBe4's services was effortless—Saepio found the UK team to be incredibly easy to work with and KnowBe4's support function to be exemplary.

While Saepio had started working with KnowBe4 on a traditional reseller model, Saepio soon realised that with its security knowledge, it would make sense to run the KnowBe4 platform as a managed service. This has helped Saepio provide more value to its customers and to increase their gross profit number, too. Saepio now offers 20,000 end users a managed security awareness training service via the KnowBe4 platform.

Results

Overall, KnowBe4 sales make up 6% of Saepio's revenue today and its customers are much better equipped to tackle cyber threats. The two organisations have built a true partnership that aims to make the world cyber safe, one customer and training session at a time.

"The support we receive from KnowBe4 is excellent. We have a dedicated customer success manager who we liaise with daily. It is very much a partnership where we support each other to achieve our individual and joint objectives. Technical support is also brilliant, with responses to support requests within hours of logging them. The partnership with KnowBe4 is integral to our company goals as security awareness training is a core part of our messaging and service offering. The key qualities we look for in a partner are commitment, transparency, responsiveness and flexibility; all of which KnowBe4 displays in abundance. The value of partnering with KnowBe4 can therefore not be understated."

...shared Claire Harratt, Head of Managed Security Awareness at Saepio Information Security.