

CASE STUDY

KnowBe4 and OnSolve: A Multi-Faceted Win

Whether it's a COVID-19 response, employee safety and communications, IT alerting or executive protection, OnSolve is laser focused on helping organizations mitigate physical threats and remain agile in a world where crises happen every day. The company's 450 employees, who work from offices throughout the United States and the United Kingdom, serve 30,000 customers including half of the Fortune 100 companies, across in 190 countries.

Jason Lee joined OnSolve in April 2021, bringing 20 years of security experience to his position as vice president of security and compliance. OnSolve's focus on risk management meant the company was already committed to cybersecurity programs and practices. Jason was pleased to find that the company had already chosen to work with KnowBe4 for its security awareness training (SAT) platform.

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"I joined OnSolve to help drive the company forward with a number of big client initiatives, and finding that the company already used KnowBe4 was a bright spot," Jason stated.

Enjoying Flexibility

OnSolve was introduced to KnowBe4 in 2017 when it acquired another company that was already using the KnowBe4 platform. At the time, OnSolve had built a home-grown SAT program that was focused on creating awareness among users, but was not built to scale. Knowing it needed to invest in a more robust security awareness initiative, OnSolve evaluated a few vendors but quickly realized its newest company acquisition had it right. As Jason says, "KnowBe4 offered the best of all worlds."

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With about four years working with KnowBe4 under its belt, OnSolve has found a sophisticated training rhythm that incorporates both KnowBe4 content and custom content Jason and his team create and push out over the KnowBe4 platform. Every employee receives an overall annual training, as well as focused quarterly sessions on general security awareness, privacy, specific role-based topics (such as secure coding trainings for developers), and bespoke OnSolve courses centered on framework level themes.

"KnowBe4 meets so many of our needs in terms of helping us educate users and maintain compliance, while also offering the flexibility we need," Jason said. "We are able to deliver content when and how we want in a variety of formats."

"We've even used the episodic Inside Man trainings, which our users love and look forward to. This is the ideal reaction - users wanting to learn more rather than feeling frustrated with a 'check-the-box' mentality about security training."

Saving Time and Resources

KnowBe4 is helping OnSolve train and test their 450 users, while also saving Jason and his team time and resources.

"The Phish Alert Button has been a huge time saver for us," Jason says.

The KnowBe4 Phish Alert Button lets users tag suspicious emails for the OnSolve IT team, who, in turn forward legitimate threats to Jason and his security team.

“Looking for phishing emails used to be heavily manual and highly inefficient, especially if you were hit with a phishing campaign. It was just a failing process,” Jason said. “But with KnowBe4, it’s an easy, efficient, full-circle progression: users are trained to identify phishes, use the Phish Alert Button to report them, and improve our overall security posture.”

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Jason has yet to build out the financial models to pinpoint exact savings, but is confident they are there. Between sighting a problematic email on the user side, forwarding it to IT and then on to the security team for investigation, time is an investment that matters. “KnowBe4’s Phish Alert Button has helped us take that process from at least an hour to mere minutes. The savings are real.”

Creating Rapport & Collaboration

The value of the Phish Alert Button extends further than time and resource savings. It has also bolstered rapport between users and the company’s security department.

Users who identify and report simulated phishing emails through the Phish Alert Button get an immediate congratulatory message that boosts their confidence and reinforces that they can help protect their company from outside threats. “It might sound silly, but that little pat-on-the-back they get from the Phish Alert Button feels good and encourages users to continue paying attention,” Jason stated. “It’s fantastic.”

“KnowBe4 has helped us create stronger relationships with our users. This cycle builds trust, encourages collaboration and ultimately improves our security posture.”

One of Jason’s personal passions is uncovering how a security department operates and is accepted within an organization. He has seen organizations with antiquated views of the security team as the company police. This perspective creates a culture of secrecy in which employees become defensive and don’t want to admit they might have made a mistake. To Jason, how the security team interacts with members of the organization is almost as important as the technology and capabilities they deliver.

“The security team can’t be everywhere at once, but the users are,” Jason said. “Demystifying what security does and giving users something they can interact with on their own is really important to fostering rapport with my team. Because it’s easy to use and we can show users what they have learned in real time, KnowBe4 has helped us create stronger relationships with our users. This cycle builds trust, encourages collaboration and ultimately strengthens our security arm for our employees and, subsequently our customers.”

A Huge Win

For Jason, building trust and rapport between his team and OnSolve users is a major win, but training employees to protect the company – and its clients, by extension – is the primary goal.

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By using KnowBe4’s platform to train and test users, OnSolve has driven its Phish-prone™ Percentage down to 3 – 4%. Jason uses the platform to deliver topical trainings, as well as custom content that he and his team have created. And, he’s built a stronger security posture with employees who know how to identify and report threats.

According to Jason, “KnowBe4 is a great partner and a multi-faceted tool. It has been a huge win for us.”