

Case Study

Fort Myer Construction Corporation Drops Phish-prone™ Percentage By 90% With KnowBe4



Industry

Construction

Location

Washington, DC, USA

Challenge

Keeping 1,000+ employees informed of current security risks

Whether construction needs are inside or outside the beltway surrounding Washington DC, Fort Myer Construction Corporation has it covered. Fort Myer Construction is an ENR-Ranked, Top 400 Contractor based in the capital of the U.S. Since 1972, they've built and maintained streets, highways and other critical infrastructure across DC, Maryland and Northern Virginia, along with providing 24/7 emergency response, design-build and other project delivery methods.

Fort Myer Construction manages a crew of nearly 1,000 employees, and they can't afford to drop the ball on security.

"There are over 200 fake domains coming after us that are registered as other Fort Myer types with spelling mistakes and such," says Fort Myer Executive Director of IT Bob Bagheri. "We're under tremendous attack, more than 70,000 messages a day."

Bagheri knew the company needed a security program that would provide employees with the most up to date information to increase awareness about modern security threats.

At a Glance

- ▶ Reduced Phish-prone™ Percentage by 90%
- ▶ Delivers personalized training to 1,000+ employees
- ▶ 24/7 defense against email threats



Outdated Training Wasn't Enough For a Bustling Business

Fort Myer moves fast, but their existing security training wasn't moving fast enough. Their tools were dated and couldn't keep pace with the threat landscape. Plus, for a user base who isn't necessarily tech savvy, the training wasn't a good fit.

"Our tech stack wasn't very sophisticated, so the users were just overwhelmed," Bagheri says.

Many employees manage multiple email accounts, spending all day — every day — in their inboxes. Between juggling contracts, legal documents, banking and ACH transfers, it was easy for suspicious communication to slip through the cracks. Eventually, something did.

"The incident was so simple that it could've easily been deleted and gone unnoticed. But it was a busy time, and the CFO thought the email was from the insurance company," Bagheri says. "Those kinds of incidents led me to realize that the previous method just wasn't working."

Fort Myer needed to level up their workforce immediately, and Bagheri knew the platform he wanted for the job.

From Reseller to Re-Sold

There were several reasons why Bagheri trusted KnowBe4:

- The company's passion for educating users
- His experience as a KnowBe4 reseller and seeing other companies' experience with the platform
- Extensive integrations
- Positive reputation

KnowBe4's approach was also different from other security platforms.

"It was training our users to be the defense versus the product itself being a defense," Bagheri says.

Another major benefit was the extensive product suite, which was a "huge, huge value add" that would enable Fort Myer to design their own best-in-breed security stack.

When performing comparisons against other leading security platforms, he repeatedly returned to KnowBe4.

Upping the Ante With Integrated Products

Bagheri adopted KnowBe4 Security Awareness Training, beginning with the finance department and moving out from there.

During the rollout, however, Fort Myer experienced another security incident. They then decided to adopt additional tools that would further improve their training capabilities.

“It automatically made KnowBe4’s Defend, Protect and Prevent a no-brainer for us,” Bagheri says.

Protect prompts users to secure confidential data in specific circumstances. The one-click option saves the company’s legal team additional time and effort, and the ability to transfer large files is especially helpful in the construction industry.

“I do a lot of evidence collection, from people whose curb has been damaged to car accidents and more,” Bagheri says. “I have transferred up to 4GB to our attorney through the large file transfer option, and it only took me about 20 minutes.”

In addition to these four products, Fort Myer adopted:

- Compliance Plus to deliver targeted training that meets legislative and data privacy requirements
- AI Defense Agents (AIDA) to automate administration and personalize training content
- Phish Alert Button (PAB) to safely send emails to the security team for analysis and deleting them from the user’s inbox

Employees began absorbing the material through KnowBe4 in ways that they hadn’t before.

“Our number one challenge, and the one that really impressed me, is when they started catching fake Docusign emails and other really hard ones,” Bagheri says.

Bagheri is the sole administrator for KnowBe4, and he began to notice the impact within a few months. PAB and AIDA are force multipliers for a solo administrator who doesn’t have time to manually manage logs and templates all day.

“If we don’t use KnowBe4, we’d have to rely on a single person looking at logs, and that approach is just not gonna work,” Bagheri says.

Instead, they automated those tasks and watched the numbers start to trend in the right direction.

“We started out at a 70% Phish-prone™ Percentage score, and within six months, we were down to about 7%,” Bagheri says.

“If we don’t use KnowBe4 and we’re not defending against cyber attacks, our company could shut down. And it’s not just my job affected by it, but entire families that would be affected.”

— Bob Bagheri, Executive Director of IT at Fort Myer Construction

Building a Stronger, Safer Environment

Bagheri is confident that they made the right move to a platform that can keep up with the evolving security landscape. Bagheri plans to lean further into Compliance Plus training to deploy critical OSHA training and additional safety protocols via Smart Groups.

Fort Myer continues to grow their relationship with KnowBe4 because it’s no longer enough to rely on a single product or point of defense. Everyone on the team has to be responsible for security, and now, everyone on the Fort Myer team has the right training to prevent security breaches.

“If we don’t use KnowBe4 and we’re not defending against cyber attacks, our company could shut down,” Bagheri says. “And it’s not just my job affected, but entire families that would be affected.”

Fort Myer has reduced that risk with KnowBe4, so they can continue building DC, Maryland and Northern Virginia confidently.



KnowBe4, Inc. | 33 N Garden Ave, Suite 1200, Clearwater, FL 33755
855-KNOWBE4 (566-9234) | www.KnowBe4.com | Sales@KnowBe4.com

Other product and company names mentioned herein may be trademarks and/or registered trademarks of their respective companies.