

Case Study

Quaint Oak Bank Uses KnowBe4 To Put People At the Core Of Their Security Strategy

quaint oak | bank
In Your Best Interest

Industry

Financial Services

Location

Southampton, Pennsylvania

Challenge

Boosting employee engagement and addressing human vulnerabilities

With cyber threats growing in both volume and sophistication, large targets such as banking institutions have to address vulnerabilities on multiple fronts.

For Quaint Oak Bank, cultivating a stronger security culture across the organization was an important part of reducing risk. Leadership needed employees to understand their role in protecting the company, so they would feel confident enough to identify suspicious behavior and escalate concerns quickly.

Using KnowBe4 to keep employees aware of the latest security threats was a natural choice for Quaint Oak Bank Senior IT Support Specialist Travis Reed. He'd experienced firsthand just how effectively the platform can improve awareness, increase employee engagement and minimize risk.

At a Glance

- **Significantly improved employee engagement**
- **Faster reporting and investigation of suspicious emails**
- **Reduced risk across the organization**
- **Greater team awareness of phishing and social engineering threats**

Giving Employees a Stake In Security

Before embracing KnowBe4, Quaint Oak Bank's leadership team knew it needed employees to become fully active participants in the organization's comprehensive security strategy. But their existing security training felt disconnected from employees' everyday responsibilities, making it difficult to support long-term behavioral changes.

"We wanted employees to better understand the importance of our security processes and how their actions could impact the organization," Reed says.

When Quaint Oak Bank set out to modify their security training, they had three goals:

- strengthen phishing resilience
- improve reporting consistency
- demonstrate ongoing, measurable training

Having onboarded KnowBe4 at two other locations, Reed knew the platform could help the bank achieve these goals.

"We chose KnowBe4 to reduce the most persistent threat to any bank, social engineering," Reed says. "The platform offers comprehensive and pragmatic training, meaning it's practical and focused on what works — and their customer service is top-notch."

The team implemented several tools, including KnowBe4 Security Awareness Training, PhishER and Real-Time Coaching to highlight the importance of security and teach employees how to respond to phishing attempts.

As awareness improved, team members became increasingly proactive when it came to reporting suspicious behavior and forwarding concerns to the IT team.

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>
> *—Travis Reed, Senior IT Support Specialist, Quaint Oak Bank*

Easy Platform Management Keeps Everyone Aligned

KnowBe4's dashboards and comprehensive reporting tools helped simplify administration for the IT team while improving visibility into participation and employee behavioral trends.

"One of the things I like most about KnowBe4 is how easy everything is to manage," Reed says. "The integrations, dashboards and reporting all work together really well."

The platform's usability also helped the company become more consistent with security training. Everyone stays aligned with up-to-date content that's relevant to their roles.

Faster Notifications Lead to Faster Remediation

PhishER in particular played an essential part in reducing risk at Quaint Oak Bank. Employees can use the Phish Alert Button (PAB) to instantly report suspicious emails directly to the IT department for further investigation and swift remediation.

Instead of springing into action after they've seen the impacts of phishing attempts, the IT team can catch threats early because employees alert them immediately.

Faster reporting reduces manual effort for the IT team and allows them to investigate potential problems more efficiently.

"PhishER saves me a lot of time when I'm reviewing suspicious emails and investigating potential threats," Reed says.

As reporting capabilities improved, employees became more comfortable escalating individual concerns instead of second-guessing unusual activity. This increased confidence makes them strong, capable assets in the fight against security threats.

"KnowBe4 encourages employees to question everything when it comes to suspicious emails or unusual activity," Reed says. "As long as our staff is knowledgeable and they know the direct actions to take to report that suspicious behavior, it's changed our entire security culture for the better. "





Lowering Risk Throughout the Organization

For Quaint Oak Bank, the overall impact KnowBe4 brought to the table extended far beyond simple training campaigns and reporting workflows. As Reed says, it's "written in black and white."

"It's in the reporting: our Risk Score has dramatically decreased in the past three years, and we owe that all to KnowBe4," Reed says.

Today, team members play a significantly more active role in identifying potentially problematic behavior and reporting relevant concerns quickly enough to make the biggest difference. By combining practical security training, smooth reporting workflows and strong employee engagement, Quaint Oak Bank continues to build a more resilient, security-forward company culture.

"Without KnowBe4, I don't know where we'd be," Reed says. "It's changed the way we approach security processes and how we reduce risk across the organization."

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