

## CASE STUDY TXT e-solutions

### Overview

TXT e-solutions is a multi-national software provider specializing in advanced solutions for aerospace and aviation, automotive and transport and fintech industries. Its customers include market leaders such as Airbus, Boeing, Bombardier, Leonardo, Lufthansa, Pirelli, Safran and Vodafone Automotive. TXT e-solutions was founded in 1989 and has been listed in the STAR segment of the Italian Stock Exchange since July 2000. They employ more than 700 staff at their Milan headquarters and its subsidiaries in Italy, Germany, France, Switzerland, the UK and the US.

### The Problem With Social Engineering

***“Phishing is a type of fraud built on social engineering principles where the main goal is to get access to critical data. Thousands of phishing attacks occur every day that can take a wide variety of shapes and forms. Even those who have been using the internet for a long time sometimes fall for scammers.”***

*– Azamat Uzhangaliyev, Group IT Network Engineer, TXT e-solutions*

Targeted social engineering attacks are the most fruitful for cyber criminals, which is why the frequency and sophistication of these types of attacks are guaranteed to increase. Guido Angelo Ingenito, Group IT Manager, TXT e-solutions is very well aware of the problems that organizations can face with social engineering attacks, which is why educating employees about the dangers is so important.

### Finding the Right Fit

Given the ISO 27001 compliance requirement for their customers, their desire to strengthen the company's culture on information security matters and their need to satisfy the GDPR compliance requirements, TXT e-solutions found KnowBe4 to be the best fit to meet their needs. They were astonished by the completeness of the KnowBe4 platform and the ease of adoption and integration within their environment. TXT e-solutions' ultimate goal was to effectively train their employees to recognize and report social engineering attempts to better protect the company. They didn't want to have merely a once a year training that bored their employees and where they didn't retain the information. Instead, TXT e-solutions wanted a security awareness training provider with exciting, engaging content that they could reinforce with their employees on a regular basis.

Within a few hours, TXT e-solutions had KnowBe4 set up and running throughout their company. They launched a series of training videos. Throughout the following weeks, they easily implemented and went live with core modules from KnowBe4's security awareness training offerings. They also ran several simulated phishing campaigns using KnowBe4's template emails.

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## The Importance of Ongoing Training

Having a security awareness training provider that delivers a wide variety of content is far less expensive than what they thought. Also, the efforts required to manage the platform are much less than what they expected. The value of having employees trained on security topics far exceeds the minimal cost of purchasing the KnowBe4 platform. TXT e-solutions even made KnowBe4's security awareness training a requirement for all employees. And the IT has received feedback from a few of the employees within the company on the effectiveness of the simulated phishing campaigns.

Now, employees come up to the IT Support Team to double check suspicious looking emails before clicking on them, which helps to more effectively block real spam sources.

## The Results

TXT e-solutions saw a significant drop in their Phish-Prone Percentage from 17.4% to 0.7% over a period of five months.

***"In order to fight an ongoing threat of phishing, we have adopted the KnowBe4 security awareness platform to educate our users about phishing and anti-phishing techniques, use security protection and report suspicious activities. By doing so, we have reduced exposure to fraud and identity theft. The most effective fix to phishing is training and KnowBe4 is the right tool for it. Phishing and training campaigns have proven to be effective; we have fewer users clicking on phishing emails since the beginning. You can easily change the difficulty levels of the email campaigns for your more experienced users. KnowBe4 helps us to raise awareness of social engineering attacks. Great company; good pricing; solid training. Highly recommended."***

*- Azamat Uzhangaliyev*



## Successful Outcomes

- A drop in Phish-Prone Percentage from 17.4% to 0.7% in five months
- KnowBe4's offerings were far less expensive than what they thought
- Employees now come to the IT Support Team to double check suspicious looking emails before clicking on them