



# Making a difference together when it comes to security awareness - Mobiliar's cyber training for companies helps everyone!

## Die Mobiliar

Is the oldest private insurance company in Switzerland and the largest corporate insurer in the country. In Switzerland, one out of three households and one out of three companies are insured with Mobiliar. 79 general agencies for entrepreneurs with their own claims settlement service guarantee proximity to the more than 2.1 million customers at about 160 locations. Mobiliar employs about 5700 people in Switzerland and in the Principality of Liechtenstein, its home markets.

## Challenge

"Cyber insurance has become an important addition to deal with leftover residual risks. However, cyber protection insurance does not exempt customers from investing in their IT security. Raising customers' awareness of possible vulnerabilities and offering further effective preventive measures is a must," explains Andreas Hölzli, Head of Mobiliar's Cyber Risk Competence Center.

"As a cooperative, we take social responsibility seriously. There is an increasing threat situation in cyberspace. That is why we have been developing a leading range of cyber products and services for a number of years in order to make our contribution to managing cyber risks," Andreas Hölzli continues.

"Cyber protection insurance does not exempt customers from investing in their own IT Security"

**ANDREAS HÖLZLI,**  
HEAD OF MOBILIAR'S CYBER RISK  
COMPETENCE CENTER.

A **digitalswitzerland** study commissioned by Mobiliar found that a quarter of Swiss SMEs have already been victims of a serious cyber attack<sup>1</sup>. Also, two-thirds of companies do not conduct regular security training.



## At a Glance

### INDUSTRY

Insurance

### CHALLENGE

Protect all employees and enterprise customers from the increasing risks posed by cybercriminals.

### SOLUTION

Multi-system architecture based on ThriveDX Security Awareness Training (formerly Lucy) partially enriched with special content for SME customers.

### ADVANTAGES

- Straightforward with little internal effort
- Cost-effective
- Cloud installation
- Multilingual (D/F/I/E)

## Solution

“Since over 90% of successful attacks start with the employee and because cyber security awareness measures lead to a higher level of security in 96% of companies<sup>2</sup>, it was obvious to offer our customers cyber awareness training based on Lucy,” says Nicole Bögli, Project Manager Cyber Services.



**Andreas Hölzli**  
Head of Competence Center Cyber Risk

With the help of the multilingual features of the ThriveDX solution, Mobiliar developed an efficient offer for the SME market, consisting of the building blocks accounting software, the ThriveDX Security Awareness Training software, the personal interaction between Mobi24 employees and the customers, as well as back office. Thus, companies are offered a low cost awareness program with little internal effort. It consists of a modular basic training, rounded off by a realistic test with several phishing simulations. Employees are thus professionally trained to increase their security awareness of such attacks and hence reduce the risk of an actual

incident. Afterwards, customers can view the test results with the help of a standardized report.

## Advantage

Mobiliar was particularly impressed by how easy and intuitive the ThriveDX Security Awareness Training solution is to use. The preconfigured training and attack templates allow for an extremely quick and easy campaign execution, which Mobi24's call center employees handle independently. Since Mobiliar also uses the ThriveDX's awareness suite for its own employees, it was possible to rely on Mobiliar's internal know-how when needed. “It was obvious that we would use such a universal solution as Lucy not only for customer services, but also for raising awareness among our own employees,” says Phillip Locher, Head of Cyber/IS/IT GRC & Reporting at Mobiliar. The insurance company values the fact that the ThriveDX software could be installed at Mobiliar's preferred cloud service provider without any loss of functionality and in full compliance with data protection regulations.

## Result

In the very first year of operation, the offer was taken up by dozens of companies without much advertising. The market need was confirmed. “We were surprised by the high level of customer acceptance,” says Nicole Bögli. Many participating companies want to continue the training measures. The development already shows that everyone benefits: SME companies are better protected, employees are sensitized, a positive contribution is made to society and insurance claims are reduced!

## Future

The training offer will be extended with further components for returning customers. It can be assumed that, in addition to the annual editions of the security training courses, the scope of training will be considerably broadened. Technologically, there is also something happening: the personal offer, currently managed by the call center staff, will be further developed into an automated self-service.

<sup>1</sup> “Digitalisierung und Cyber-Sicherheit in kleinen Unternehmen”, gfs-zürich: <https://www.mobiliar.ch/die-mobiliar/medien/medienmitteilungen/homeoffice-welle-in-schweizer-kmu-chancen-wahrgenommen-cyberisiken-unterschaetzt>

<sup>2</sup> “Global Cybersecurity Awareness Study 2020”, LUCY Security <https://lucysecurity.com/de/cybersecurity-awareness-study/>