



Lufthansa Group uses phishing simulations to train employees worldwide

The Lufthansa Group

The Lufthansa Group is a globally operating aviation group and consists of the subsidiaries Network Airlines, Eurowings and Aviation Services. The Group comprises more than 580 subsidiaries and employs 138,353 people. In 2019 the company achieved sales of over 36.4 billion euros. The parent company, Deutsche Lufthansa AG, is the largest single operating company in the Lufthansa Group.

Challenge

“We were looking for a solution to perform phishing simulations which take into account all of the Lufthansa Group’s internal and external guidelines regarding data protection and performance control,” explains Rolf Freudensprung, Director Corporate Safety & Security, Information Protection at Deutsche Lufthansa AG.

After all, it is a well-known fact that most cyber-attacks specifically use human vulnerability to gain access to a company’s IT network. Over 97 percent of attacks on the internet are targeted at people. Phishing emails are one of the most popular methods used by criminals to access data and sensitive information. Therefore, more and more companies rely on cybersecurity training among their employees to raise their awareness of IT security.

The three business segments of the Lufthansa Group - Network Airlines, Eurowings, and Aviation Services - as well as more than seven work council committees, have faced several challenges at once: on the one hand, the company is geographically widespread and the different business segments have different requirements regarding security awareness measures. On the other hand, precisely these measures must be coordinated and implemented together with numerous works councils for different working groups.

“Lucy was very flexible and reacted constructively to our diverse needs, so that together we were able to meet all the requirements of the work councils and co-determination bodies in a short time,” says Rolf Freudensprung.



Lufthansa

At a Glance

INDUSTRY

Aviation

CHALLENGE

Protecting all employees, facilities and data against cybercriminal phishing attacks.

SOLUTION

- ThriveDX Security Awareness Training (formerly Lucy)
- Train & Phish Campaigns in 30 languages (for employees all over the world)

ADVANTAGES

- Effective cybersecurity awareness solution
- Instant and reliable reports
- Engaging and effective training
- The variety of features provides continuous protection
- Exceptional Customer Support

“Lucy offers an ideal overall package that helps us to keep our employees’ awareness permanently high.”

FLORIAN TSCHAKERT

CORPORATE SAFETY & SECURITY, INFORMATION PROTECTION AT DEUTSCHE LUFTHANSA AG

Solution

The ThriveDX Security Awareness Training (formerly Lucy) learning platform offers the Lufthansa Group an intensive awareness program for its employees: They have unlimited access to e-learning templates and numerous attack simulations from spear-phishing simulations to file attacks and website cloners. All test results can be constantly monitored via the software platform. Lufthansa particularly appreciates the possibilities of on-premise use and the reports delivered by the phishing alert button via SMTP. Emails that are reported do not leave the internal mail system.

The ThriveDX solution is licensed as a site license for the Lufthansa Group and its 580 subsidiaries. The simulation campaigns are provided worldwide in more than 30 languages and can be adapted to the individual needs of the business units. The multilingual and multi-client-capable phishing button can also be configured as required.

Advantage

The Lufthansa Group is particularly impressed by the usability and exceptional customer support provided. “Lucy offers an ideal overall package that helps us to keep our employees’ awareness permanently high. In addition to the software offering a broad variety of usage options, we are particularly impressed by the excellent customer support. We always get quick and targeted solutions to all questions and requirements. They have been very supportive during the introduction phase, and they still support us with great passion now that we have been using the software for quite some time”, emphasizes Florian Tschakert, Corporate Safety & Security, Information Protection at Deutsche Lufthansa AG.

Regular worldwide training campaigns also help to identify differences within the Lufthansa group. During the campaigns, employees can learn from each other through dialogue. Thanks to the phishing button it’s easy for the employees to participate. Phishing attacks are therefore reported to the company more quickly. In addition, the ThriveDX Security Awareness Training platform places a high priority on data security: it is GDPR-compliant and uses a broad variety of security mechanisms to ensure that user data and identities are always protected. This includes strong encryption, and an application-specific security design, with a wide range of features, such as anonymization by default.



Result

“Even in challenging times, Lucy is a very reliable partner,” says Florian Tschakert. “At the beginning of the Corona pandemic, Lucy helped us to quickly prepare a new 2020 roadmap for our security measures right from the start. We developed campaigns that take into account the new situation with the specific requirements of home office activity. Information security and awareness are especially important in times of crisis.” Cybersecurity awareness significantly adds to enterprise security as a whole: an internal analysis by ThriveDX shows that training programs can increase security by up to ten times in the long run. After all, employees are the first and most important line of defense that must be actively integrated into a holistic security strategy.