



Skyrocketing employee awareness in a highly regulated environment

Challenge

The unique challenge for NAV Portugal is to ensure the public safety and security of its operations in a strongly regulated environment. As a government agency in the Air Traffic Management industry, NAV Portugal has a special responsibility in securing its facilities and technology against cyber threats.

Strong technical infrastructure and procedures with several security measures help to keep cybercriminals out. However, more than 90% of all successful cyber-attacks occur when an employee clicks on a link in a malicious email or discloses sensitive data. Cybercriminals can use this type of information to swindle data, disrupt services or extort money through ransomware, for example.

NAV Portugal understood the necessity to take measures, promote awareness, and provide training to their employees and thus decrease the risks related to these types of attacks. They were looking for a solution that could increase user awareness of phishing dangers as well as provide instructions and train users on how to spot and report phishing emails. The solution had to offer a high-level security awareness training and fit the many regulations of their industry.

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TOLENTINO MARTINS
CISO AT NAV PORTUGAL



At a Glance

INDUSTRY

Air Traffic Management

CHALLENGE

Protecting all 1000 employees from cyber-attacks in a highly regulated environment

SOLUTION

- ThriveDX Security Awareness Training (formerly Lucy)
- On-Premise Installation

ADVANTAGES

- Easy to use
- High degree of customization
- All-in-one platform
- Low installation effort
- High data security



Solution

After having evaluated several security awareness solutions, NAV Portugal found that the features offered by ThriveDX's Security Awareness Training (formerly Lucy) are the ones that are best suited for their requirements. They focused especially on providing extensive phishing training to their employees. With phishing campaigns, the security awareness of employees is first tested using realistic attack scenarios. Subsequently, the employees undergo specific training by means of videos, games, and phishing simulations. Test results and training progress can be tracked in the reporting system. Using the On-Premise Installation option, NAV Portugal chose the maximum level of data security, not having to share any data with third parties.

ThriveDX's support team was able to quickly resolve any issues and immediately answer questions. The training and the integrated incident reporting button motivated and engaged the employees: "With the help of Lucy's incident reporting button employee engagement and participation skyrocketed," says Tolentino Martins, CISO at NAV Portugal.

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Advantage

The ease of creating campaigns and the availability of hundreds of pre-configured templates as well as the "all-in-one" approach of the platform convinced the Cyber Security Team at NAV Portugal. In terms of technical aspects, SCORM was acknowledged as an important feature to have to use ThriveDX as an "e-learning" platform.

The installation process proved to be easy and fast such that the entire system was set up within one day.



Result

"We experienced a major increase in user awareness," says Martins. Many more suspicious emails have been reported to the SOC after having conducted the first training. "Our employees are now better prepared for attacks that target the company – from scams and phishing emails to malware and ransomware. "

To make their training even more efficient, NAV Portugal personalized campaigns targeting specific weaknesses and specific groups of employees: "After the first couple of experiences with Lucy, we learned how we can tailor the next campaigns and which groups we should be focusing on more."

With the help of ThriveDX's solution, NAV Portugal achieved company-wide user awareness of the modern cybersecurity threat landscape.