

Genworth Financial Achieves ISO Certification and Training Success with Security Mentor Security Awareness Training

Genworth Financial Employees Learn to be More Secure with Brief, Interactive, Memorable Training

THE CHALLENGE

Genworth Financial began writing insurance policies in 1871 as The Life Insurance Company of Virginia and ever since has been committed to helping people achieve and protect their financial security. Today, Genworth is strategically focused on helping people realize the dream of homeownership and navigate the financial challenges of aging.

A strategic driver for Genworth was the desire to become ISO certified. Unfortunately, their 1,500 employees did not react favorably to their existing security awareness training solution. This solution took the annual 1-2-hour class approach which had the value of "checking the box" for training, but completely missed the mark for delivering lasting value with employees who can recognize potential cyber threats and apply industry best practices to avoid security incidents.

"We wanted to set up a security awareness training program that people would actually want to take, but it was difficult to find a solution that people would actually use and apply," says Frank Cortes, Information Security Analyst at Genworth Financial. "Employees don't remember what they learned if the program is a 1-2 hour per year lesson like what we did previously. We knew what didn't work but needed to better understand what was available to determine what would work."

THE SOLUTION

"For the selection process we established a cross functional team composed of myself, the Chief Information Security Officer, the Chief Technology Officer and a cross departmental selection of 20+ employees to help with the evaluation and testing process," said Cortes. "All in all, we ended up having about 40 people in the proof of concept to test and provide feedback." The goal was to identify a solution that could readily scale across the entire organization globally.

"Security Mentor's approach of short and interesting monthly lessons with a story-based approach is what won over the evaluation team. 10-15 minutes is the equivalent of a coffee break," continued Cortes. "The curriculum got great reviews from everyone; even our Chief Executive Officer was very impressed when he took his courses."

In addition to the security awareness training, Genworth Financial also took advantage of Security Mentor's PhishDefense phishing simulation solution to identify vulnerable employees and train them to recognize and avoid falling for phishing attacks.



Genworth Financial

CUSTOMER PROFILE

Genworth Financial is an S&P 400 insurance company, which was founded as The Life Insurance Company of Virginia in 1871. After a couple of acquisitions, Genworth Financial was formed when it was sold to General Electric. Genworth Financial is headquartered in Richmond, VA and provides financial security and protection through long-term care funding solutions offered in the US as well as Canada, Mexico and Australia.

BENEFITS

- Satisfy ISO certification requirements
- Brief, fun and focused approach drove high security awareness training participation across Genworth Financial
- Unsolicited positive employee feedback and observable behavior changes confirmed by reduced number of IT tickets related to cybersecurity incidents

BENEFITS

Security Mentor's security awareness training has been extremely well-received and helped Genworth achieve its goal of getting ISO certified. Also valuable is having personnel across the organization be more security aware. "Now, our people actually understand that security is important and they are applying what they learn monthly," said Cortes. "We know it's working, so our plan is to expand the training from 1,500 employees in Genworth Financial to 6,000 organization-wide."

What has been even more exciting is the level of excitement generated by the Genworth user community taking the security awareness training. "People stop me in the elevator and say they took this month's Security Mentor lesson and it's really cool. They actually apply what they learn to their everyday work experiences," said Cortes. When the team can bring that level of enthusiasm to their personal effort in security training, the goal of securing our employees is sure to be realized.

Animations and Storytelling

Security Mentor's graphical animation style is approachable without being too cartoonish. Combined with the story-telling approach used in their monthly, brief lessons packed with hands-on exercises and problem-solving games, Genworth's employees feel like they can truly digest, understand and apply what is being taught.

Phishing Simulations

The number one attack vector used by hackers today is phishing, so, also having Security Mentor's PhishDefense tool is supportive of Genworth's efforts to reduce cyber threats through email.

Reporting

Security Mentor's lessons are also timely and can be scheduled as needed. "A reporting incident audit came out on our use of Personally Identifiable Information this month; it was at the same time that we just completed that particular lesson," said Cortes. "It's powerful to have the correct behaviors taught and reinforced when they need to be applied most."

To learn more about how Security Mentor's security awareness training can help you reduce the risk to your organization, contact 831.656.0133 or sales@securitymentor.com, or visit www.securitymentor.com

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ABOUT SECURITY MENTOR

Security Mentor is a visionary and global leader in the security awareness training and education industry that enables organizations to reduce risk by creating cyber-savvy employees. The Security Mentor Training Platform provides a single portal for integrated security services including training, phishing simulation, policy management, lesson quizzes, pre/post training assessments, and gamification. Our flagship product is our Security Awareness Training. Brief, interactive, highly engaging lessons teach critical security skills in an easy-to-understand, memorable, and fun format that drives real behavior change. Our PhishDefense phishing simulation service provides continual awareness training enabling organizations to safely phish their own staff, directing vulnerable employees to real-time, targeted training sessions. Incorporated in 2008, Security Mentor's innovative products and services are used by enterprises worldwide, the military, government, nonprofit and educational organizations.



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