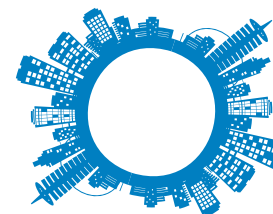


Large city government organization

“It’s a fun, easy way to learn about cybersecurity and refresh knowledge about potential threats.”

SPOKESWOMAN – CITY GOVERNMENT OFFICES



COUNTRY: United States

Number of seats: 13,000

Product: ESET Cybersecurity Awareness Training Premium

THE CUSTOMER

This city government office, located on the West Coast, requires all employees to take cybersecurity training on an annual basis. With 13,000 users, the organization was seeking a training solution that was easy to implement and included a wide range of topics, including phishing and social engineering. Along with educating workers, the office also has cyber education compliance requirements to satisfy.

The organization uses Windows OS and has employees at various levels of technical and computer knowledge.

THE CHALLENGE

With such a large number of users—both remote and on-premise—the business needed an online training solution that was flexible enough to fit everyone's schedule. The program had to be compatible with the existing learning management solution and be relevant for workers in a wide variety of jobs. Finally, it needed to address the vulnerabilities and possibility of targeted attacks inherent in a large government entity.

The city website lets consumers pay bills, apply for permits and conduct other business online, making it a target for hackers seeking to steal sensitive information.

THE SOLUTION

ESET Cybersecurity Awareness Training Premium ticked all the boxes. This interactive online training, developed by ESET researchers and educators, takes under 90 minutes to complete. Users enjoy an engaging learning experience via gamified quizzes, interactive sessions and a phishing simulator. Admins can take advantage of automated reminder emails for each employee.

A city spokeswoman reported a positive experience with all aspects of the program. “ESET’s training was easily implemented within our learning management system,” she said. “When we ran into specific issues, the ESET team was quickly available to troubleshoot and help us ensure that the rollout went smoothly on our end.

“ESET’s training has provided us with an interactive way for our users to identify and learn about the different cybersecurity threats that face our industry. The interactive nature and interesting content make it easy for users to pay attention and test what they are learning.

She added that the training has already paid off. “We wouldn’t want to use any other training besides ESET. Our employees are now better prepared when they are faced with a similar (real-life) situation.”

KEY BENEFITS

- **Flexible online learning to fit everyone’s schedule**
- **Ease of training implementation**
- **Excellent technical support**
- **Increased employee awareness**