

Large City Government Organization

"It's a fun, easy way to learn about cybersecurity and refresh knowledge about potential threats."

Spokeswoman
City Government Offices



INDUSTRY
Government

COUNTRY
United States

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 needed to be compatible with the current learning management system and relevant for employees across a diverse range of jobs. Additionally, it had to address the vulnerabilities and potential risks of targeted attacks that are 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.

KEY BENEFITS

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



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.

"ESET's training was easily implemented within our learning management system. When specific issues arose, the ESET team was quick to troubleshoot and ensure a smooth rollout."

The training's interactive approach keeps users attention and prepares employees for emerging threats impacting local governments.

"We wouldn't choose any other training. Our employees are now better equipped to handle real-life situations confidently."

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