CASE STUDY

Building a Better Tomorrow While Staying Cybersafe with Security Awareness Training

The Boys & Girls Clubs of Hawaii stays cybersecure by empowering employees with TPx's Security Awareness Training

TPx

The mission of Boys & Girls Clubs of Hawaii (BGCH) is to enable all young people — especially those who need it most — to reach their full potential as productive, caring, and responsible citizens. BGCH's after-school programs provide a safe place filled with hope and opportunity for local children so that each member is on track to graduate high school with a plan for the future. Nonprofit organizations like BGCH rely heavily on generous donations to fund the operations necessary to achieve their mission — to save and change the lives of the children and teens who need it most.

PROFILE

A nonprofit dedicated to providing education, mentorship, and other resources necessary for local children

CHALLENGE

BCGH wanted to reduce the threat of cyberattacks, protect donor data, and prevent employees from clicking unsafe links

SOLUTION

BCGH initiated a 12-month cybersecurity awareness training program to education the nonprofit's employees

BENEFITS

Employees ejoyed a low-pressure learning atmosphere to prevent future cyberattack

RESULTS

Improved security metrics and a steady decrease in hit rates. Employees are now able to spot phishing attempts

The Challenge

Nonprofits are popular targets of cybercriminals due to their large database consisting of personal, account, and payment information of donors and board members. Because nonprofits invest most of their donations toward mission-critical activities, it can be a challenge to find the funding necessary to secure their network. This leaves them vulnerable to attack.

Since most breaches are caused by human error, Natprapa Panyarat, IT Analyst for BGCH, knew the best way to keep BGCH safe from cyberattacks was to implement a program for employee cybersecurity education. He wanted to empower employees to be a part of the solution by preventing the problem.

The Solution

Panyarat needed a good cybersecurity training program that not only educated fulltime and seasonal employees but was also affordable. Since he was the only IT professional for all 6 BGCH locations, he also prioritized a partnership that would handle the heavy lifting of a security training program. Following a recommendation of the BGCH CEO, Panyarat decided to give TPx's Security Awareness Training Program a chance.

"We considered working with a few different options, but ultimately we chose TPx because they were very responsive, and their services were significantly more affordable than other IT consulting companies," said Panyarat.

TPx's Security Training Program is implemented and fully managed by TPx, which allows Panyarat to focus on his other job duties and still make cybersecurity training a focus.

Each month, BGCH employees receive links to training modules. Each module is a prerecorded 4-5-minute-long video with a test at the end ensuring they have a firm grasp on the topic. These modules are designed to help employees retain information by providing engaging and relevant content in short bursts that ultimately leads to changed behavior.

TPx then tests employees by sporadically sending realistic, simulated phishing emails that gives them a chance to implement their cybersecurity training. This combination trains employees how to spot real phishing emails and appropriately handle them, protecting BGCH from future cybersecurity threats.

The Results

After the implementation of TPx's Security Awareness Training program, Panyarat has noticed an improvement in BGCH's overall security posture. "Each month, our metrics continue to improve and our hit rates are consistently going lower and lower. Our employees are now able to spot phishing emails and handle them appropriately, which is a great result. They've also responded positively to the length and content of the videos."

Now that BGCH employees know how prevent cyberattacks and safeguard important data, they can focus their attention on what matters most: helping kids reach their full potential.

About TPx

TPx helps businesses navigate the complicated and evolving IT landscape. As a leading nationwide managed services provider, TPx helps businesses simplify operations, optimize networks, improve productivity, reduce costs and keep IT environments secure.