

CASE STUDY

DP World Tour Strengthens the Human Factor in its Cybersecurity Posture

Considering the ever-increasing threat landscape, it is widely accepted that internal users form a key first line of defense against cyberattacks. All too often however, it is the human factor that proves to be the decisive weak link in the security chain when it comes to keeping the organization protected. Having worked with Fortinet for two years to strengthen the security capabilities of the organization's infrastructure, the DP World Tour recognized the need to ensure a stronger security culture among its employees.

With a diverse workforce and varied operational needs, the organization sought a flexible, robust, and impactful training solution to equip its employees with the requisite knowledge and skills to mitigate cyber risks effectively.

It was important that this was not viewed as an IT specific campaign, but as a cultural change within the organization. The goal was to ensure that everyone recognized and responded to the reality that cybersecurity is a shared responsibility.

Michael Cole, Chief Technology Officer, European Tour Group, summarized the position: "The cyber threat landscape is ever evolving so, in addition to the right infrastructure, true security protection is as much about embedding a mindset of cybersecurity within the culture, so that our people become our first line of defense, acting like a human firewall."

Cross-functional Collaboration to Strengthen the Human Firewall

The training campaign was born from a collaboration between the HR team and IT. While HR regularly conducts training needs analysis for both mandatory training and individual requirements, the IT team was considering the need to raise the bar in terms of security awareness and training across the wider employee base. Together the conclusion was that the unique features of the Fortinet Security Awareness and Training Service made it an ideal fit for team-based training.

Designed and developed specifically for this purpose by the award-winning [Fortinet Training Institute](#), the training platform evolves by incorporating the latest threat intelligence from FortiGuard Labs, ensuring that participants are always armed against the newest threats.

The training works particularly well in combination with FortiPhish, which tests employees with real-world simulated phishing attacks, and helps them to identify and be on guard against social-based attacks. FortiPhish challenges employees by making phish testing harder as they get smarter.

The self-paced Fortinet Security Awareness and Training Service is structured as a flexible, modular, and always-on resource, with nano videos and knowledge checks helping to solidify the learning. This means the DP World Tour can configure the training to meet the specific needs of the business with scheduled campaigns based on attacks occurring globally or ad hoc campaigns based on activity experienced on the network.



Details

Customer: DP World Tour

Industry: Sport

Location: Wentworth, UK

Business Impact:

- Providing the DP World Tour with a flexible, robust and impactful training solution.
- Equip the DP World Tour with the knowledge and skills to mitigate cyber risks.
- An immediate but sustained improvement in cyber threat detection rates since the training roll out.

Solutions:

- Fortinet Cybersecurity Awareness & Training.

Engaged Employees

Indeed, it was this user-friendly, approachable design and flexible learning path that prompted early positive feedback from employees, which is always a good sign in terms of engagement.

Andrew Howell, Head of Regulations and Integrity, European Tour Group and an early participant in the training said: "I prefer audio learning so I responded much better to this training than I would have done to a text-based learning. Even the use of different voices within the content helps to keep the training fresh and engaging."

The flexible learning paths and well-structured modules break down topics such as information security awareness, data privacy, physical security, password protection and internet security.

Feedback from employees suggests that education on this critical subject has resonated with staff. What might previously have been perceived as an unengaging topic is now viewed as inclusive and something for open discussion among colleagues.

Andrew continued: "It's one thing being told about 'what could happen' but the interactive and engaging approach meant the training really did sink in. I think the proof of its effectiveness is the way I now react very differently to emails or text messages that I receive. And it's not just as individuals. There is now a culture where people discuss anything they think might be suspicious with colleagues, which helps to keep everyone alert."

Both HR and IT teams have been pleased with the rollout of the training and the reception it has received. Employees have embraced the experience and have responded positively in terms of both engagement and behaviours.

Melanie Gladwyn, Head of HR, European Tour Group, said: "Let's be honest, few people get excited when faced with mandatory training. But nobody wants to be that weakest link that opens the organization to a cyberattack, so this concept of staff becoming human firewalls and taking personal responsibility has really resonated. At the same time people have realized that this continual learning applies equally outside of work and that they have been taking on a new life skill."

Immediate and Lasting Results

Those changed behaviours have already had an impact. Results show an immediate but sustained improvement in detection rates in all scenarios.

Dilbagh Virdee, Senior IT Manager, European Tour Group, explained, "The metrics we get from the training platform mean that we can see how everyone has performed on the training and we can also correlate that with the results we get from the ongoing FortiPhish activity."

Following the success of the Fortinet Security Awareness and Training, it is now being incorporated into the new starter on-boarding process to ensure that everyone is very quickly at the same level with this critical training requirement. Given the platform's customizable features, integrating new modules into training becomes effortless, allowing for swift adaptation to emerging threats or evolving postures. This means existing employees will also get new training as the cyber landscape evolves, which itself reinforces the importance of continual learning.

Dilbagh Virdee draws on a golfing analogy: "Nine-time major winning Gary Player once said, 'the more I practise, the luckier I get', and the same concept applies to cybersecurity. The more we train our staff and reinforce that training, the stronger our security posture gets."



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