

# How usecure helped HumanKind achieve a 61% reduction in risk score in six months



We wanted to increase staff awareness of cyber risks, train our staff on compliance topics like GDPR or HIPAA, and better understand the overall human cyber risk of our workforce.

### At a Glance

HumanKind, a non-profit organization dedicated to empowering families and individuals, successfully enhanced its cybersecurity posture and staff awareness by implementing usecure's comprehensive platform.

This case study explores how HumanKind addressed human cyber risk and protected its digital environment while continuing its mission to support local communities.

The implementation of usecure's platform has not only enhanced the organization's digital safety but also provided a foundation for ongoing improvement, allowing HumanKind to continue its vital mission of supporting local communities with increased confidence in their digital security.

### About HumanKind

- **Founded** – 1903
- **HQ** – Lynchburg, Virginia
- **Company Size** – 51-200 staff
- **Industry** – Non-Profit

### The Challenge

HumanKind faced a pressing need to strengthen cybersecurity awareness across its staff and protect the organization from a high volume of spam and phishing threats.

With offices spread over 320 km apart, they required a solution that could provide centralized, consistent training, and ensure compliance with PCI and HIPAA.

Overall Human Risk Score was **reduced from 559 to 215** within first six months.

Employee cybersecurity awareness and threat detection were **significantly improved**.

**98% employee success rate** in resisting phishing attempts contributing to a vigilant workspace.



## The Customer

Founded in 1903 as a non-profit organization, HumanKind aims to empower people and help them thrive. Their mission centers around supporting local families struggling with poverty-related challenges through various programs, including Adult Services, Early Head Start, Economic Resource Center, Foster Care, Healthy Families, and Parenting & Family Support Services.

## The Challenge

As a mission-driven organization, HumanKind faced a pressing need to strengthen cybersecurity awareness across its staff to protect the organization from a high volume of spam and phishing threats. A crucial factor in selecting a solution was HumanKind's wide geographical footprint, with offices spanning over 320 km apart. This presented logistical challenges for consistent, effective staff training.

To address these challenges, HumanKind needed a comprehensive system that could centralize training, offer real-time reporting, and support compliance with PCI and HIPAA requirements. This solution needed to simplify training across locations and empower employees to better understand and mitigate cyber risks.

Don Schimming, IT Manager at HumanKind, explains:

***“We needed to increase staff awareness of cyber risks, train on compliance topics like GDPR, and gain a clear understanding of our workforce’s cyber risk. This was essential to protect both our mission and the community we serve.”***

## The Solution

To address these challenges, HumanKind implemented usecure's comprehensive platform:

- **uLearn: Tailored Security Awareness Training:** HumanKind used uLearn to provide automated, personalized training to educate staff on cyber threats and compliance requirements like PCI and HIPAA. uLearn provided automated, personalized training that increased engagement and knowledge retention, helping employees stay up-to-date on critical security topics.
- **uPhish: Realistic Phishing Simulations:** Facing a high volume of phishing emails, HumanKind used uPhish to conduct realistic simulations, significantly improving staff vigilance and reducing the risk of falling victim to phishing attacks.
- **uPolicy: Streamlined Policy Management:** To simplify compliance with HIPAA and other regulations, uPolicy allowed HumanKind to efficiently distribute and track policy acknowledgments, ensuring 100% of policies were signed digitally.
- **uBreach: Breach Awareness Alerts:** uBreach provided real-time alerts on compromised credentials, helping HumanKind proactively address external threats and raise staff awareness about potential breaches.



**The selection of courses and phishing templates available was a key benefit.**

**The automation features saved us a lot of time, and being able to understand our company’s human risk at a glance has been invaluable.**

## The Results

### HumanKind quickly saw transformative results after adopting the usecure platform to strengthen its cybersecurity awareness.

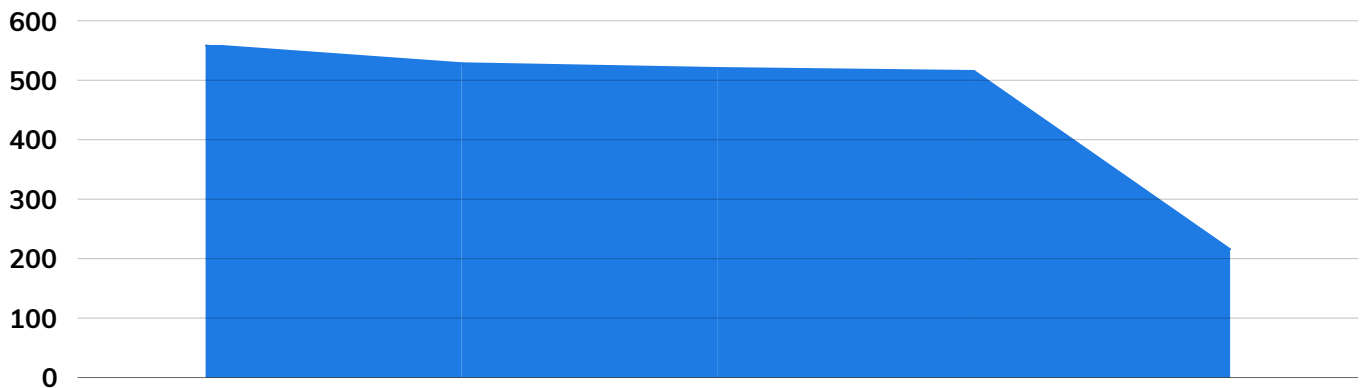
In just six months, the organization achieved significant improvements in cybersecurity awareness, as demonstrated by high course scores, increased phishing resistance, and a notable reduction in overall cyber risk.

HumanKind's cybersecurity awareness grew significantly through usecure, with staff achieving an impressive 91% average on training courses and completing 81% of them in record time. Phishing resilience also improved, with employees identifying 98% of simulated phishing attempts, demonstrating heightened vigilance. Policy compliance was seamless, as all policies were signed digitally, reinforcing commitment across the board. Real-time breach alerts helped safeguard credentials, with 88% of users unaffected by compromises.

**Overall, HumanKind's risk score dropped by 61.4% over six months (559 to 215), proving the platform's impact in building a secure culture and empowering staff.**



It made educating our staff much easier and saved a lot of time in doing so. We are also able to see what skills they come in with, which helps in better understanding how large the challenge that exists.



## How They Did It

HumanKind leveraged usecure's features to enhance their cybersecurity awareness program:

- **Comprehensive Training:** Utilized uLearn's diverse course selection to educate staff on various cyber threats.
- **Realistic Simulations:** Implemented uPhish to conduct practical phishing tests, improving staff vigilance.
- **Automation:** Saved time with automated features, allowing for efficient management of the cybersecurity program.
- **Risk Assessment:** Gained insights into human cyber risk through usecure's risk assessment tools, enabling targeted improvements.
- **Breach Awareness:** Used uBreach notifications to help staff understand the prevalence of data breaches in other organizations.

15 hours	300 courses	98%	300+
Average time to complete training course from enrollment	The number of courses scored between 91%-100%.	98% of phishing simulations successfully identified	Over 300+ diverse courses available on the usecure platform



## Empower your people to prevent breaches

See usecure's award-winning Human Risk Management (HRM) solution in action.

Visit the link below to watch short on-demand demos:

<https://www.usecure.io/en/demo-centre>

