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Craig Greenwood*, IT Director, Manufacturing

A focus on people

As IT Director **Craig Greenwood** puts it:

“We were extremely lucky. Ultimately, it was just a dodgy email. But it could’ve cost us a lot of money. Worst case scenario, maybe even our business.”

The failed attack that saw the company revise their cyber security strategy – particularly when it came to training the company’s people. “We were fairly confident in the tech we had in place and we were running training at the time,” says Greenwood. “It covered the basics but didn’t really go any further... which I suppose meant we were taking things for granted to an extent.” Prompted by the attack, he began looking for a specialist solution.

“Buying security, understanding and risk reduction”

Initially, Greenwood was searching for a cost-effective solution that would introduce his people to the advancing threats posed by cyber criminals. After consideration, he decided CybSafe fit the bill.

Reduced insurance premiums

Over the course of the next few weeks, Craig Greenwood began rolling CybSafe out throughout his organisation. Employees were briefed on the changes and were introduced to the cloud-based platform, which they could access from any device, anywhere. It meant they could fit the training into their existing roles, so cyber security training was no longer a one-off session.

“Our people are now a hell of a lot more careful,” Greenwood reports. “That’s not just my own, biased view, either. Since we introduced CybSafe, our insurance premiums have gone down.”

Winning new business

And as the focus on supply chain cyber security increases, CybSafe may even be helping Craig Greenwood’s firm win new business. As Greenwood puts it: “The fact we’ve got GCHQ-accredited training on the go always has potential customers smiling. I’m not sure they expect a toy manufacturer to be taking things so seriously.”

CybSafe is now warding off everyday attacks that might once have hit the manufacturer hard. After coming so close to an attack, it’s clear Craig Greenwood truly appreciates the value of the service.

“We demo’d two or three solutions in the end,” the IT Director recalls. “They were all around the same price point although not all were GCHQ-accredited. What I think gave CybSafe the edge was the fact it focused on driving real-life change. With the others, it felt like we’d be buying training. CybSafe was more like we were buying security, understanding and risk reduction.”

* Fictitious personal and organisational name used for case study purposes only

