

“No more tick-box training...What I like is that the benefit is measurable. It makes it very simple. If we do not see an improvement we can simply stop investing. As it is, we have seen an improvement in behaviour already.”

Vihaan Amin*, Information Security Manager, Legal

As is the case with almost all industries, cyber crime in the legal sector is increasing.

In the 2015/2016 financial year, attacks on UK law firms increased by 20%. 73 of the UK's top 100 law firms were targets. It's a backdrop that explains why, on joining his current UK-based legal practice, Information Security Analyst Vihaan Amin was tasked with decreasing breaches and improving his new employer's resilience.

Combating human error

“The first thing I looked at was technological defences,” Amin now recalls. “Then, it was ‘what do we have for our people? Is it any good? Is it actually working?’”

Amin had worked in the sector for a long time before beginning his new role. He knew the majority of breaches involved some form of human error. Equally, he knew conventional training did little to truly change staff attitudes to cyber security. As Amin says: “I knew what training was available and what was not available; I knew lots of training was received very badly... that type [of training] rarely makes its way back from the classroom and into the workplace.”

Preventing breaches

Amin believed his company could do more to educate its people on best practice and prevent significantly more breaches. After an initial review of the firm's existing cyber security awareness program, Amin introduced CybSafe.

“First priority was always keeping confidential data totally secure.” Amin clarifies. “What CybSafe had built was a way to make cyber security part of everyday business.

It [CybSafe] uses academic principles, artificial intelligence and attack simulations to make the training real.”

Demonstrable ROI

Amin was equally impressed with CybSafe's ability to demonstrate ROI. Breaches trigger reputational damage, loss of custom and financial penalties. By preventing breaches, CybSafe demonstrably saves significant sums.

“Every time a breach is prevented, that is money saved. That is ROI,” Amin smiles.

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Complementing technology

CybSafe further enhances the practice's ROI by maximising the return on technological cyber defences. As Amin puts it: “What use is something like a VPN if people operating it do not use it in the first place?” Following the introduction of CybSafe, Amin has reduced breach frequency and, in doing so, realised a sizeable return on his company's investment.

In the fiercely competitive legal sector, both are commendable achievements.

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