How an Irish MSP cut clients' phishing attacks by 89%

Ortus builds a culture of security awareness for its clients with OpenText Security Awareness Training

For more than six years, Bryan Fitzpatrick has worked in the Department of Professional Services for Irish MSP, Ortus. The company helps clients get the most out of technology by implementing, managing, and supporting secure IT solutions. With security breaches at an all-time high and the recent attack on the HSE, security has become a key concern for many of the company's clients. To help provide a robust defence against cyberthreats, Ortus regularly meets with customers to review their IT infrastructure, advise on cybersecurity, and ensure that the right systems are in place to protect their business.

GDPR compliance has also become a top priority. "The GDPR has placed an extra onus on clients to demonstrate that they take data protection seriously," Fitzpatrick says. "In the event of a breach, one of the first things the Irish Data Protection Commissioner will do is investigate what steps a company has taken to safeguard data.

"In addition to the more obvious technological defenses, such as encryption and anti-virus, they will also be asked if they've provided security awareness training for staff. If they are unable to tick all the boxes, they could face crippling fines, damage to reputation, and an increased risk of cyberattacks. With such high stakes, it's just too risky to leave anything to chance."

To help clients comply with the regulation, Ortus regularly reviews any gaps in coverage and advises clients to implement security awareness training to bolster their defenses. "Without this training, all it takes is one employee to click on a link or download a malicious attachment and a company's data could be compromised within a matter of minutes," Fitzpatrick says.

He believes that from a business owner's point of view, one of the biggest moments of trust in any organization is giving new or existing employees access to company data.

"This data needs to be protected and used responsibly. Many employees are simply unaware of the value of this data and the damage that could ensue if it fell into the wrong hands. Educating staff on the risks is key in creating a shared responsibility for the everyday data they work with.

Ortus

Industry

Managed service provider (MSP)

Benefits

- 38% increase in ticket volume after completing training
- Clients increasingly aware of potential threats
- 89% fewer phishing attacks
- 92% of clients have completed training

Products & services

- OpenText™ Core Security Awareness Training

"Security awareness training shouldn't be an afterthought; it should start on day one. If the correct behavior is ingrained from the get-go, staff will act responsibly and gain a better understanding of how their actions contribute to the overall security of the company."

Bryan Fitzpatrick
Department of Professional Services
Ortus

After OpenText Core Security Awareness Training

Since implementing the training, Ortus has noticed a significant improvement in security awareness amongst its clients.

"There's no doubt that the security awareness training has had a hugely beneficial effect. Clients are becoming more wary of suspicious emails, and as a result, are logging more support calls with our team," he says. "This demonstrates that the training is really making an impact and the message is hitting home. We would rather customers log a million tickets about potential phishing emails than make the mistake of clicking on one."

For most clients, the alternative to being careful is two weeks of expensive downtime wondering how they got hacked. "It takes about 10 minutes for us to check an email versus two weeks of hell. The training itself takes between 8 to 10 minutes, so clearly, it's a no-brainer."

Protecting business owners is Ortus's top priority. When Fitzpatrick explains the benefits of OpenText™ Core Security Awareness Training to his clients, he often asks, "What's two weeks of your time worth? What do you turn over in a day? I would multiply that by two weeks or possibly a month. If you fell victim to a ransomware attack, it could be weeks before your business is back up and running again, and that's if you're lucky. Are you willing to take the risk?"

In addition to reducing risk, Fitzpatrick believes OpenText Core Security Awareness Training is effective for a number of reasons, "The training can be customized with company branding, it provides business owners with detailed reports and lastly, it ticks the compliance box by evidencing data protection responsibilities," he says.

Security awareness training is one of the most effective and cost-efficient ways to prevent cyberattacks. Well-trained employees know the best ways to identify, respond to, and recover from an attack. "Ultimately, our clients appreciate that as their IT partner, we want to keep them protected and help them make the most out of their IT security budget."

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