

# HEDGE FUND\*

## FINANCIAL INSTITUTION IN MARYLEBONE

Support Tree provided essential security training for our hedge fund client. To bolster security protocols and to facilitate future growth, Hedge Fund made the decision in 2015 to source ST for IT training.

### IT Security Training

- ST conducted a free baseline test to assess the level of phish-prone employees and ascertain the necessity of training. With an initial phish-prone percentage of over 30%, it was clear that training would be vital for our client.
- We provided essential security training against spear phishing, social engineering, ransomware and more. This ensures staff know how to respond in the face of danger.
- To ensure the robustness of training, continuous phishing tests were carried out over a one-year period ensuring employees were improving month on month.
- ST provided monthly feedback reports based on testing. The reports contained stats and graphs for both training and phishing, ready for management.
- Poorly performing staff were identified by management and subject to further testing until they showed a satisfactory level of phish-prone behaviour.

### The Company

Our Marylebone based client is a financial institution started in 2008, investing in large cap securities. As a company regulated in both the UK and US, security is an important component of their business.

Prior to engaging with Support Tree, the client was infected with ransomware via a phishing email. Fortunately, no data was lost due to their robust backup solution. In this circumstance, the ransomware was identified before any damage could be caused.

However, the security breach was an alarming threat to the business, so further action was taken. Recognising the potential for future attacks, the client outsourced their security training to

*“Support Tree quickly implemented the much-needed IT training for my staff. They’ve been fantastic to work with.”*

**Managing Director**



Outsource your IT requirements today and focus on what’s important – your business.

Contact us on: [enquiries@supporttree.co.uk](mailto:enquiries@supporttree.co.uk) or 0800 292 2230

\*Name undisclosed for client confidentiality reasons

“ As a company dealing in large capital securities, cyberattacks are not something we can afford to have because of reputational and financial costs.

Not only did Support Tree quickly implement the much-needed IT training for my staff, but they've also been fantastic to work with.

From the get go, our IT has been in safe hands and we can definitely rely on them to give us the best service possible. You can see it by looking at the results. Managing Director ”

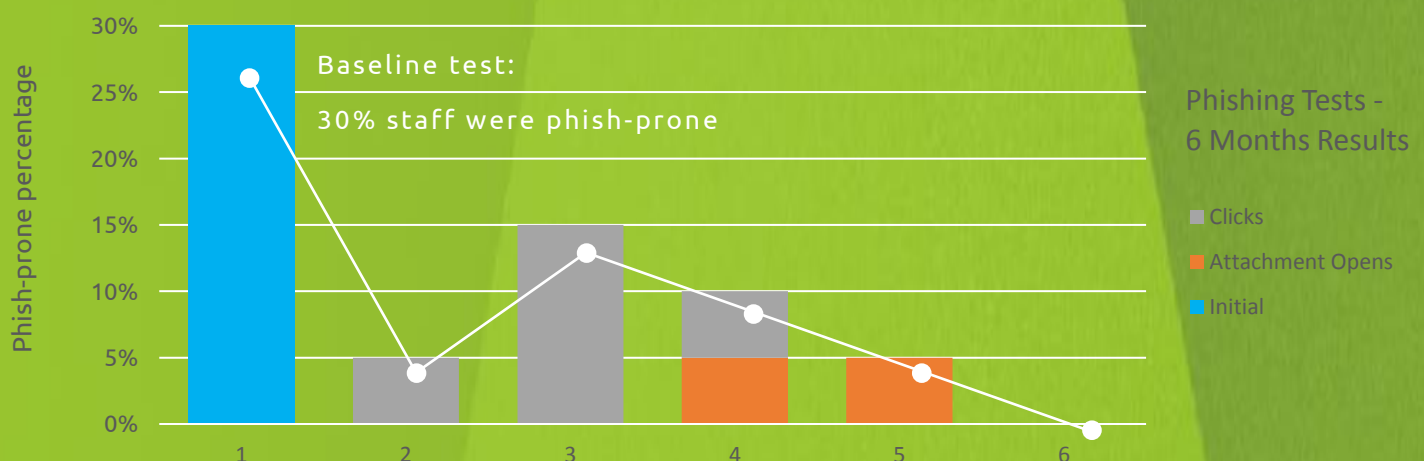
## Results

We quickly established that the client could significantly improve the security of their IT systems through the education of staff.

Employee mistakes are often the weak link causing security threats to your IT systems. By educating the main users, you can crack down on phishing and ransomware attacks, protecting your systems for the

## Their Outcome

Our client's phishing security test results dropped significantly within the second month of testing. After 6 months, staff were no longer prone to phishing attacks.



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