



Security Awareness at Stedin reduces number of cyber incidents

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Stedin Group

Kaspersky Security training program helps employees recognize and counter cyber threats with ease.



Energy management

- Rotterdam, Netherlands
- Kaspersky Security Awareness

Stedin Group manages energy supply networks.

The group's area of operation mainly comprises of the Randstad, the Rijnmond and Botlek areas, of the Netherlands. Its 5,000 employees are collectively responsible for the development, construction, supervision, maintenance and management of energy networks.

The Rotterdam-based network operator connects more than two million customers to various energy suppliers and has a turnover of more than one billion euros.

The challenge

This busy region includes the largest port in Europe and a particularly complex infrastructure. Economic interests are immensely important here and energy supply is therefore crucial – which is why ICT security at Stedin has the highest priority, with security awareness the most important factor.

An effective, attractive and, in particular, interactive learning and training program was sought in order to further improve awareness of cyber security among Stedin Group's employees. The program also had to be accessible for content amendment at all levels of the company and it had to be user-friendly for both users and administrators.

André Smits, Information Security Officer at Stedin Group explains: "This is a market that is still undergoing vigorous development and many of the available e-learning modules and other tests do not meet our expectations. Not only must employees become much more aware of the cyber threats around us, but it must also be made clear to them that they have a big responsibility in this regard. We particularly want to prepare and train our employees in this area."

"If you look at what Kaspersky Lab offers, in its entirety, it's something you don't very often get from other providers. It is very complete, very interactive, fun to use and easily managed from the cloud."

André Smits,
Information Security Officer,
Stedin Group



Control

Complete, cloud-based control module, providing analysis at all organizational levels



Flexible

Modules are easily adapted to fit learning goals

The Kaspersky Lab solution

“When Kaspersky Lab came into the picture with a training program focused on awareness, attitude and behavior, we were immediately interested,” says Smits. “The complete Kaspersky Security Awareness program meets all our requirements and consists of four modules: an e-learning module, a game for middle management, a game for top management and a cyber culture assessment.

“The complete package that Kaspersky Lab offers is something you don’t very often get from other suppliers. It is extremely complete, very interactive, fun to work with and easy to manage and deploy as a cloud solution. The e-learning modules are suitable for all employees and are designed to be visually attractive and easily accessible. The program looks great, is easy to read and is very well put together. It includes a security game for middle management, which involves re-visiting the information from the e-learning modules.

“These modules are then tailored specifically for management so that they become aware of all the possibilities open to them. The Kaspersky Interactive Protection Simulation game is for senior management and includes a physical board game. In our case we use a power station scenario in which the directors suddenly need to communicate with the technicians and rely on their advice. They can then choose whether to act on the advice they’re given, or to not make any decisions at all. The results expose the company’s performance in this area. This makes you aware of the company’s exposure to risks if cyber security is allowed to lapse and in such a case you are, in effect, actively helping to make the company more vulnerable. These are important eye-openers.”

Smits adds: “The fourth, interesting module is a cyber culture assessment. This can be set up to monitor how employees currently experience cyber security within the organization. If, for example, it then appears that employees find that an aspect is not well organized, you have to do something about it. “In addition to the training content there is also a complete management module, which makes it easy to roll out, track and manage modules from the cloud. This makes it very user-friendly. You can review and analyze the results at employee, departmental and company level. Cross-sections can easily be made at different levels, in order to find by topic and location within the company, the subjects that score well or badly as well as what needs to be changed.”

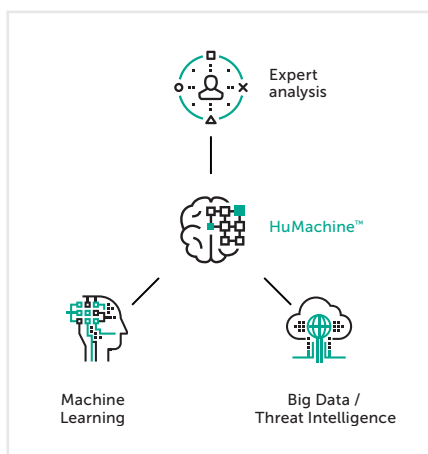
5,000
employees

2
million clients

Reliability and convenience, combined

“If we look around us, we see a very real cyber threat – and that certainly applies to our organization. We provide infrastructure to the community, so it is very clear to us that we have to both set up our security and invest in it to the best of our ability.

“We have deliberately invested in all the Kaspersky Security Awareness modules, because we don’t only want to address these issues in one part of the business - we want this program to reach the entire organization. It could be considered that more awareness is only required in the general workplace but the managers and directors are also very relevant. They have other powers and mandates which make them an interesting target group. We think it is very important that awareness and, above all, behavioral change are embraced by the whole company.”



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