

# Security Awareness Program

*Discover how secure your company is and proactively improve your security posture.*

It's widely known that an organization's weakest security link is its employees. Sword & Shield partners with you through our Security Awareness Program to assist you in both understanding your employees' knowledge in relation to cyberthreats and training those employees to improve their cyber awareness.

This cyclical process reveals your company's security status as it relates to your workforce, and fosters a proactive and ongoing culture of security.

## 1 Test

The first step in ascertaining your workforce's security awareness status is to test it.

Our experts get to know your company and how you do business. Then, they apply their depth and breadth of cybersecurity knowledge to help you select the right testing campaigns and cadence to run them; and to determine who in your organization should be targeted based on their role and responsibilities.

These exercises are conducted in a safe and controlled environment, then used to increase awareness to proactively head off falling prey to a real attack:

### Phishing as a Service

Sword & Shield uses simulated real-world email-based scenarios to test and train your team members regarding this dangerous type of social engineering. Phishing as a Service (PHaaS) is our subscription-based program that provides consistent and ongoing phishing campaigns and analysis.

### Pre-Texting

Sword & Shield analysts make phone calls impersonating someone with perceived authority or privilege in order to gather key information like user names, passwords, access codes, etc.

### Baiting

We leave a USB flash drive or other form of mobile storage media in an open area to identify employees that attempt to use the device, and those who turn it in to the appropriate department.

### Tailgating (Piggy-Backing)

Our experts attempt to bypass physical security at client sites in order to roam unescorted, looking for open offices and/or unsecured workstations.



## About Us

Securing business for more than 20 years, Sword & Shield Enterprise Security, Inc. partners with our customers to meet the needs of their dynamic cybersecurity and compliance landscape.

We work closely with companies to become tightly integrated with their enterprise operations in the areas of managed security, risk and compliance, enterprise security consulting, security incident response and forensics, and security training.

Recognized nationally and headquartered in Knoxville, Tennessee, Sword & Shield has offices throughout the US. Sword & Shield services a broad spectrum of industries, including healthcare, retail, media, banking and finance, legal and manufacturing.

## Just Ask

Sword & Shield has vast experience in virtually every area of information security and compliance. If you need a service in these areas not specifically named in a description, the chances are we do it, and we do it well. So, just ask.

## 2 Train

Training is an integral ingredient for embracing an educated culture of security and protecting key assets. Training also helps your staff to become better and happier employees by empowering them to do their jobs better.

Sword & Shield offers the following types of training:

**Security Awareness:** Giving staff continuous access to security awareness training is key to achieving and maintaining a secure and compliant workplace.

Additionally, many compliance frameworks such as HIPAA, PCI, FFIEC and more require regular security training in order for you to maintain compliance. Sword & Shield provides general, ransomware defense and social engineering security awareness training.

**Compliance:** Our HIPAA and PCI experts educate you on changes to laws (HIPAA) and requirements (PCI DSS), and how those changes affect your organization's compliance.

We provide an interactive eLearning module for corrective training for team members who fall victim to our simulated attacks. This flexible delivery system can be used as needed throughout the year, or in concert with campaigns.

## 3 Engage

Our Security Awareness Program promotes a culture of proactive reporting. Allow your employees to convey suspicious mails directly to your security team and Sword & Shield for a real time threat analysis based on the mail header and body.

## Why Sword & Shield Enterprise Security

Technology firms that dabble in security tell you what you're doing wrong (or not doing at all) and walk away, leaving you without a plan of action. Sword & Shield partners with you to become an integral part of your cybersecurity and compliance program by not only identifying gaps and vulnerabilities, but also continuing to work with you to achieve and maintain a secure and compliant environment.

In short, Sword & Shield's depth and breadth of expertise in every aspect of our comprehensive portfolio of security services, coupled with our customer-first approach, empowers us to provide tailored solutions and personalized support for small to enterprise level companies. We strive to make your security and compliance initiatives as easy as possible on you.

This is what sets us apart from other information security and compliance firms.

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[sales@swordshield.com](mailto:sales@swordshield.com)

## 4 Track

We provide a dashboard with an easy to understand representation of your employees' progress and status. This provides you insights and statistics for the further development of your company.

## 5 Test

An often-overlooked step in an effective security awareness strategy is re-testing after training. This test ensures training is effective and keeps the lessons learned top of mind.

## 6 Measure

Sword & Shield measures progress with user-friendly reports following each campaign and a trend analysis to provide insight over time. We can track vulnerability to phishing attacks by employee, department, region, or the company as a whole.

## Executive Level Insight

In addition to working with our expert security analysts on a regular basis, our Security Awareness Program includes a semi-annual review of testing results with a virtual chief information security officer (vCISO).

This executive-level guidance and leadership allows you to strategically plan how to move forward to uphold the integrity of the program.

