Utility Company Turns Data Into Cyber Resilience with Living Security's Human Risk Management

INDUSTRY:
Energy & Utilities

LOCATION:
Southwest Region

COMPANY SIZE:
8,000+ employees

Challenge

A major electric and water utility company came to Living Security with a clear challenge: **understand the human risk landscape across their organization and avoid overwhelming both their employees and the security awareness training (SAT) team.** As a first-time human risk management (HRM) customer, they were determined to build a program from the ground up, starting with data visibility.

"We knew there was unmeasured risk, but we didn't know where it lived or what to do with it. We didn't want to jump into overtraining or intervention—we just needed to let the data tell the story," said their VP of Cybersecurity.

Their initial plan focused on observation. For the first 6–8 months, they leveraged Living Security's HRM platform Unify to monitor behaviors and develop baselines, intentionally delaying intervention until they had clear insights. What followed was a transformational journey powered by visibility and strategic decision-making.

Results

Within just a year of partnering with Living Security, the company surpassed every goal they had established at the beginning of their human risk management initiative. After building trust in the platform's data, they launched a customized Behavior Scorecard to their entire workforce of 8,000+ employees.

This scorecard helps:

- Empower employees with a clear picture of their individual risk behaviors.

- Drive ownership by holding employees accountable through transparent, data-driven insights.

- Encourage improvement by offering optional training opportunities based on individual scores.

In the first three weeks of rollout, engagement with optional training was modest at just 1%. However, the organization's Human Risk Index (HRI) more than doubled from 162 to 360, and late-week phishing vigilance improved significantly.

The company is now expanding their program to include automated workflows that respond dynamically to employee roles, behaviors, and emerging threats, moving from awareness to real-time action.

"The automation of phishing response saves us hours every week. Our security team can focus on strategic initiatives instead of putting out fires," said their VP of Cybersecurity.

Why Living Security

This company's journey is the blueprint for HRM success:

1 Observe first. Gather data. Let it speak.

2 Act with intention. Use insights to operationalize strategies.

3 Drive cultural change. Make risk management part of everyday accountability.

Working with Living Security, they **gained 3x more visibility into human risk behaviors and a clear roadmap to maturity**, without overburdening their teams or employees.

For companies that haven't ventured into HRM before, this company's story proves there's no perfect time to start—just a right way to do it. Let the data guide the journey.

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