

A Security Awareness Program for Enterprise Organizations

How AmerisourceBergen Deployed The Living Security Platform to 22,000 Employees



livingsecurity

THE CLIENT

AmerisourceBergen is a global healthcare company that provides pharmaceutical products, distribution support and business solutions for manufacturer, pharmacies and providers.

In the past, the had addressed security awareness training using an in-person Information Security Fair, which had an adequate participation rate but came at a large expense. The company was looking for a gamified training solution that it could scale and deliver simultaneously to its 22,000 employees.

IMMERSIVE AND ENGAGING SECURITY TRAINING

When the AmerisourceBergen team first connected with the Living Security team in 2018, they knew it had found the perfect solution for security awareness training. “I knew about Living Security and I was looking for something that we could take enterprise-wide that had elements of gamification while teaching associates the best practices in information security,” said Deb Walter, Manager of Information Security Training and Awareness at AmerisourceBergen. “When Living Security came out with a product that was web-based and gamified and had everything else I was looking for, it was a no-brainer.”

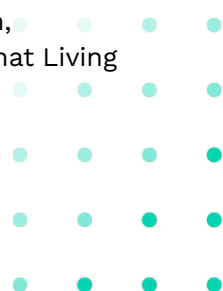
Living Security’s immersive training platform uses storytelling, microlearning, and gamification to teach key cybersecurity concepts and to drive lasting behavior change. “A solution that delivers gamification and competition is a huge factor because it drives participation and retention,” said Walter. “With the Living Security Platform, when employees started to solve the puzzles... it built their self-confidence and the idea that [they] can do this, not just in this platform but in real life, which reinforces the learning and confidence to know what to do in real-life situations.”

The training is delivered through puzzles, games and video storylines, helping the user consume the information at a pace and through a medium that increases their understanding and retention. “Living Security is on the cutting edge of [training]—gamification and small tidbits of information at a pace that works for [our associates],” said Walter. “When the training is broken into small portions, it’s easier to get people to engage, and the retention is a lot longer than normal.”

Beyond the product, AmerisourceBergen was looking for a partner that would work alongside them, incorporating their needs and feedback into what was being delivered. “The level of engagement that Living Security provided for our deployment was amazing,” said Walter.



“Living Security is helping me up my game—I can’t do this alone. The level of engagement that Living Security provided for our deployment was amazing.”



CUSTOMIZED CONTENT + REAL-TIME METRICS

AmerisourceBergen chose the Living Security Platform with added Security Trivia, Phishing Skills, Am I Secure and Threat Insight training modules. “The Living Security Platform hit on all of the elements I would want in a product. It involved gamification while learning and had features on the back end that would help us develop our program,” said Walter. “It was easy to send out, users could solve the puzzles and complete the training and at the same time we were getting data on the back end.” The company discovered that, compared to their old, in-person security awareness training, the added gamification and phishing training resulted in increased participation and awareness across the board.

SUPPORT THAT EVOLVES OVER TIME

After the success of its initial engagement with Living Security, AmerisourceBergen deployed Living Security’s targeted training modules, which use behavioral science and puzzles to engage users on specific, targeted security concepts, to gauge the state of the organization’s security culture and provide metrics to build a proactive and vigilant security culture.

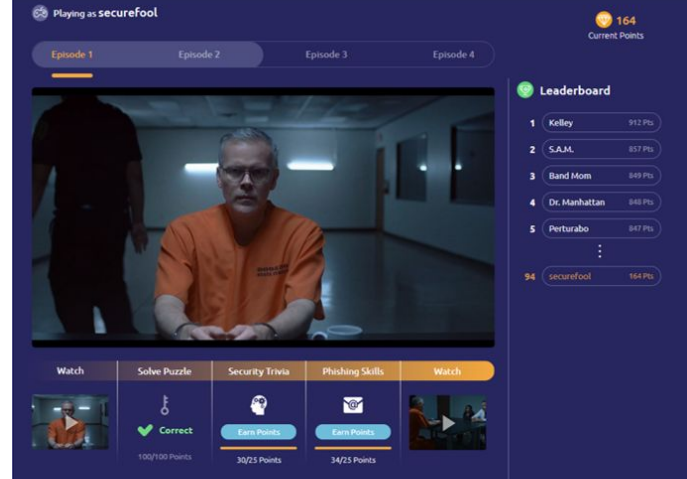
With the data that AmerisourceBergen collects, they can determine which concepts their employees have mastered and which ones need to be reinforced, allowing the company to dynamically tailor its training to address critical needs and to train for the next threat, not the last.

As a Fortune 10 company, AmerisourceBergen has its choice when it comes to cybersecurity training solutions. That they continue to rely on Living Security as their partner is testament not only to the quality of our offerings, but also to our ability to deliver that training at scale to their 22,000 employees around the globe.

“Living Security is on the cutting edge of where we need to get to in terms of how we are training our associates—gamification and small tidbits of information that’s at a pace that works for your organization.”

Deb Walter

Director of Information Security Training and Awareness,
AmerisourceBergen



“Training people in unconventional ways increases their attention during the training, and the more you keep reinforcing best practices, the more you will move the needle. The Living Security platform delivers that repetition in an engaging way.”



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