Simple solutions. Engaged users. Security awareness that sticks.

CMIT Solutions® + 🦉 **CyberHoot**

The Client

CMIT Solutions of Chicago Downtown

Jeremy Treister
President

CMIT Solutions of Chicago Downtown is a specialized MSP serving the diverse and demanding Chicago business landscape. With a client base spanning architecture, engineering, real estate, financial services, and nonprofits, they understand that one size doesn't fit all when it comes to IT security.

Led by President Jeremy Treister, CMIT Solutions has built their reputation on delivering dependable, modern cybersecurity solutions that evolve with the threat landscape. Their approach is methodical: maintain consistency across their customer base while adapting to each client's unique compliance requirements and security expectations.

Whether managing hybrid environments for global firms or ensuring nonprofit organizations meet industry standards, CMIT Solutions doesn't just provide IT services – they deliver comprehensive cybersecurity strategies that include device management, identity and access control, email security, managed detection and response, business continuity, and continual training.

For this Chicago-based MSP, finding the right security awareness training partner wasn't just about features – it was about finding a solution that would seamlessly integrate into their proven cybersecurity stack.

The Challenge

The sophistication gap in security awareness training

"We needed a user-friendly solution which would be easy to sell and support."

As CMIT Solutions expanded their cybersecurity offerings, they identified a critical gap: their clients needed robust security awareness training that matched the sophistication of their other security tools.

The challenge was more complex than simply finding any training platform:

- **Existing partner solutions lacked sophistication:** Two current partners offered SAT solutions, but they didn't meet the demanding standards of CMIT's regulated clients
- **Enterprise solutions were too complex:** More advanced platforms proved difficult to sell and even harder to administer
- **Administrative burden:** The team needed a solution that wouldn't create additional overhead in an already complex security stack
- **Client adoption concerns:** Whatever solution they chose had to be something clients would actually use and engage with
- **Consistency requirements:** The platform needed to work across diverse industries with varying compliance needs

Most critically, CMIT Solutions needed a solution that would be easy to sell – something their clients would see immediate value in, not another complex tool that required extensive convincing and support.

The gap between "basic" solutions that lacked sophistication and "enterprise" solutions that were too complex left CMIT Solutions searching for something different: a platform that was both powerful and genuinely user-friendly.

The Solution

No-shame philosophy meets deployment simplicity

> *"We immediately had a 'rinse and repeat' solution that clients seemed to like, and we were able to push training compliance onto our clients HR function."*

CMIT Solutions discovered CyberHoot and immediately recognized something different: a platform built around positive reinforcement rather than punishment.

Two key factors made CyberHoot the perfect fit:

1 The positive, no-shame philosophy:

Unlike traditional platforms that "catch" employees making mistakes, CyberHoot focuses on education and positive reinforcement

2 Genuine ease of deployment:

Simple enough to be a true "rinse and repeat" solution across diverse client environments

The implementation delivered exactly what CMIT Solutions needed. CyberHoot's platform provided CMIT Solutions with:

- **Automated training management:** Minimal administrative overhead that doesn't disrupt their existing workflows
- **Flexible scheduling:** Gamification aspects and customizable timing that ensures high participation rates
- **HR integration:** Training compliance could be pushed to client HR functions, removing the burden from IT teams
- **Co-branding capabilities**: A sticky solution that reinforces CMIT's brand with every interaction
- **Seamless client experience:** Something clients actually engage with rather than endure

The solution was so effective that CMIT Solutions expanded their use of CyberHoot beyond basic training, leveraging the platform to serve as a third-party Virtual CISO for clients needing that level of strategic security guidance.

The Results

Reduced overhead, increased engagement, strategic expansion

"Clients are more engaged, ask better questions, and take security more seriously."

The transformation was immediate and measurable. CyberHoot didn't just solve CMIT Solutions' security awareness training challenge – it enhanced their entire client relationship dynamic:

Operational Efficiency:

- Significantly reduced time spent chasing compliance confirmations
- Minimal administrative overhead despite serving diverse client base
- Streamlined deployment across multiple industry verticals

Client Engagement:

- Higher participation rates due to gamification and flexible scheduling
- Clients asking better, more informed security questions
- Increased client awareness and a serious approach to security matters

Business Growth:

- Co-branded solution that reinforces CMIT's presence with every training interaction
- Expanded service offering through Virtual CISO capabilities
- Disciplined approach to continual security posture improvement

Strategic Value:

- CyberHoot collaboration directly with clients creates ongoing touchpoints
- The platform serves as the foundation for broader security conversations
- Sticky solution that strengthens long-term client relationships

The Results Continued...

The success has been so significant that CMIT Solutions continues to expand their integration, with plans to connect CyberHoot with Microsoft EntraID for automated user onboarding and offboarding, further reducing administrative overhead while enhancing service delivery.
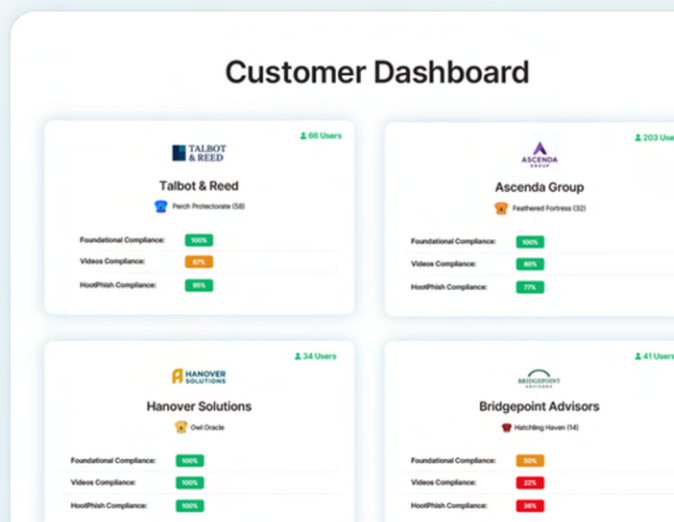
New Hoot Rank Achieved!

Talon Guardian

With sharp talons and an even sharper mind, you are a formidable guardian of cyberspace.

38 Completed Assignments

"Cybersecurity training is complicated, partnering with CyberHoot keeps it simple. Our users are engaged with little administrative overhead."

Jeremy Treister
President

For CMIT Solutions, CyberHoot has become more than a training platform; it has become a cornerstone of their managed security services, helping them deliver sophisticated cybersecurity solutions without the complexity typically associated with enterprise-grade tools.

Customer Dashboard

TALBOT & REED 👤 66 Users
Talbot & Reed
🦉 Perch Protectorate (58)
Foundational Compliance: 100%
Videos Compliance: 67%
HootPhish Compliance: 85%

ASCENDA GROUP 👤 203 Users
Ascenda Group
🦉 Feathered Fortress (32)
Foundational Compliance: 100%
Videos Compliance: 80%
HootPhish Compliance: 77%

HANOVER SOLUTIONS 👤 34 Users
Hanover Solutions
🦉 Owl Oracle
Foundational Compliance: 100%
Videos Compliance: 100%
HootPhish Compliance: 100%

BRIDGEPOINT ADVISORS 👤 41 Users
Bridgepoint Advisors
🦉 Hatchling Haven (14)
Foundational Compliance: 50%
Videos Compliance: 22%
HootPhish Compliance: 36%

Summary

Challenge

- *Existing partner SAT solutions lacked the sophistication demanded by regulated clients*
- *Enterprise platforms were too difficult to sell and administer*
- *Need for user-friendly solution that wouldn't create administrative burden*
- *Required consistent deployment across diverse industry verticals*
- *Clients needed engaging training that they would actually participate in*

Solution

- *Positive, no-shame security awareness training philosophy*
- *Simple "rinse and repeat" deployment across client base*
- *Automated training management with minimal overhead*
- *Flexible scheduling and gamification for high participation*
- *Co-branded solution that reinforces MSP presence*
- *Virtual CISO capabilities for strategic security guidance*

Results

- *Significantly reduced time spent on compliance confirmations*
- *Higher client engagement and better security questions*
- *Sticky, co-branded solution strengthening client relationships*
- *Expanded service offerings through Virtual CISO capabilities*
- *Foundation for disciplined, continual security improvement*
- *Plans for further automation through Microsoft EntraID integration*

> *"Cybersecurity training is complicated, partnering with CyberHoot keeps it simple. Our users are engaged with little administrative overhead."*

Jeremy Treister
President

CyberHoot

Stop tricking employees. Start training them.

Get a grip of your security awareness training with the one-of-a-kind platform that uses fun, positive engagement to deliver more effective results.

Book a Demo

www.cyberhoot.com

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