Case Study:

Education over punishment. Automation over administration. Security awareness that builds confidence.

RedZone TECHNOLOGIES + CyberHoot

The Client

Redzone Technologies

Redzone Technologies is a security and infrastructure-focused MSP that takes cybersecurity seriously. Serving a diverse portfolio of clients across financial institutions, healthcare, manufacturing, and legal organizations, they understand that different industries face unique compliance challenges and threat landscapes.

For over four years, Redzone has partnered with organizations that recognize security awareness isn't just a checkbox requirement. Their clients need genuine protection against the social engineering threats that can bypass even the most sophisticated technical defenses.

As a security-first MSP, Redzone's philosophy is clear: their clients "must be aware of the different types of threats that can reach them at any time." This means finding security awareness solutions that actually work, not just satisfy compliance requirements.

The Challenge

The fear-based approach that doesn't build awareness

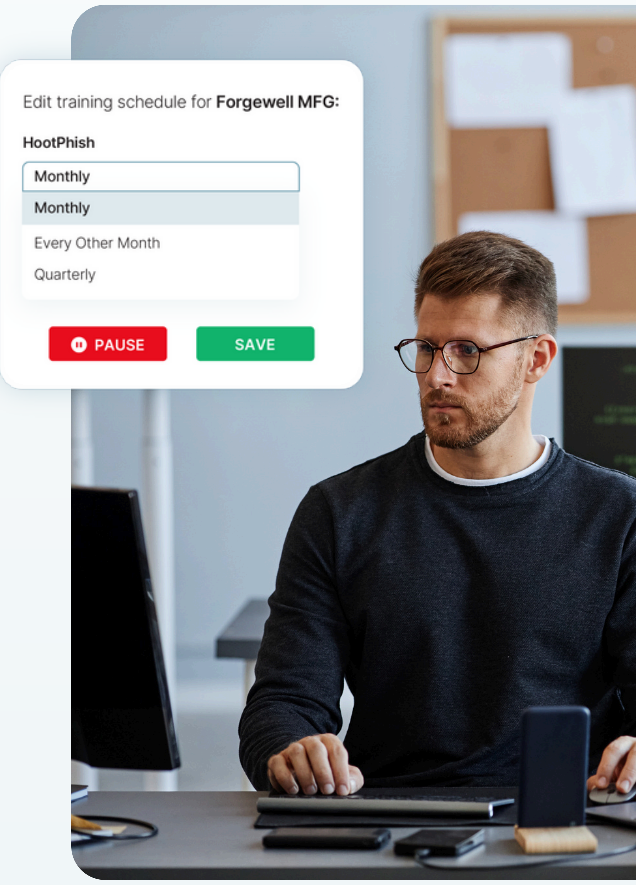
"Over the years we have noticed that the majority of these services focus only on the attack-based style of phishing and security awareness, with a learning element introduced to users only after failure. This was not indicative of a security-aware workforce and promoted fear vs. awareness to users."

Before CyberHoot, Redzone Technologies relied on competing products like KB4 to deliver security awareness training to their clients. However, they quickly identified fundamental flaws in the traditional approach:

- **Fear over education:** Most platforms used punishment-based methods that created anxiety rather than genuine learning
- **Complex administration:** Competing products required multiple tests by HR and IT teams to ensure phishing emails reached user inboxes
- **Surface-level training:** Other solutions didn't offer hands-on learning that actually showed users the indicators of phishing emails
- **Reactive learning:** Training only occurred after users failed simulated attacks

The biggest concern was that traditional "gotcha" approaches weren't building truly security-aware workforces. Instead of teaching employees to confidently identify threats, these platforms were creating fear and uncertainty.

What Redzone needed was a solution that aligned with their security philosophy: education builds better defenses than punishment.



Edit training schedule for **Forgewell MFG:**

HootPhish

Monthly

The Solution

Positive reinforcement meets seamless automation

"The ease of setup and use for both administrators and users was immediately apparent. The automated training and phishing awareness features are major time savers for HR and IT teams"

CyberHoot entered Redzone's portfolio early in the rise of social engineering awareness requirements, and the MSP has been leveraging the platform for over four years. The appeal was immediately clear:

1

Simple Integration:

CyberHoot was "very easy to integrate into our service offering" with seamless connections to Entra ID and Google Workspace, keeping users up to date while saving administrator time.

2

Hands-on Learning:

Unlike competitors, CyberHoot's approach actually shows users the indicators of phishing emails, leading to genuine expertise rather than fear-based compliance.

3

Automated Efficiency:

The platform eliminated the complex testing requirements of other solutions, with CyberHoot's team proactively alerting Redzone when IP changes required whitelisting.

After onboarding 10+ MSP customers to CyberHoot, Redzone discovered the platform's versatility extended far beyond traditional security awareness:

- **Comprehensive Training Programs:** All customers utilize automated security training videos, including foundational content and current-year security programs
- **Internal LMS Capabilities:** Redzone began using CyberHoot's LMS functions for their own new employee training and onboarding, leveraging policy functions and custom training programs
- **Project Support:** The platform proved invaluable for large-scale initiatives, such as helping a nonprofit organization migrate from G Suite to O365 using CyberHoot's existing Microsoft application training videos

The Results

Expertise over anxiety, efficiency over effort

"Many of our customers are now experts on calling out these attacks."

The transformation in both client outcomes and operational efficiency has been substantial:

Enhanced Security Awareness:

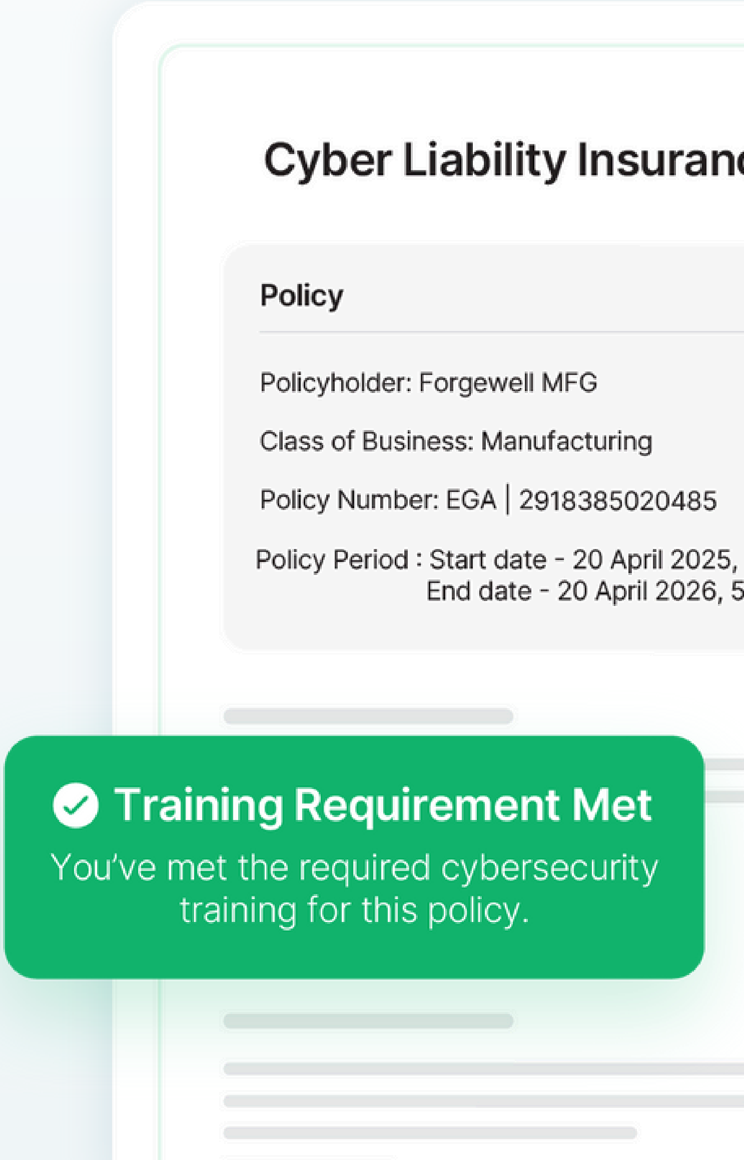
Redzone's clients moved from fearful compliance to confident threat identification, with users becoming genuinely skilled at recognizing social engineering attempts.

Operational Efficiency:

The platform delivered time savings for both HR and IT teams, with quarterly improvements through CyberHoot's consistent bug fixes and upgrades.

Service Differentiation:

CyberHoot enabled Redzone to "create a Social Engineering service offering that can meet the needs of our clients facing compliance or insurance requirements."



Cyber Liability Insuranc

Policy

Policyholder: Forgewell MFG

Class of Business: Manufacturing

Policy Number: EGA | 2918385020485

Policy Period : Start date - 20 April 2025,
End date - 20 April 2026, 5

✓ Training Requirement Met

You've met the required cybersecurity training for this policy.

The Results Continued...

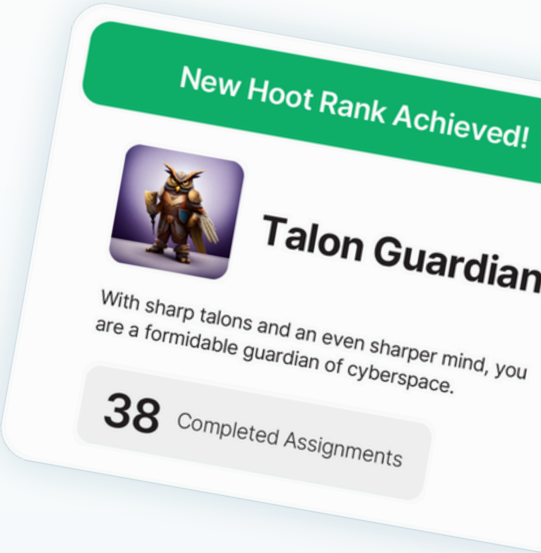
Scalable Solutions:

The platform proved compatible with both large and small businesses, supporting Redzone's diverse client base across multiple industries.

Reduced Administrative Overhead:

Unlike bulkier platforms, CyberHoot's ease of use eliminated the need for significant man-hour investments in platform management.

The most significant outcome was the shift from fear-based compliance to education-based security culture. Redzone's clients developed genuine expertise in identifying threats, moving from victims of simulated attacks to confident defenders against real ones.

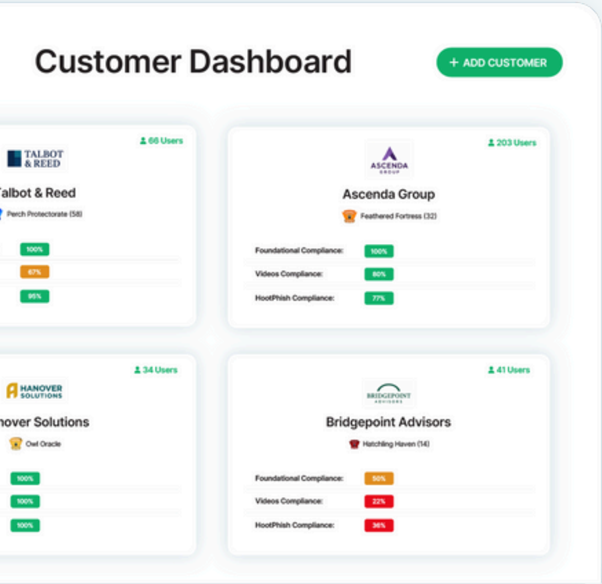


New Hoot Rank Achieved!

Talon Guardian

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

38 Completed Assignments



Customer Dashboard

66 Users

albot & Reed

Perch Protectorate (58)

100%
67%
95%

203 Users

Ascenda Group

Feathered Fortress (32)

Foundational Compliance: 100%

Videos Compliance: 80%

HootPhish Compliance: 77%

34 Users

nover Solutions

Owl Oracle

100%
100%
100%

41 Users

Bridgepoint Advisors

Hatchling Haven (14)

Foundational Compliance: 50%

Videos Compliance: 22%

HootPhish Compliance: 36%

Looking ahead, Redzone continues to leverage CyberHoot as an integral part of their security offerings, with plans to explore advanced reporting features and dashboard capabilities to provide even deeper insights into their clients' security posture.

"CyberHoot has allowed us, as an MSP, to create a Social Engineering service offering that can meet the needs of our clients facing compliance or insurance requirements. Its ease of use and education-based style has helped our customers improve their security awareness and lessen the impact of phishing."

Summary

Challenge

- *Traditional security awareness platforms used fear-based, punishment approaches*
- *Complex administration requiring multiple tests to ensure delivery*
- *Surface-level training that didn't teach actual threat identification*
- *Reactive learning only after simulated attack failures*
- *Need for an education-based approach that builds genuine security awareness*

Solution

- *Positive reinforcement training that shows users phishing indicators*
- *Seamless integration with Entra ID and Google Workspace*
- *Automated training programs reducing HR and IT overhead*
- *Hands-on learning approach building real expertise*
- *Proactive support for technical requirements*

Results

- *Clients became "experts on calling out attacks" rather than fearful of them*
- *Significant time savings for HR and IT teams*
- *Successful creation of a differentiated Social Engineering service offering*
- *Enhanced operational efficiency with quarterly platform improvements*
- *Scalable solution supporting diverse client base across industries*
- *Reduced administrative overhead compared to competing platforms*

> *"The ease of setup and use for both administrators and users was immediately apparent. The automated training and phishing awareness features are major time savers for HR and IT teams”*

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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