When insurance meets cybersecurity: Building real protection, not just compliance

cyberSuite + **CyberHoot**

The Client

cyberSuite

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Serving small to medium-sized businesses across Australia and New Zealand, with select enterprise clients, cyberSuite bridges the gap between insurance and practical cybersecurity solutions. cyberSuite operates as the sister company of Emergence Insurance, creating a unique position in the cybersecurity landscape.

With its dual expertise in insurance and cybersecurity, cyberSuite doesn't just implement security measures; it helps businesses understand and materially reduce their cyber risks through baseline cyber maturity programs.

The Challenge

The fear-based approach that doesn't build awareness

"Staff are one of, if not the major cause of incidents, in the cybersecurity machine. This training is key to effective security."

The cyberSuite team faced a fundamental challenge: most businesses simply don't have security awareness training in place, leaving them vulnerable to the biggest attack vector – human error.

Before discovering CyberHoot, cyberSuite had attempted partnerships with two other cyber training providers, but neither delivered the outcomes they needed.

The key challenges they faced included:

- Low client adoption and engagement with traditional training approaches
- Difficulty providing convincing evidence of training benefits
- Complex onboarding processes that hindered implementation
- Need for engaging, monthly training delivery with phishing components

Most critically, cyberSuite needed a solution that would provide tangible risk reduction, something their insurance background made them uniquely qualified to measure and value.

6/6   **? HELP ME**

Does this Link appear safe or suspicious?

✓ SAFE   ✗ SUSPICIOUS
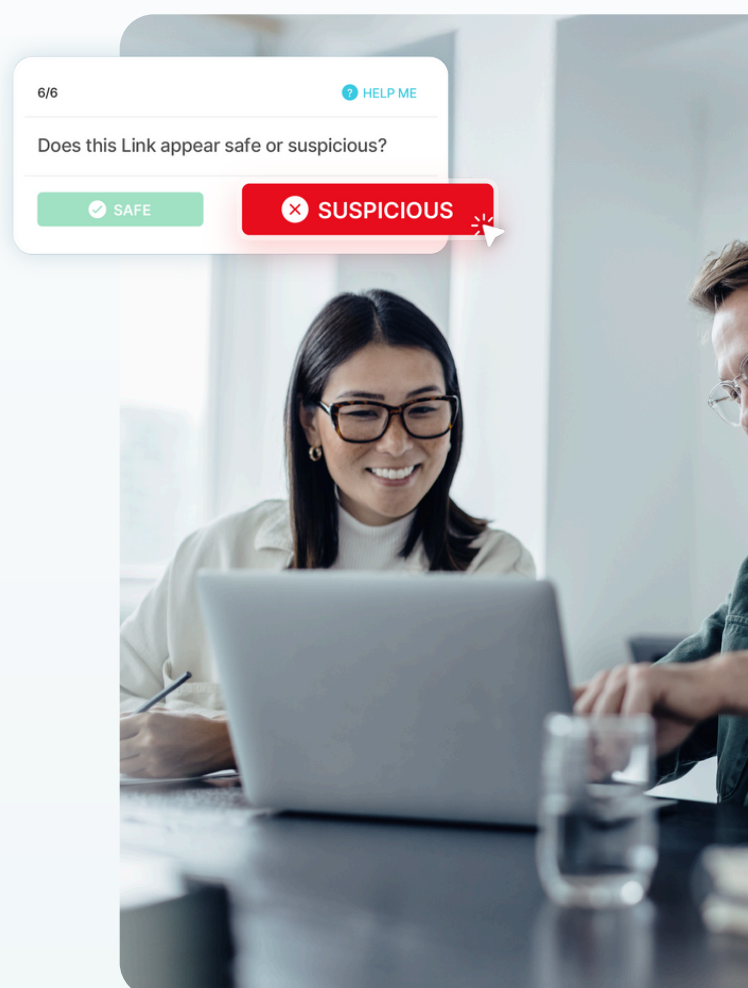
The Solution

Seamless integration meets positive reinforcement

> *"CyberHoot's cyber awareness training is a game-changer for businesses looking to build a strong security culture."*

After discovering CyberHoot online, cyberSuite was immediately attracted to three key differentiators:

1

Positive phishing training:

A reinforcement approach that builds security culture rather than creating fear

2

Ease of client onboarding:

Streamlined implementation without operational burden

3

Robust integrations:

Seamless connection with existing client systems

The integration process was seamless, allowing them to quickly deploy the solution across their client base.

The platform's continuous improvement cycle, with regular release notes, ensured cyberSuite always had access to the latest security training methodologies.

CyberHoot's platform provided cyberSuite with:

- Automated awareness training with consistent monthly delivery
- HootPhish's positive reinforcement methodology
- AttackPhish's realistic phishing simulations
- HootPhish Challenge gamified training elements
- Default settings that save time out-of-the-box
- Automated client communications
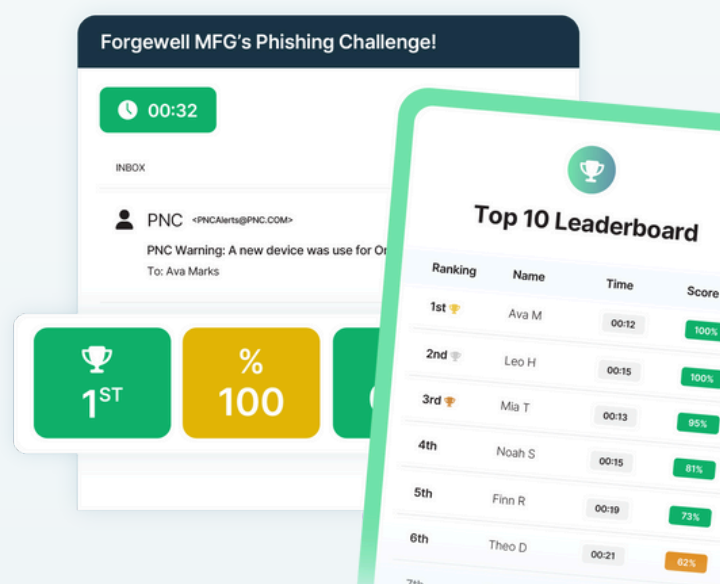
The Results

Measurable efficiency and enhanced protection

"The platform is easy to use, the training content is clear and effective, and the positive phishing training helps to reinforce good behaviors without creating fear."

he implementation of CyberHoot transformed cyberSuite's security awareness offering:

- **Significant time savings** through automated default settings and client communications
- **Higher engagement rates** with clear, effective training content, users actually complete
- **Positive security culture** development without creating user fear or anxiety
- **Enhanced client protection** through measurable risk reduction
- **Insurance alignment** as training meets underwriter requirements consistently

The solution became integral to cyberSuite's value proposition, with training now serving as a key pillar of their service offering.

An unexpected benefit was the strategic positioning advantage: training is consistently requested by insurers and demonstrably reduces the risk of cyber incidents, which are critical factors in their insurance-backed approach.

As cyberSuite looks to the future, it sees continued partnership with CyberHoot as fundamental to its growth strategy, particularly in promoting gamification features for SME businesses.

"It's a practical and impactful solution for any organization serious about reducing human risk."

For cyberSuite, the value proposition is clear: seamless integration that saves time, positive reinforcement that builds genuine security culture, and measurable risk reduction that satisfies both MSP and insurance requirements.

Cyber Liability Insurance Policy

Policy

Policyholder: Forgewell MFG

Class of Business: Manufacturing

Policy Number: EGA | 2918385020485

Policy Period : Start date - 20 April 2025
End date

✓ **Training Requirement Met**
You've met the required cybersecurity training for this policy.

Summary

Challenge

- *Most businesses lack comprehensive awareness training programs*
- *Previous training partnerships failed to deliver expected outcomes*
- *Difficulty providing compelling evidence of training benefits*
- *Complex onboarding processes hindering client adoption*
- *Need for engaging, monthly training delivery with phishing components*
- *Human error representing the primary cyber incident cause*

Solution

- *Seamless integration with automated awareness training platform*
- *Positive reinforcement approach through HootPhish methodology*
- *Comprehensive training suite including simulations and gamification*
- *Default settings optimization for immediate time savings*
- *Automated client communications maintaining professional relationships*
- *Continuous platform improvements with regular feature updates*

Results

- *Significant operational time savings through automation*
- *Higher engagement rates with clear, effective training content*
- *Positive security culture development without user fear*
- *Enhanced client protection through measurable risk reduction*
- *Key service pillar meeting insurance requirements*
- *Strategic capability essential for comprehensive cybersecurity offerings*

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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