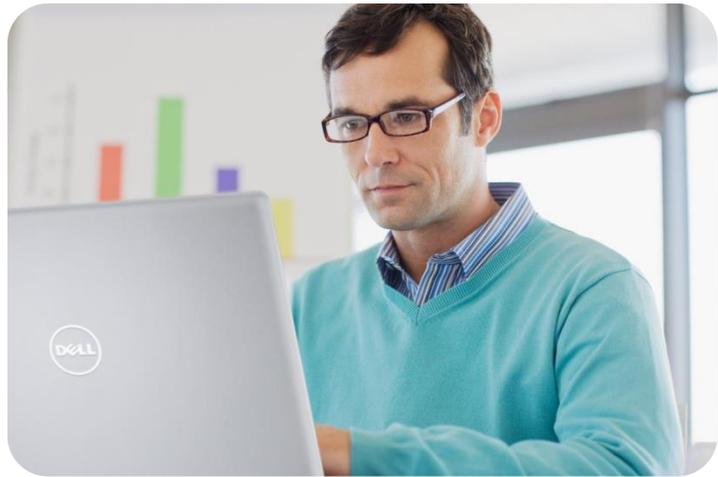




SecureWorks



Managed Phishing

The Dell SecureWorks Managed Phishing service provides fully managed testing, analysis and reporting on employee responses to simulated phishing attacks.

Benefits

- Tests how your employees respond to phishing attempts based on real-world scenarios
- Changes employee behavior through combined testing and “teachable moments”
- Measures improvement in employee vigilance over time
- Provides an independent assessment of employee susceptibility to phishing attacks
- Adapts testing to areas and employees of greatest risk
- Reduces employee clicks on malicious emails

Employees continue to be fertile ground for attackers wishing to establish a foothold in your environment. The attackers do so through clever phishing and spear phishing tactics that prey on the trust and lack of vigilance across your workforce. Having employees who understand information security and how to minimize security risk in their everyday activities greatly improves your organization’s ability to protect its sensitive information assets.

The challenge is employees don’t receive the training they need to be effective against phishing attacks. Simple instruction is not enough. Employees must be tested against simulated phishing attacks that use many of the same pretexts that attackers use.

The Dell SecureWorks Managed Phishing service provides fully managed testing, analysis and reporting on employee responses to simulated phishing attacks. Going further, the service combines phishing testing with innovative point-of-click “teachable moments” to reinforce security awareness and learning, and ultimately change employee behavior.

Oops! The email you just responded to was a fake phishing email. Don't worry! It was sent to you to help you learn how to avoid real attacks. Please do not share your experience with colleagues, so they can learn too.

John receives an urgent email...

OH NO!!
This could have been an email scam. Con-artists try to steal sensitive information through email.

This looks just like the emails I sometimes get from my bank, but it is asking for a lot of personal information.

This is how scammers trick you...

Dear John,
You have been selected for our \$100 holiday gift card giveaway!
[Click here](#) to redeem your card and for further details.
Happy holidays!

I'm threatening the user with an urgent message (they will want to click the link).
I will use the company's logo to make the email look legitimate and use the recipient's real name. This link will look like it goes to a legitimate site but it will really send people to my site so I can steal their information and money!

How to protect yourself

- 1 Don't trust links in an email.
- 2 Never give out information upon email request. Information such as your name, bank data, or personal information.
- 3 Look carefully at the web address.
<http://updates.account-updates.com/t/1390176591>
- 4 Don't be fooled by familiar logos. Type in the real website address into a web browser, or use a search engine.
<http://www.google.com>

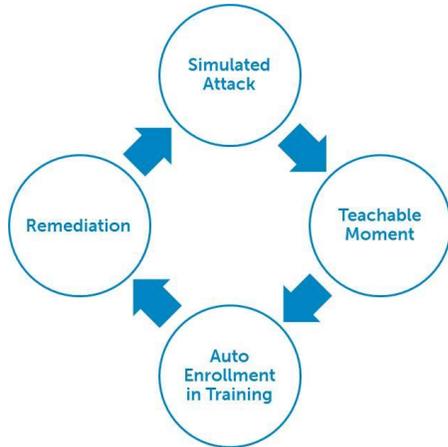
I could have had access to his information!!! All I needed was for him to click the link and...

Thank!
I think I need to learn more.

To learn more visit: www.wombatsecurity.com

The Managed Phishing service

The Dell SecureWorks Managed Phishing service is designed to change employee behavior through a combination of testing, learning reinforcement and remediation as depicted in the process below.



Organizations should experience a decline in the number of employee clicks on malicious emails, a reduction in their response efforts, and reduced risk.

Simulated phishing attacks

Dell SecureWorks will perform phishing testing across your employees at a cadence consistent with best practices and client preferences. Dell SecureWorks will increase the complexity of the phishing tests over time as employee awareness increases. Intelligence on evolving threat actor behavior also will guide the focus of testing.

Teachable Moments

Employees who fail phishing testing are immediately presented with a “teachable moment” at the point of click. These teachable moments discuss what the employee did wrong and what to look for in the future. Teachable moments creatively tie testing to individualized employee learning, as opposed to testing that only captures the pass or fail of each employee.

Auto-enrollment and remediation

In addition to experiencing a teachable moment when employees fail a phishing test, employees will be automatically enrolled in a training course on Email Security or URL Identification.

These employees will also be added to a “remediation phishing” group. Employees in this group will be sent an additional phish test soon after the conclusion of the previous campaign. Through these efforts, employees

that regularly click on phishing emails and introduce greater risk can be identified and coached on the importance of information security best practices.

Metrics and reporting

Dell SecureWorks will provide a formal report and conduct a metrics review with you each quarter, and also provide monthly progress reports. Dell SecureWorks will include trend reporting on changes in employee knowledge of security best practices and awareness of phishing threats. During the metrics review, our security experts will discuss program success rates and strategize on upcoming focus areas.

Testing by security experts

The Managed Phishing service is conducted by the same security experts charged with protecting the Dell SecureWorks environment. Incorporating the latest intelligence on threat actor tradecraft, our experts adapt testing and training to the needs of your organization.

About Wombat Security Technologies

Dell SecureWorks has partnered with Wombat Security Technologies, a leading provider of information security awareness and training software, to help organizations teach their employees secure behavior.



About Dell SecureWorks

Dell SecureWorks uses cyber threat intelligence to provide predictive, continuous and responsive protection for thousands of organizations worldwide. Enriched by intelligence from our Counter Threat Unit research team, Dell SecureWorks' Information Security Services help organizations proactively fortify defenses, continuously detect and stop cyber-attacks, and recover faster from security breaches.

For more information, visit <http://www.secureworks.com>.

Email info@secureworks.com or phone 877-838-7947 to speak to a Dell SecureWorks Security Specialist.

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