

Danske Bank

 OutThink Customer Story

# **Boosting Security Awareness Training Engagement and Overcoming Legacy System Challenges**

**OutThink**

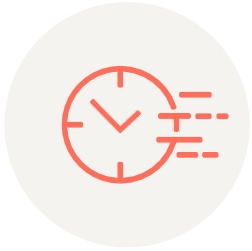




# Danske Bank, the largest bank in Denmark and a major retailbank in Northern Europe region with over 5 million retail customers.

Danish multinational banking and financial services corporation headquartered in Copenhagen serving personal and business customers and large institutional clients. Danske Bank has always placed a high priority on cybersecurity. With an extensive network of employees and clients, cultivating robust cybersecurity practices is crucial to safeguarding sensitive data and maintaining trust. Recognition of the growing importance of human risk management in cybersecurity, Danske Bank turned to renowned Adaptive Security Awareness Training platform OutThink' to meet the challenges of a rapidly evolving threat landscape.

# Challenges Before OutThink



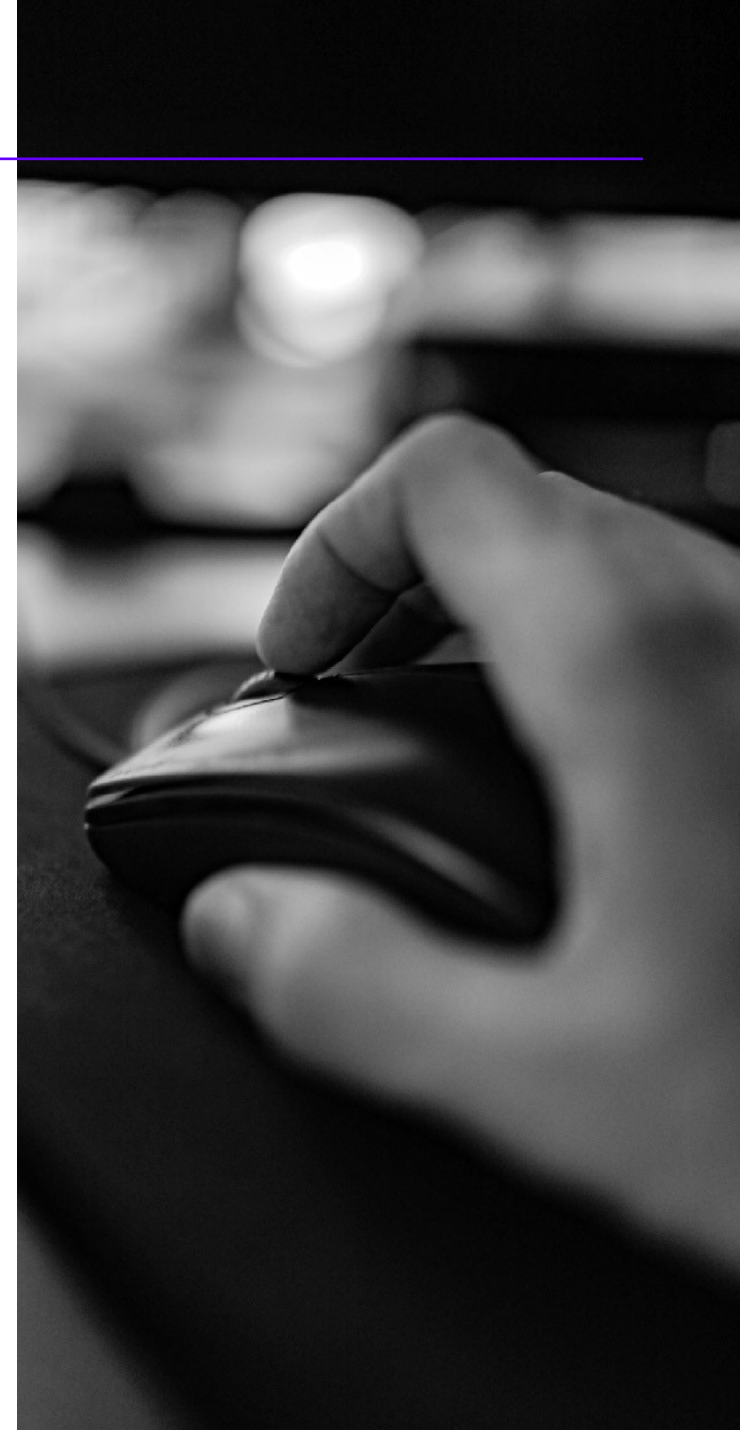
## Low engagement:

It's concerning to see low engagement with our cybersecurity training. It leaves us vulnerable to cyber threats and jeopardizes our compliance efforts, which are critical for maintaining trust and credibility. Our team's hard work in upholding data security standards and protecting sensitive financial information is undermined if employees aren't fully engaged. The increased risk of financial losses due to potential breaches or operational disruptions demands immediate attention. Addressing this challenge is paramount to safeguarding our bank's reputation and ensuring the trust of our customers in today's rapidly evolving digital landscape.



## Limited Interactive Tools:

Just-in-time cybersecurity training: implementing effective and ongoing training programs that are flexible enough to accommodate the dynamic nature of cybersecurity threats, especially when hindered by rigid governance processes and legacy systems, presents a significant challenge.



# The OutThink Solution



At Danske Bank, we encountered significant challenges in our cybersecurity training efforts until we discovered OutThink's comprehensive platform. Their tools and resources were precisely what we needed to tackle our cybersecurity challenges effectively.

OutThink's Adaptive Security Awareness Training (SAT) product allowed us to customize our training efforts like never before. Each employee received tailored training based on their unique needs, thanks to OutThink's dynamic resource allocation. This personalized approach significantly enhanced engagement and knowledge among our team.

By focusing on educating employees about cybersecurity risks with precision, we witnessed a substantial reduction in both the risk of security breaches and associated productivity costs. Our team received training that directly addressed their vulnerabilities, leading to a more effective cybersecurity education.

Through our collaboration with OutThink, we fostered a cultural transformation within our organization. Instead of viewing employees as a problem, we focused on empowering them with the skills and awareness needed to contribute to our cybersecurity efforts.

This shift in mindset made employees active participants in our cybersecurity solution, reinforcing our overall cybersecurity posture.

By analyzing employee behaviors and security posture, we could identify potential threats before they became incidents. Coupled with automated training modules, this proactive approach significantly reduced the risk of data breaches and other security incidents.

- ✓ **Easy deployment and Tailored Training Approach**
- ✓ **Real-time Risk Reduction**
- ✓ **Provides valuable insights into security culture and drives targeted campaigns**
- ✓ **Fully Customizable Landing Page**
- ✓ **Real-time Targeted Micro Learning**

# Do you feel like OutThink has successfully tackled your challenges?



“Danske Bank’s collaboration with OutThink has yielded remarkable results: increased engagement, enhanced phishing resilience, and a notable reduction in overall human risk.

OutThink provides valuable metrics that allow me to take proactive measures rather than simply acknowledging the problem’s existence.

Our partnership with OutThink has fostered a cultural shift within Danske Bank. We’ve empowered our employees with the necessary skills and awareness to become cybersecurity champions, transitioning from viewing them as potential vulnerabilities to recognizing them as indispensable assets in our cybersecurity efforts.

**‘OutThink is probably the best cybersecurity product out there in the market. The platform provides more than just security awareness. It gives me the intelligence I need to engage with the business and build sustainable security.’**

**Mihaela Hozmache**  
Security Training and Awareness Lead

**OutThink is a  
revolutionary  
Human Risk  
Management  
Platform  
empowering CISOs  
by targeting the  
source of 90% of  
all data breaches:  
human behavior.**

**OutThink**

**Get Started**

Go beyond traditional security awareness training. If you believe in building sustainable security, it's time to OutThink.

[Request a demo](#)