

# Global Mining Conglomerate

 OutThink Customer Story

**From Gaps to Complete  
Resilience: Training  
Everyone, Everywhere.**

**OutThink**





# Head of Cyber Safety Global Mining Conglomerate

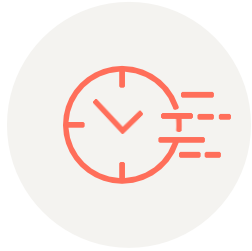
I'm an IT professional with a long career in the mining industry, transitioning into cybersecurity over the past two years. Cybersecurity has always been a part of my role, but it is now my main focus. My team and I protect valuable assets across our global operations.

Mining is a heavily safety-conscious industry. It is no exception that in our company, we prioritize safety, both physical and digital, which is why we refer to our work as "cyber safety." I manage the IT side of cyber safety, working alongside colleagues who handle awareness training, OT security, and engineering. Together, we ensure the digital safety of our operations.

One of our main goals for training is to provide something short and impactful for our users. The OutThink platform has made that possible. It's been especially valuable in delivering sessions in all our company's standard languages, including Portuguese, Spanish, and French. Recently, Swahili was introduced, which will be a great addition to reach even more of our users.

From a diversity perspective, the platform has been incredibly powerful, allowing us to cover all our users. It's been a great partnership so far.

## Challenges Before OutThink



### Lack of Built-In Training Content:

Our SAP-based SuccessFactors platform efficiently deployed training and integrated with our hierarchy, but lacked built-in cybersecurity content.

This forced us to either create custom training—costly and time-consuming—or integrate external content, making it difficult to deliver consistent, high-quality cybersecurity training and leaving us exposed to evolving threats.



### Limited KnowBe4 Coverage for Contractors:

KnowBe4 offered some training options but the content was generic and didn't integrate with our SAP system or cover the 15-20% of our workforce made up of contractors.

Since SuccessFactors only manages permanent employees and contractors were left out, creating a significant gap in our cybersecurity training.

This left a key part of our team untrained and exposed to potential cyber risks, weakening our overall security strategy.



# The OutThink Solution



Since implementing OutThink, we've seen a significant shift in how our users approach security training. Previously, our corporate training was long, dull, and failed to engage employees, resulting in apathy toward cybersecurity.

OutThink completely changed that by providing fun, concise, and engaging content that our users actually look forward to. Several employees even completed their training while on leave, simply because they enjoyed it.

Another proud moment was when some of our managers asked if we could deploy the training to their families, as they also needed online safety. When you get feedback like that, you know you've nailed it.

OutThink has allowed us to deliver training that's not only relevant but also impactful, resulting in a noticeable increase in participation and retention. It's helped us move beyond traditional, ineffective training and truly engage our workforce in cybersecurity awareness.

To address the challenges we faced with our previous SAP-based SuccessFactors platform, OutThink provided a comprehensive solution.

Before, we struggled to deliver cybersecurity content effectively, especially to our dispersed and decentralized workforce, which included remote workers and contractors. KnowBe4 didn't integrate with SAP or cover contractors, leaving a crucial part of our team exposed to cyber risks.

OutThink solved these issues by making it easy to train employees across all roles, from office workers to those in remote mining locations, even without regular email access. Through shared computers, tablets, or factory terminals, our workers could easily access IT, OT, physical, and cybersecurity training. The platform's flexible access via badge scans, QR codes, or employee IDs meant that employees could complete their training during shifts, breaks, or whenever convenient for them.

OutThink's adaptive security awareness training transformed the process from a one-time event into an ongoing journey, ensuring 100% completion and active engagement.

This new approach gave our workforce the knowledge and skills they needed to strengthen the company's cybersecurity resilience, and we finally overcame the gaps we previously faced in our security training efforts.

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



“Absolutely! OutThink has successfully addressed our challenges. By leveraging Human Risk Intelligence (HRI) data, we are now able to create a correlation between training completion and access privileges.

Initially, we faced significant non-compliance, with around 200 employees out of 8,000 failing to complete the training, resulting in revoked access. However, after implementing OutThink's more engaging and targeted training programs, non-compliance dramatically decreased—dropping to just 12 individuals in the most recent cycle.

**That's a 99.85% completion rate with minimal effort.**

This shows the platform's effectiveness in driving higher engagement and compliance. The HRI data allows us to deliver precise, relevant training at the right time and track individual risk scores, ensuring that we not only reduce non-compliance but also foster a stronger culture of cybersecurity across the organization.

Tracking key KPIs ensures accountability, and the data-driven approach enables continuous improvement, creating a more secure digital environment for everyone.”

“OutThink it's more than just a training platform and the HRI is what really sold it for us even from the early stage.”

Head of Cyber Safety  
Global Mining Conglomerate

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

**OutThink**

“It’s so easy for our employees to access security training anytime, anywhere. OutThink truly makes training accessible for everyone!”

**Get Started**

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

[Request a demo](#)