KnowBe4

Beveland Wonen is a nonprofit social real estate organization based in the Netherlands dedicated to providing affordable rental housing solutions to those in need. With around 11,000 customers and a commitment to security and privacy, Beveland Wonen faces unique IT challenges in safeguarding tenant information and organizational data. Sander Goudswaard, who has been with the organization for two years, leads efforts to enhance cybersecurity measures within the organization.

Ransomware Hits Close to Home

Shortly after Goudswaard came to Beveland Wonen, a ransomware gang targeted an Internet Service Provider (ISP), compromising internal files from several similar housing cooperatives. Beveland Wonen was not impacted, but eight organizations like it were.

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At the time, Beveland Wonen did provide security awareness training for its 130 users, but not in a structured way. Additionally, the organization has employees with a diverse understanding of digital literacy, making it more complicated to ensure all users were trained at the same level.

"I had been a KnowBe4 customer at a previous organization. I know that people can make a big impact to an organization's security if they are well-trained, so it was important to me to launch a formal program, and I knew KnowBe4 was the perfect partner for us," Goudswaard says. "This ransomware attack against similar organizations in our

Industry
Nonprofit Housing

Headquarters
Goes, Netherlands

Challenge
Increase in cyber threats, diverse digital literacy among staff

Success by the Numbers

- Reduction of Phish-prone™ Percentage from a high of 12% to a low of 1%

- Users report about 90 suspicious emails per quarter through the Phish Alert Button (PAB)

- 25% of real phishing messages reported through the PAB are automatically resolved by PhishER, resulting in a time savings of three weeks per year

- Cultural understanding that security awareness must be a continuous effort, leading employees to embrace continual training and testing

area certainly helped to gain the quick support of our leadership team to bring KnowBe4 on board at Beveland Wonen."

Continuous Training and Testing is Key

In response to the increased cyber threat landscape, Beveland Wonen adopted KnowBe4's security awareness training and simulated phishing platform as well as PhishER, KnowBe4's lightweight security orchestration, automation and response (SOAR) platform. With KnowBe4, Goudswaard went to work to create a continuous security awareness program. Consistency mattered to Goudswaard in three ways.

"People get bored so it matters that KnowBe4 is always adding to its learning library and putting forward compelling, short trainings that are easy to learn."

Beveland Wonen first needed to establish regular training for their employees. Goudswaard understood that training works best when it's done frequently and in a way that introduces users to new, real-world threats. The KnowBe4 platform automatically enrolls all new employees in an introductory security awareness training session, and Goudswaard's team makes sure they keep up their knowledge with regular training campaigns.

Second, was the need for consistent training updates. "People get bored so it matters that KnowBe4 is always updating and adding to its learning library and putting forward compelling, short training sessions that are easy to learn," Goudswaard says. He's also been impressed that so much of the KnowBe4 content is localized for his Dutch-speaking users.

Last, Goudswaard knew that his program had to go beyond training to regularly test his users. He and his team send phishing tests about every two weeks and have been surprised by some of the results.

"Oftentimes, the people we expected to have the highest awareness still failed the phishing tests, proving the need to maintain KnowBe4's combination of training and testing," Goudswaard says. "Some of our leadership team has failed simulated phishing tests, but they have openly shared it within the organization, helping other users understand that all levels need support to learn security awareness."

Saving Weeks of Time Annually

In the two years that Beveland Wonen has worked with KnowBe4, Goudswaard has seen dramatic improvements to the organization's security posture, efficiency improvements for the IT security team and even a sense of empowerment amongst employees who have learned how to protect themselves and the organization.

The introduction of KnowBe4's training and phishing simulations has heightened awareness across the organization. Beveland Wonen's Phish-prone™ Percentage (PPP), the likelihood that users will click on a phishing link, has reduced from an initial rate of 12% to the organization's lowest score of 1%.

"PhishER is automatically resolving 25% of messages reported by our users. That translates directly to about three weeks' time my team is saving annually..."

"Our PPP fluctuates, which is further evidence of the need for continuous training and testing to keep up with threats that are sophisticated, agile and ever-changing," Goudswaard says.

"Because of KnowBe4, our users feel empowered to better understand security awareness and to keep working to get better. That's a huge success."

Because Beveland Wonen uses KnowBe4's [Phish Alert Button (PAB)](#), which integrates directly into its email client, users can report suspicious email messages directly to Goudswaard and his team. Analysis to determine if these messages are, in fact, malicious emails was previously a manual job. Goudswaard brought on PhishER to automatically analyze reported emails and determine if they are legitimate threats, spam messages or clean.

"PhishER is automatically resolving 25% of the messages reported by our users. This translates directly to about three weeks' time my team is saving annually by not having to manually investigate those messages. PhishER has proven to be a significant time saver for my team," Goudswaard says.

And, because of regular trainings and encouragement at all levels of the organization, Beveland Wonen has fostered a culture of continuous improvement.

"Because of KnowBe4, our users feel empowered to better understand security awareness and to keep working to get better. That's a huge success," Goudswaard says.

Leading with Integrity and Trust

Beveland Wonen's adoption of KnowBe4's security awareness training and simulated phishing platform has significantly strengthened its cybersecurity posture. By fostering an environment of continuous learning and vigilance, the organization's users not only protect its sensitive data but also reinforce its commitment to providing safe, affordable housing with integrity and trust.

"KnowBe4 has been instrumental in elevating our cybersecurity awareness and preparedness."

"KnowBe4 has been instrumental in elevating our cybersecurity awareness and preparedness. While the journey towards absolute cybersecurity is ongoing, KnowBe4 has equipped us with the tools and knowledge necessary to significantly mitigate our risks," Goudswaard says.