

CASE STUDY

SALES SOFTWARE COMPANY CUTS TRAINING COST BY 40%

INDUSTRY

Sales SaaS software enterprise with 85,000+ customers

REQUIREMENTS

- Needed measurable assessment of practical security skills
- Needed to identify and grow new cyber security talent
- Needed a cyber security upskilling solution which would provide IT professionals with real experience and knowledge.

RESULTS

- Training budget decreased by 40%
- Self reporting of cyber incidents increased by 30%
- Broader and impactful cyber security knowledge for different levels
- Improved security culture and attitude towards security among engineers
- Discovered new security talent inside teams
- Improvement in the rectification of security flaws at speed
- Teams were engaged and motivated to complete live practical training

BUSINESS BACKGROUND

Pipedrive is a leading cloud-based sales software company with 85,000+ customers around the world. As a SaaS solution Pipedrive is providing mission critical data points to their clients.

“RangeForce provides actionable info on IT team’s skill level. How else would you know what your team knows?”

CHALLENGE

As a technology enterprise Pipedrive needed to invest more in their information security management system training to minimize risk and ensure business continuity by proactively limiting the impact of a security breach.

To achieve that Pipedrive started to look for a training that would help them understand and measure their engineering cyber security skills. Pipedrive’s cyber security team tested and tried different online tests and classroom trainings with mixed results. Primarily because their people had different knowledge levels and ‘one size fits all’ courses didn’t benchmark their ability and tailor course content accordingly.

SOLUTION

Pipedrive moved from classroom trainings to RangeForce to have a united training and evaluation platform and get everyone on the same page.

Pipedrive has provided ca 200 of its IT professionals with RangeForce training platform where everyone has their own small isolated network with vulnerable servers and services. The environment aims to replicate a typical business IT architecture. People were put into teams of 8 to 10 and were tasked with protecting a website from a variety of cyberattacks. Using a virtual private network, Pipedrive's technical staff had to perform under pressure and learn the consequence of cyber security failures.

“We chose Rangeforce cyber trainings as these were the most inspiring and effective training method.”

RESULTS

- With RangeForce performance based evaluation analytics, Pipedrive's management got real-time overview and valuable insight into important metrics about their team's security skill level. This helps them to make better decisions about team skills.
- As a result of more efficient trainings provided by RangeForce, the company's training budget decreased by 40%.
- With RangeForce, Pipedrive was able to identify top 10% of engineers with aptitude for technical security knowledge. These “security champions” will continue trainings on the advanced level.
- After starting security training on RangeForce, Pipedrive's security team saw a jump in incident reporting by 30% by engineers.
- As a result, the engineering team was motivated to upskill themselves further by the gamified content and the overall security culture improved.

“Compared to alternatives RangeForce has shown to be a huge bang for the buck right now. It is a good investment in time and effort. ”