

# How Pipedrive Cut Training Costs and Discovered Hidden Talent with RangeForce

## Challenge

It can be difficult to build and maintain an effective cybersecurity training program. At Pipedrive, the cybersecurity team had trouble accurately assessing its own capabilities. Existing cybersecurity assessment tools and classroom-style training produced mixed results. They found that the 'one size fits all' approach of these solutions failed to address their unique requirements as a team.

## Solution

Pipedrive transitioned to RangeForce in order to implement a unified and scalable training solution. Hundreds of IT and security professionals now have access to realistic cloud-based training environments at any time with the Battle Skills platform.

Role-specific content covers training for SOC Analyst 1, SOC Analyst 2, Threat Hunter, Web Application Security, Cloud Security, and more. Comprehensive reporting empowers managers to quantify organizational proficiency across cybersecurity skill-sets.

In addition to these individual training initiatives, the Pipedrive team frequently hosts Battle Fortress exercises to test and refine its collaboration during cybersecurity incidents. Operating within entirely emulated environments, team members work together in groups of 10 to overcome a variety of attack scenarios.

**"Compared to alternatives, RangeForce has shown to be a huge bang for the buck. It is a good investment in time and effort."** - Pipedrive Team Member

## Customer Background

**pipedrive™**

Pipedrive is a leading sales CRM & pipeline management software company with 85,000+ global customers

## Requirements

- Train and assess security professionals at scale
- Identify and develop cybersecurity talent
- Customize training specific to team needs

The exercise provides ideal practice space for the team and quickly reveals operational gaps and weaknesses in existing security processes. Following a Battle Fortress exercise, an After-Action Report is provided to teams to provide next-steps for a remedial, follow-up training plan within the RangeForce ecosystem.

## Results

- ✓ 40% decrease in existing training cost
- ✓ 30% increase in self-reported security incidents
- ✓ Discovered and targeted underutilized security talent

## Results

The redeveloped training program at Pipedrive provides security leadership with critical insight into the organization's security skill level. With reliable and actionable data, the team is able to run its training program with more efficacy.

A core component of the new training initiative is talent discovery and development. Pipedrive used the platform's assessment capabilities to identify a group of security champions, placing the top 10% of team members in an advanced training track.

The impact on overall security culture is also a clear benefit of the investment in interactive training. Team members are more engaged and motivated to participate in regular training. Security leaders have also observed an increase in overall security knowledge throughout the organization, as evidenced by a 30% increase in self-reported security incidents.

**"RangeForce provides actionable info on IT team's skill level. How else would you know what your team knows?"** - Pipedrive Team Member