usecure | Casestudy

How usecure helped GBH perform an admin-lite HRM rollout to 20+ clients

Company – GBH
Website – https://gbh.tech/

At a Glance

GBH experienced significant benefits from implementing usecure's HRM solutions, witnessing a substantial decrease in user vulnerability to cyber threats like phishing.

The platform's automation and integration capabilities, such as Microsoft 365 synchronisation and user-friendly policy management tools, facilitated minimal day-to-day management, even as the user base changed. This efficiency was further enhanced by customisable reports that kept GBH informed about user progress and compliance, ensuring effective, ongoing risk management across their global client base without heavy admin.

GBH reduced security threats and **enhanced overall data protection** across their clients.

Minimised administrative workload through automated training and policy management.

Maintained **continuous risk management** with up-to-date user syncs and custom reporting.

About GBH

Based in Santo Domingo in the Dominican Republic, GBH has made it its mission to transform businesses by bringing in the right expertise on technology.

- **HQ –** Dominican Republic
- **Operates in –** US, Mexico, Dominican Republic, Portugal & more
- **Company size –** 100-250 employees
- **Services –** Virtual CTOs/CIOs, Product Design, Software Development, UX Design, IT Support

The Challenge

GBH faced the challenge of efficiently training a diverse, international client base in cybersecurity without heavy administrative burden.

They needed a scalable, streamlined solution to manage human risk and ensure compliance across multiple regions, aligning with local regulations.

The Customer

GBH builds market-ready products and helps transform businesses

Based in Santo Domingo in the Dominican Republic, GBH has made it its mission to transform businesses by bringing in the right expertise on technology. GBH provides businesses with virtual CTOs to build roadmaps for their technical progress, designs and builds new products entirely from the ground up, and ensures success with continual support for its clients.

The Challenge

GBH had to protect a world-wide client base from human risk

When it comes to technology, GBH provides its clients with just about anything they might need: from consulting and IT support to developing new products and providing sales and marketing expertise. But as GBH grew its business to an increasing number of clients across multiple countries, they identified a common trend. The businesses they worked with were getting targeted by cyber attacks which technological solutions were failing to stop, and user liability to scams was only increased by the new and unfamiliar solutions GBH brought in to transform their business.

Not only were GBH's clients struggling to manage the risk of phishing, but they also had strict regulatory requirements to meet in order to ensure that they operated the products GBH built for them correctly according to local legislation. GBH knew that something had to be done. But how could they train hundreds of people across multiple countries in cybersecurity, all while taking into account the local regulations that each individual client was subject to? And most importantly, how could they do so without creating an administration overhead that would cut too deep into their bottom line? GBH set out to find a solution to this problem, which lead them to usecure.

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uLearn	Video-based security awareness training
uPhish	Phishing simulations based on real-life scams
uBreach	In-depth dark web breach exposure monitoring
uPolicy	Automated policy management and signature tracking

The Solution

usecure makes managing HRM for multiple clients easy

usecure is built from ground-up as an MSP-focused solution. Each client can be easily set up and managed from the dedicated uService portal, where every customer can be accessed with just one click while being kept in separate, secure tenants.

The localisation and regulatory content offered by usecure make it a perfect fit for a company operating across multiple countries, and users can automatically be synchronised with Microsoft 365 or Google Workspace, removing any hassle from day-to-day admin.

In addition to highly-engaging security awareness training, phishing simulations and dark-web breach monitoring, usecure offers an easy-to-use policy management tool. uPolicy allows new policies to be easily drafted, uploaded and updated, while automating signature requests and reporting from both new and existing users.

The Results

usecure helped significantly reduce human risk across GBH's clients

As a comprehensive IT partner to its clients, the most important part of the usecure platform to GBH was its wide offering and flexibility. Clients could be enrolled in security awareness training, phishing simulations, dark web monitoring or policy management with minimal additional work required to start clients on new modules.

GBH's clients have reported a significant decrease in user vulnerability to scams including phishing, all while building a much improved understanding of local regulations and being automatically reminded of pending policy signatures.

The automation offered by the usecure platform has meant that, after the initial set-up, there is very minimal day-to-day work required for GBH to manage the HRM programme across a long list of clients and a user base where end users are added and removed on a daily basis. What's best - the automated, customisable reports offered by the usecure Report Hub has allowed GBH to easily stay up to date with end user progress and keep its clients up-to-date as well.

How They Did It

GBH made use of the usecure platform's flexibility

With the built-in Microsoft 365 synchronization offered by the usecure platform, GBH has automated the import and deactivation of new and leaving users across its client base. This means that the workforce of GBH's clients can remain flexible while requiring no additional admin work.

uPolicy allowed GBH to create and manage policy enrolments across its world-wide client base while automating reporting to verify that end users were keeping up to date with their policy signatures. uLearn & uPhish, the security awareness training and phishing simulations tools offered by usecure, were also configured by GBH to automatically train users on core security awareness courses and test them with realistic templates with their one-click automation options.

With the help of the usecure platform, GBH is now confident that it can continue to expand its multi-lingual, world-wide client base operating in multiple separate regulatory environments without creating an overwhelming administrative overhead - or cutting too deep into its bottom line.



Human Risk Management, built for MSPs

Grab a not-for-resale (NFR) license and test usecure internally, for free.

Scan the QR, or head over to
https://www.usecure.io/nfr

- **Admin-lite automation**
- **Risk-tailored training**
- **Flexible monthly billing**