

CASE STUDY



How **SS&C Technologies** Primed Its CyberSecOps Team With Collaborative Training and Custom Learning Paths



- A team of 8 using TryHackMe, and who are part of the wider SS&C Corp Global IT unit

Desired Outcome

- Effective learning of and preparation against the rising risk of phishing attacks
- Prime the CyberSecOps team for inevitable threats/attacks
- Encourage collaboration within teams for amplified learning

Results

- ✓ External team members transitioning over to careers within cyber security
- ✓ Fantastic user engagement, with the team answering over 2,400 questions from 100 rooms (74 hours worth of training) in the first three months
- ✓ Team members able to enhancing their technical skills to better respond to threats and attacks

ORGANISATION BACKGROUND

SS&C is a leading global provider of mission-critical, cloud-based software and solutions for the financial and healthcare industries.

They are a trusted provider to more than 20,000 financial services and healthcare companies, with over 25,000 employees and operations in more than 40 countries.

CHALLENGE

Their biggest challenge was finding a suitable and affordable platform for the team's training with diverse content to suit the varying job roles and skill levels.

Steve Harris, Head of SOC & Threats and Vulnerability at SS&C Technologies, explains that one of his biggest concerns was ensuring the CyberSecOps team is primed and ready to respond to the latest threats and attacks. To achieve this, they needed to be able to provide the team with up-to-date, effective training.

SS&C Technologies use TryHackMe to upskill and enhance the technical skills of their SOC team to better respond to the latest threats and attacks.

OUR PARTNERSHIP

The team of 8 have made use of various learning paths and modules to build their knowledge - including Pre-Security, Cyber Defense, Recent Threats and Incident Response & Forensics.

Over the next 6 months, the team will be completing the SOC Level 1, SOC Level 2, and Incident Response learning paths, while making more use of TryHackMe's team challenges, King of the Hill, and the brand-new CTF builder.

PARTNERSHIP BENEFITS

SS&C Technologies has seen a great level of engagement across the team, and members have been able to enhance their technical skills.

The team are able to access and undertake learning in any location where they have an internet connection and browser available.

SS&C Technologies enjoys creating custom learning paths to assign to each team member, with a huge focus on the prevention of phishing attacks.

“There are a number of features I love about the TryHackMe platform! The team enjoys TryHackMe's method of learning, which gives you both the theory and the ability to practice in an easily accessible lab environment. The online labs with walkthroughs and challenges really help give a practical understanding of what real-world attacks and defences look like in a hands-on environment.”

Create branded learning paths that align with skill requirements, and give your team personalised training that transfers to their roles and responsibilities.

Continuously develop and empower your team with immersive training for all experience levels, with hands-on quality training, content variety, and engaging, gamified labs.

Our team of experts deliver reactive, engaging content that upskills employees from complete beginner levels through to seasoned hackers - equipping employees to tackle industry evolutions. Our flexible approach enables businesses to transfer licenses, customise learning paths to align with team goals, and revolutionise training remotely, safely, and with brilliant results.