



Smarter employees
Safer companies

Another LUCY solution
implemented at:



Lufthansa Group uses Lucy Security for worldwide phishing simulations



AT A GLANCE

Industry
Aviation

Challenge
Protection of all employees, plants and data while the company seems to be a target for cybercriminal phishers.

Solution
• LUCY Ultra Edition
• Train & Phish Campaigns in 30 languages (for employees all over the world)

Advantages
• Effective human security intelligence and work
• Quickly and reliably data
• Entertaining staff education
• The variety of options of the LUCY Ultra Edition gives great scope for the future.

The Lufthansa Group

The Lufthansa Group is a globally operating aviation group and consists of the business segments Network Airlines, Eurowings and Aviation Services. The Group comprises more than 580 subsidiaries and employs 138,353 people. In 2019 the company achieved sales of over 36.4 billion euros. As the parent company, Deutsche Lufthansa AG is the largest single operating company in the Lufthansa Group.

THE CHALLENGE

"We were looking for a solution to perform phishing simulations which takes into account all the Lufthansa Group's internal and external guidelines regarding data protection and performance control," explains Rolf Freudensprung, Director Corporate Safety & Security, Information Protection at Deutsche Lufthansa AG.

After all, it is a well-known fact that the majority of cyber attacks specifically use human vulnerability to gain access to a company's IT network. Over 97 percent of attacks

on the Internet are targeted at people. Phishing e-mails are one of the most popular methods used by criminals to access data and sensitive information. Therefore, more and more companies rely on cybersecurity awareness among their employees to raise their awareness for IT security.

The three business segments - Network Airlines, Eurowings and Aviation Services - as well as more than seven work council committees, the Lufthansa Group faced several challenges at once: On the one hand, the company is geographically widespread and the different business segments have different requirements regarding security awareness measures. On the other hand, precisely these measures have to be coordinated and implemented together with numerous works councils for different working groups.

"Lucy Security reacted very flexibly and constructively to our diverse needs, so that together we were able to meet all the requirements of the works councils and co-determination bodies in a short time," says Rolf Freudensprung.

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Rolf Freudensprung

Director Corporate Safety & Security, Information Protection at Deutsche Lufthansa AG

SOLUTION

The LUCY Ultra Edition learning platform offers the Lufthansa Group an intensive awareness programme for its employees: They have unlimited access to e-learning templates and numerous attack simulations from spear phishing simulations to file attacks and website cloners. All test results can be constantly monitored via the software platform. Lufthansa particularly appreciates the possibilities of on-premise use and the reports delivered by the Phishing Alert Button via SMTP. E-mails that are reported do not leave the internal mail system.



The Ultra Edition is licensed as a site licence for the Lufthansa Group and its 580 subsidiaries. The simulation campaigns are provided worldwide in more than 30 languages and can be adapted to the individual needs of the business units. The multilingual and multi-client-capable Phishing Button can also be configured as required.

ADVANTAGES

The Lufthansa Group is particularly impressed by the usability and exceptional customer support provided by Lucy Security. *"Lucy offers an ideal overall package that helps us to keep our employees' awareness permanently high. In addition to the software offering a broad variety of usage options, we are particularly impressed by the excellent customer support. We always get quick and targeted solutions to all questions and requirements. Lucy's has been very supportive during the introduction phase, and they still support us with great passion now that we have been using the software for quite some time"*, emphasises Florian

Tschakert, Corporate Safety & Security, Information Protection at Deutsche Lufthansa AG. Regular, worldwide training campaigns also help to identify differences within the Group. During the campaigns, employees can learn from each other through dialogue. Thanks to the phishing button it's easy for the employees to participate. Phishing attacks are thus reported to the company more quickly. In addition, the Lucy platform places highly prioritizes data security: it is GDPR-compliant and uses a broad variety of security mechanisms to ensure that user data and identities are

always protected. For example, this includes strong encryption, and an application-specific security design, with a wide range of features, such as anonymisation by default.

AN OUTLOOK

"Even in challenging times, Lucy is a very reliable partner," says Florian Tschakert. "At the beginning of the Corona pandemic, Lucy helped us to quickly elaborate a new 2020 roadmap for our security measures right from the start. We developed campaigns that consider the new situation with the specific requirements of home office activity. Information security and awareness are especially important in times of crisis".

Cybersecurity awareness significantly adds to a enterprise security as a whole: An internal analysis by Lucy Security shows that training programmes can make a company up to ten times more secure in the long term. After all, employees are the first and most important line of defence that must be actively integrated into a holistic security strategy.

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Florian Tschakert

Corporate Safety & Security, Information Protection at Deutsche Lufthansa AG



TEST OF THE EMPLOYEES

Attack simulations (e. g. phishing)

INFRASTRUCTURE TEST

Automated Malware Simulation & Scanner

EMPLOYEE TRAINING

Integrated Learning Management System

MEASURE AND MONITOR

Learning progress, user maturity and risk
Email threat analysis

EMPLOYEE ENGAGEMENT

Reporting system (e. g. Mail Phish Button)



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