

## CASE STUDY



# TRANSUNION UTILIZES A TAILORED SECURITY TRAINING SOLUTION FROM GLS TO EDUCATE ITS DIVERSE WORKFORCE

## SITUATION

 TransUnion, a global information and insights company based in Chicago, enables trust between businesses and consumers by ensuring each consumer is reliably and safely represented in the marketplace. As a credit reporting agency, trust and security are at the core of this company's offerings. Therefore, TransUnion requires a cybersecurity training solution highly tailored to its needs.

Furthermore, TransUnion has a growing and diverse workforce with offices around the globe. The company needed a multi-lingual cybersecurity awareness program to train employees in English, Portuguese and Spanish. In addition to introducing new annual training covering core security awareness topics, the information security team also wanted to introduce digital messaging in the form of interactive videos to be played in common areas for employees to help increase overall awareness and adoption of secure practices.



In response to TransUnion's program requirements, Global Learning Systems was able to design and deliver a customized training solution that addressed TransUnion's needs and expectations for their employee awareness training.

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## SOLUTION

TransUnion's information security consultant, Wendy Brown, says the company is extremely pleased with the content and awareness resources that GLS provides at a competitive price. While TransUnion had adequate internal training before working with GLS, Brown says that with the changing environment, they needed to look outside the company for more robust training.

“GLS was the perfect fit to provide the security topics we needed that were presented in a way all users could understand,” said Brown. “We have users who deeply understand information security, and we have those who may not be as in-tune with the inner workings of cybersecurity. ”

**TransUnion has utilized GLS training solutions for the past six years, beginning their program with GLS' core Security Awareness training course in English, Portuguese and Latin American Spanish.** Over the course of the next five years, TransUnion expanded their security awareness training program from a single course offering into a robust security training solution including updated, shorter, foundational courses covering security awareness essential topics and anti-phishing essentials using gamification design. They combined this with a suite of scenario-based Best Practices modules, the **Security-Short** and new **Shock & Awareness microlearning videos**, as well as a **robust awareness communications package** including cyber games, posters and newsletters, all delivered in their required languages.

Each year, GLS' account management team has worked closely with TransUnion's stakeholders to tailor its solution to fit their needs for the upcoming term. During a recent annual program review, TransUnion identified phishing and social engineering attacks as a growing concern. To address the client's requirements, GLS updated and tailored the training solution to include a **free Managed Phishing campaign** and access to the **SecurePhish™ phishing simulation tool**. Additionally, specific role-based training was a new focus for TransUnion web developers. GLS was once again brought in to meet the growing needs of these targeted user audiences in the organization. The company now utilizes a combination of anti-phishing, security awareness, mobile device security, insider threat, personal responsibility and web developer training. TransUnion also recently added **GLS's remote workplace training** in 2020 with many of its employees working from home.

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## RESULTS/OUTCOMES

Brown summarizes the value TransUnion has gained from GLS security awareness training:

“The biggest change we have seen since introducing training from GLS is that people just didn’t realize all the minor details that can be involved in cybersecurity. For example, with the cybersecurity awareness course, I had several people reach out to say how great it was. They said they never understood many of the risks that were highlighted in the training. It was really a ‘wow’ moment for many of them.”

“Our employees are a lot more aware of what can happen and how they can avoid the risks after implementing this mandatory training. It is all about awareness. Awareness is the key. I especially like the cybersecurity courses from GLS, because they are short and to the point, and they provide real-life experience. Our yearly training is a well-rounded approach to what TransUnion and its associates should have a knowledge of.

“The web developer training from GLS has also worked extremely well for us, and we have rolled it out for a second year. The OWASP course is very detailed; it is a very involved training, which is perfect for our developers. TransUnion coders now have a better understanding of how to code securely along with the risks to look out for and the solutions and mitigations associated with those risks.

“I would absolutely recommend GLS training to any company. We have always received excellent customer service. Their training content relates to real-life situations and is up to date with the current times. I like that they are applicable to anyone in any position.”



For more information or to schedule a demo, contact a GLS representative.  
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