

## CASE STUDY

## Superintendency of Banks: Cybersecurity Becomes a Reality with KnowBe4

The [Superintendency of Banks \(SB\)](#), with headquarters in the Dominican Republic, is a governmental organization that supervises the country's financial institutions. Its main function is to ensure the robustness, liquidity and adequate management of these entities, as well as to maintain the stability of the financial system and to protect the rights of financial system users.

**Lack of Security Becomes Main Problem with Remote Staff**

With the 2020 COVID pandemic as a backdrop and with staff working remotely, SB experienced organizational restructuring and the creation of a new security department. The new security team, aware of the need to develop a more robust structure to mitigate risks and provide security to the entire SB operation, initiated a successful project with KnowBe4.

---

*“As we were already aware of KnowBe4’s reputation and services on the market, we went to them to help us construct and harden the end user layer”*

---

“As we were already aware of KnowBe4’s reputation and services on the market, we went to them to help us construct and harden the end user layer,” says Yamilet Cruz Arismendy, Specialist for the Information Security Department of the Superintendency of Banks.

SB identified [KnowBe4’s security awareness training product \(KSAT\)](#) as the ideal product to help them with this challenge, and began personalized training and simulated phishing tests on security awareness with staff.

**Smooth and Effective Implementation**

Once the project was designed and approved, the organization provided it to users and started the first training session in 2020, focused on internet security for those staff working remotely due to the pandemic. They used a general information video about security in the first two training sessions.

“The implementation was very smooth, our staff understood the importance of the subject and adopted the training immediately,”

## Superintendency of Banks

**Industry**

Financial

**Headquarters**

Santo Domingo, Dominican Republic

**Challenge**

Establish a strategy and cybersecurity awareness program to foster a strong security culture

**Success by the Numbers**

- Phish-prone™ Percentage (PPP) dropped from 2.5% in 2021 to 0% in 2024
- Reduction from eight staff to one needed to manage phishing emails thanks to PhishER Plus
- 750 users trained through KnowBe4, up from 302, in four years
- Five out of five score in internal assessments
- Four phishing campaigns per month
- Training every two months segmented by teams and roles

# Superintendency of Banks: Cybersecurity Becomes a Reality with KnowBe4

Yamilet says. "It has been important in the execution of plans and proposals that the internal executive committee of SB understands and values the level of user awareness."

The first training sessions were standardized for all participants. As the team working with the KnowBe4 platform matured and they better understood the functions and how to manage the tool, they started to complete training sessions segmented by teams, such as finance, technology and development; and by roles, based on the team members' information privileges.

The security team helped manage training for onboarding new staff, who also received specific training on basic security topics and general concepts about social engineering threats.

---

*"The implementation was very smooth, our staff understood the importance of the subject and adopted the training immediately"*

---

A training cadence was established, and they started to hold training sessions every two months. They currently use KnowBe4's network-quality educational series "The Inside Man" and invite staff to watch it together in the office. To increase engagement, prizes go to the winners of the trivia contests the security team organizes to test user knowledge.

"The training sessions available in the ModStore have greatly facilitated the management and presentation of these training sessions to staff. As we are a more technical than creative team, it is often difficult for us to contribute ideas and generate visual concepts to translate the topics we deal with on a daily basis," Yamilet says.

### **Improvements to SB's Phishing Analysis Process on the Horizon**

In 2023, realizing that the team was taking too long to evaluate phishing emails and that phishing reporting procedures were unclear, SB implemented [PhishER Plus, KnowBe4's lightweight security orchestration, automation, and response \(SOAR\) product.](#)

"We have observed enormous improvement with this adoption, in addition to reducing costs and time, making us more efficient. Before we needed eight people on the security team to evaluate phishing emails. Today we only need one person to work with PhishER Plus," Yamilet says.

### **Positive Business Impacts and Looking to the Future**

"We started with KnowBe4 with 302 users, and we have continued to grow in the process of incorporating new staff and expanding the license. Today we have 750 users, all in the Dominican Republic, and the feedback we receive from them is extremely positive," Yamilet says.

Four campaigns are carried out each month, one per week, in which the Phish-prone Percentage (PPP) is measured, which is then presented to the risk committee. The organization always reviews the drop in clicked simulated phishing emails and has consistently exceeded the expectations set.

"We have seen a drastic decrease in our [PPP] over the years, thanks to the training and consequently the awareness of staff. Our PPP dropped from 2.52% in 2021 to 0% in 2024 with the adoption of the tool," Yamilet says.

The department strives to carry out recurring internal evaluations with the support of the internal communications team to assess the efficiency and acceptance of its tools, and the feedback on the KnowBe4 platform is incredible. When asked how they like the KnowBe4 platform and training, the staff score it five out of five.

The KnowBe4 Security Awareness Training platform and PhishER Plus tools also helped SB recently achieve the ISO 27000 certification. SB used the platform to support the external audit phase, which was completed successfully, and help implement required security policies.

"After four years with KnowBe4, we understand that using tools like KSAT and PhishER Plus is a good decision and investment, as long as the team has aligned business needs with best practices and results to create a robust security program. Any organization that is mature in cybersecurity must have these tools," Yamilet says.