IL IMMERSIVELABS

33%

reduction in consultant training time

CASE STUDY

Falanx Cyber

falanx Cyber

INDUSTRY
Cyber Security

LOCATION
London, England

CHALLENGE
- Needed a cyber security upskilling solution which would provide consultants with skills, knowledge and experience
- Needed to reduce the time before consultants can perform chargeable work
- Needed to reduce the time that senior experts spent training and supporting.

RESULTS
- Consultants were engaged and motivated to complete their training
- **Reduced the time required to prepare consultants for fee-earning work by 33%**
- Reduced the impact on senior expert time
- Improved quality of work produced by consultants

BUSINESS BACKGROUND

Falanx Cyber Defence delivers a complete end-to-end managed service that includes threat detection, risk management, security monitoring and incident response. The company provides end-to-end coverage for SMEs through to FTSE 100 companies.

"

We've augmented our consultant onboarding process with Immersive Labs. Consultants have found the gamification aspects of the Immersive Labs platform a fun and engaging way to improve their skills and compete with fellow consultants.

"

CHALLENGE

Due to the continued success of their cyber security consultancy service, Falanx Cyber – like many in the industry – has decided to invest in developing its cyber security consultants by providing them with an intensive upskilling programme. Each consultant must acquire technical skills and knowledge across a wide range of cyber security topics before they are considered qualified for customer facing, chargeable work – this typically takes three months. Once consultants have received the prerequisite training, they are available for fee-earning work.

During this time, these staff members often rely heavily on the support of senior members of staff, potentially distracting them from other fee-earning work.

IMMERSIVELABS

SOLUTION

A group of new hires were provided with access to the Immersive Labs online platform for the duration of the upskilling process and were set the objective of developing their cyber security skills in topics such as Infrastructure, Web Application and API Security.

> **Immersive Labs has reduced our consultant onboarding time from 3 months to 2 months.**

BENEFITS

Thanks to Immersive Labs' real-time cyber skills development system, the consultants found it easy to upskill by accessing hundreds of labs within the browser and were motivated to challenge themselves further by the gamified content. As a result, Falanx Cyber noticed an improvement in the quality of work and a reduction in the amount of time required to upskill its consultants, with each consultant able to confidently perform chargeable work 1 month sooner than previous new hires. The way that Immersive Labs encourages users to research topics and experiment with solutions also meant that the new hires relied less on senior experts for information and guidance, freeing them up for further chargeable work.

> **For Falanx Cyber, this means we are able to utilise their skills with our customers sooner.**

Immersive Labs offers a unique approach to skills development by providing practical security labs, developed by experts and derived from world-class threat intelligence. The Immersive Labs platform reduces cyber risk by providing real-time and highly relevant content directly to the browser.

www.immersivelabs.com
+44 (0)20 3893 9101
Immersive Labs,
Runway East,
1 Victoria Street,
Bristol, BS1 6AA