



CASE STUDY: CYBERSECURITY – SECURITY AWARENESS TRAINING



How Onward Technologies Drove 500+ Users to Security Awareness Compliance Using KnowBe4

CLIENT PROFILE:

- **Industry:** Multi-site Community Services
- **Users Trained:** 500+
- **Sites Covered:** 10
- **Platform:** KnowBe4

OVERVIEW:

When a large, distributed organization with over 500 users across 10 geographically distinct sites needed to improve cybersecurity hygiene, they turned to Onward Technologies. The goal was clear: train staff on how to recognize and avoid cyber threats using KnowBe4 — and ensure 100% compliance.

THE OBJECTIVE:

To reinforce a culture of security awareness and reduce cyber risk by ensuring all end users complete KnowBe4's interactive cybersecurity training within a 30-day window.

THE CHALLENGE:

While KnowBe4 offers industry-leading training, driving consistent participation across sites proved difficult due to:

- Varying technical familiarity among users (especially on 2nd/3rd shifts)
- High workloads and competing priorities
- Inconsistent enforcement among community-level leadership
- Lack of visibility and accountability without a centralized follow-up system

THE SOLUTION: COMPLIANCE & ENFORCEMENT METHODOLOGY:

Onward Technologies deployed a scalable, automated compliance framework that included:

- **Automated Reporting by Community:** Community-specific reports were created and scheduled via KnowBe4's built-in reporting tools. Reports were synced using Active Directory groups integrated with Microsoft Entra ID, ensuring changes in staffing didn't disrupt visibility.
- **Stakeholder Accountability:** Site leadership teams received regular compliance reports and were responsible for local follow-up. This distributed accountability structure ensured training completion didn't fall solely on IT.
- **Automated Reminders + Manual Oversight:** Users and managers received scheduled reminder emails. For persistent non-compliance, access to email could be suspended — a policy communicated upfront but used sparingly to protect productivity while maintaining urgency.
- **Flexible & Controlled Escalation:** While technical enforcement could be automated, key steps like email disablement remained manual to allow for management discretion and case-by-case decision-making.

RESULTS:

The implementation of these solutions yielded significant positive outcomes:

- ✓ **>92% average training completion** within 30 days
- ✓ **Zero email access disruptions required** in most communities
- ✓ **Significant reduction in IT overhead** managing training follow-up
- ✓ **Improved executive confidence** in organizational security posture



Onward Technologies helped us turn training from a check-the-box task into a security-first mindset across all our communities.

Senior Living Community (SLC)
Director of IT, SLC

CONCLUSION:

Cybersecurity training alone isn't enough—enforcement and accountability make it stick. Onward Technologies transformed a complex, multi-site organization into a compliant, security-aware workforce by pairing KnowBe4's industry-leading platform with a thoughtful, automated methodology. The result? High participation, minimal disruption, and measurable risk reduction.

If your organization struggles to get users to complete security training—or you're tired of manual follow-ups—it's time to explore a smarter approach.

READY TO STOP CHASING DOWN TRAINING DEADLINES?

Let Onward Technologies show you how to automate security awareness compliance without disrupting your operations.