How Avanade reduced human cyber-risk and saved 5 SOC analyst FTEs with the Hoxhunt Human Risk Management platform

About

Avanade is a global professional services company with over 50,000 employees worldwide, providing IT consulting and services focused on the Microsoft platform with artificial intelligence, business analytics, cloud, application services, digital transformation, modern workplace, security services, technology, and managed services offerings.

Challenge

Legacy security awareness training services were overly manual, did not integrate optimally with the Microsoft environment, and were not sufficiently lowering human risk.

Solution

Hoxhunt integrated seamlessly into the Microsoft environment and demonstrated superior human risk reduction in an apples-to-apples benchmark comparison with Avanade's existing SAT software. Using behavioral science, data analytics, and automation, Hoxhunt enabled Avanade to enhance real threat detection rates and capabilities while saving up-to 5 FTEs of SOC analysts a month.

Results

- Resilience without resources: 5 FTEs of SOC analyst work saved per month with automated response platform
- Real threat reports up to tens of thousands per month
- Resilience ratio today is up 259% from baseline
- 98% reduction in false positives and incident escalations due to Response platform

HOXHUNT VS. SAT TOOL:

43%
higher resilience ratio

27%
higher reporting rate

Overview: Breaking down the silos

With Hoxhunt, Avanade dissolved security silos and augmented threat detection and response capabilities with human threat intelligence. Employee threat detection reached new levels in both volume and accuracy.

The transformation led to an enviable problem: too much threat intelligence. The Hoxhunt Respond platform did the work of over 5 full-time threat analysts per month.

PROTECT: Beyond awareness to Security Behavior Change

To validate the effectiveness of Hoxhunt, Avanade performed a benchmark study in a proof-of-concept trial comparing the phishing training results of 1,000 Hoxhunt users against 1,000 users of their existing awareness tool. Hoxhunt outperformed the SAT tool across the board.

DETECT: Human intelligence is a terrible thing to waste

Avanade employees have demonstrated progress across every key area of security training: overall user engagement, simulated threat reporting rate, and simulated phishing test failure rate.

In just three months, as behavior change participation soared, the total number of real threat reports doubled. Meanwhile, the number of false positives dropped by 98% with the adoption of the Hoxhunt Response platform.

RESPOND: Closing the loop

Avanade used the Hoxhunt Response platform to do the heavy lifting on threat analysis at enterprise scale. The AI-powered Response platform automatically categorized and prioritized employee-reported threats for response and mitigation. The Hoxhunt Response engine does the job of between 3-5 full-time equivalents of threat analysts on a monthly basis. This efficiency has allowed Avanade to enter new territory in human risk management.

> "What Hoxhunt is doing is bringing the power of human intelligence into the security stack, and not just as a passive last line of defence. Now you have human threat detection as an integral part of the whole stack."
>
> — GREG PETERSEN, SENIOR DIRECTOR OF IT SECURITY, AVANADE

---

avanade BENCHMARK CASE STUDY

Hoxhunt vs. legacy SAT tool

INCREASE IN REPORTING RATE	DECREASE IN FAILURE RATE	INCREASE IN RESILIENCE RATIO	INCREASE IN PHISHES SENT
27%	**11%**	**43%**	**36.7%**
From 47.6% to 60.2%	From 5.33% to 4.74%	From 8.9 to 12.78 (*RR is calculated from engagement rate divided by fail rate)	From 163,884 to 244,032