



# RELIABLE

## security training

Security Innovation Delivers Unparalleled Training to World's Biggest Brands with **Absorb LMS**

## Challenge

### CUSTOMER CASE STUDY



### CHALLENGE

Deliver scalable security training to enterprise businesses with minimal downtime and customized portals.

### SOLUTION

Absorb LMS with **Learner Engagement** and **Analytics** modules.

### RESULTS

Reliable training with consistent uptime for 220,000+ external learners—all while saving 10 to 20 hours a week on content updates.

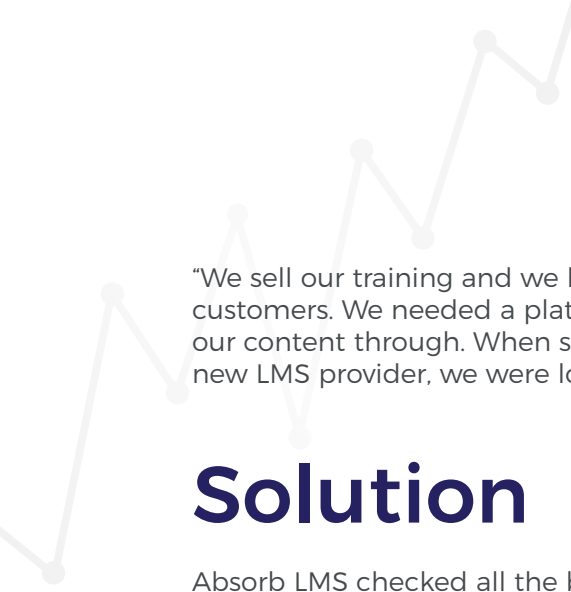
For almost two decades, Security Innovation has empowered the world's leading brands to reduce cybersecurity risk at the software level. It does this by training its enterprise clients—including Microsoft, Intel, PayPal and Disney—to defend software applications from attacks and proactively address at-risk areas.

Security Innovation built its reputation by delivering consistent and flexible security training. It serves thousands of learners through shared or dedicated learning portals. But its old learning management system (LMS) hindered its ability to deliver effective training.

**“** *When we select an LMS provider, we need to know that they have good historical uptime, a responsive support team and systems that are easy to use and scalable across multiple roles and organizations.* **”**

— Security Innovation

Colin Dempsey, Director of Support for Security Innovation's flagship product, said its previous LMS wasn't providing the reliable uptime or support needed from a long-term partner.



“We sell our training and we host for a lot of customers. We needed a platform to deliver our content through. When selecting a new LMS provider, we were looking for

a good historical uptime, a responsive support team and systems that are easy to use and scalable across multiple roles and organizations,” Dempsey said.

## Solution

Absorb LMS checked all the boxes for Security Innovation. Keen to quickly scale training initiatives and forge a long-term partnership, Security Innovation tapped Absorb LMS to do just that. It also leveraged the Learner Engagement and Analytics modules to enhance learner experience and gain key insights to drive business performance.

“The Learner Engagement and Analytics modules enable us to accurately target groups of learners with content that matters, improve completion rates, increase voluntary learning and gather actionable feedback to achieve learning objectives,” said product manager Jose Lazú, adding that his clients appreciate the premium configuration options.

Right from the start, Absorb LMS slashed inefficiency and overhead, while providing reliable uptime. Under its old LMS, one small course change required dozens of revisions within shared learning portals. After making the switch to Absorb, Security Innovation could apply one course change and instantly update content for thousands of users.

Due to strict industry requirements, some Security Innovation clients require dedicated learning portals, instead of shared portals. Absorb empowered Security Innovation to meet the elevated needs of those clients, including one client with 100,000+ learners.

**“ We love Absorb because the platform is reliable and flexible, and their customer service goes above and beyond. ”**

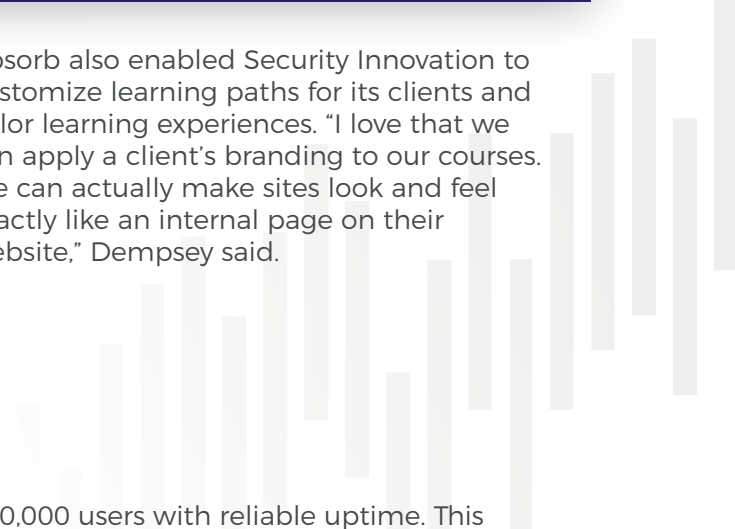
— Security Innovation

Absorb also enabled Security Innovation to customize learning paths for its clients and tailor learning experiences. “I love that we can apply a client’s branding to our courses. We can actually make sites look and feel exactly like an internal page on their website,” Dempsey said.

## Results

Absorb now provides the hosting, services and support for Security Innovation’s 220,000+ active learners. Hosting services include a shared portal, and upwards of 10 dedicated portals. Its largest dedicated portal includes well over

100,000 users with reliable uptime. This client’s 84.9% completion rate—and over 987,684 delivered course hours—serves as a testament to the value the Security Innovation and Absorb partnership creates for external learners.



Meanwhile, Absorb is shaving hours from time-consuming tasks like updating courses. That frees up Security Innovation's customer support team to focus on other important tasks—like improving the customer experience and boosting already phenomenal retention rates.

"In terms of work hours, we're saving anywhere from 10 to 20 hours each week. That's what we love about Absorb—the platform is reliable and flexible, and their customer service goes above and beyond," said Dempsey.

In the near future, the Security Innovation team plans to expand its use of Absorb LMS and modules like Learner Engagement to deliver even better training experiences to its clients.

**“ Absorb portals are robust and scalable enough that we have upwards of 170,000 concurrent users on some portals, which don't crash or go down. ”**

— Security Innovation

The team credits its ongoing success to the reliable support coming from Absorb. "I've worked with other vendors in this space in the past, and none of them deliver the same level of care or responsiveness that we still get from Absorb today," Dempsey said. "They really are a trusted partner."

## About Security Innovation

Security Innovation is a pioneer in software security and a trusted advisor to its clients. Since 2002, organizations have relied on its assessment and training solutions to make the use of software systems safer in the most challenging environments—whether in web applications, IoT devices or the cloud. The company's flagship product, CMD+CTRL Cyber Range, is the industry's only simulated web site environment designed to build the skills teams need to protect the enterprise where it is most vulnerable—at the application layer.



**Try Absorb LMS for yourself and see the powerful customization options available**

**SEE ABSORB LIVE**

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