

Awareness Packages: Feature Overview

All packages are available as one-, two-, or three-year licences. The costs depend on the number of users to be trained and the desired scope of services. We would be happy to assist you in choosing the most suitable package for your organization.

1	2	3	4
Starter Self-service platform for small organizations	Essential Awareness training on the basics of cyber security	Professional Comprehensive awareness training with adaptable content and branding	Premium Tailor-made awareness training with customization and report button

Configuration & Reporting	1	2	3	4	
Implementation service		✓	✓	✓	We support you in implementing the Awareness Platform and advise you on how to ensure a smooth roll-out in a 30-minute kick-off meeting.
Analytics	✓	✓	✓	✓	You receive access to the SoSafe Manager Portal incl. the Analytics Dashboard to analyze all the important KPIs (e.g., click and completion rates).
Benchmarking		✓	✓	✓	The evaluation contains benchmarks for all KPIs in comparison with the customer average.
User feedback		✓	✓	✓	You can view user feedback and export it as CSV file.
Support	✓	✓	✓	✓	Admins and end users receive fast and uncomplicated help with questions via our knowledge database and email support in accordance with our SLA.
Multilingual package ¹			✓	✓	Selected phishing mails and learning pages as well as the learning contents are available in additional languages.
Branding Engine			✓	✓	We adapt the Phishing Simulation and Learning Platform to your corporate design (logos and colors).
Phishing Simulation					
General Phishing Simulation	✓	✓	✓	✓	We send out 12 simulated phishing mails in randomized order over the year. They are based on attacks observed within your industry. Our portfolio is updated continuously.
Spear Phishing Simulation			✓	✓	Using placeholders, we adapt the salutations and contents of the simulated phishing mails specifically to your organization and recipients.
Customized Spear Phishing Simulation ²				✓	Together with you, we create 3 additional phishing mails specifically customized to your organization (e.g., replication of a CEO fraud).
Phishing Report Button				✓	The users can report suspicious mails to a predefined mailbox via a button integrated into their mail program (see SLA).
E-Learning Platform					
Learning Platform	✓	✓	✓	✓	All users have access to the SoSafe Learning Platform.
Learning videos cyber security	✓	✓	✓	✓	The Learning Platform includes short, entertaining cyber security awareness videos (3 min each).
Learning modules cyber security	6	11	17	31	The Learning Platform includes interactive learning modules on the topic of cyber security (approx. 5 min each) with a final quiz.
Continuous updates	✓	✓	✓	✓	We continuously update the learning modules to include current topics from the field of cyber security. New modules and videos are provided as per your selected package.
Customization Engine				✓	The content on the Learning Platform can be customized to the requirements and regulations of your organization via placeholders.
User certificates	✓	✓	✓	✓	If the SoSafe Learning Platform is used, a certificate is issued to users indicating which learning modules they have successfully completed.
Gamification ³		✓	✓	✓	The SoSafe Learning Platform allows users to progress through levels, collect badges and view their progress in a personal achievement overview.
Optional Feature					
Learning modules data protection		4	4	4	The Learning Platform includes interactive learning modules on the topic of data protection (approx. 5 min each) with a final quiz.

5

Enterprise option

Full-service solution with expert configuration and reporting, bookable in addition to our managed-service packages 2, 3, 4

Full-Service Admin & Reporting	5	
Full-service implementation	✓	Your personal implementation manager supports and advises you on the advanced configuration of your Awareness Platform: best practices, whitelisting and recommendations for communication incl. templates, user management with data quality management.
Priority support	✓	Your contact person handles all your support requests with priority and supports you via email or telephone.
Business review	✓	We conduct a business review with you after having implemented the platform (optional: in regular intervals) and advise you on additional measures to build awareness.
Advanced analytics	✓	You can analyze the results in greater detail based on selected user characteristics (e.g. location, function, hierarchy).
Advanced benchmarking	✓	The reporting includes additional benchmarks, e.g., relating to your industry or organization size.
ISO 27001 reporting & GDPR compliance	✓	The data is analyzed in line with ISO 27001 audit requirements. With the awareness training you also fulfill the compliance requirements set by the GDPR.
Advanced scheduling	✓	We adapt the sending times to your individual requirements, e.g., holiday periods and time zones.
Differentiated allocation	✓	We allocate selected simulated phishing mails to specific user groups to provide them with even more targeted training. Learning modules can be individually activated, e.g. at specific times.
SCORM streaming	✓	You receive access to the learning modules via SCORM containers and can integrate them into your own learning management system.
Single sign-on	✓	We offer single sign-on for Microsoft Azure AD and Google G Suite.
AD connection	✓	We offer automatized user provisioning transfer (or synchronisation) via a connection to a Microsoft Azure Active Directory via SCIM standard (see SLA).
Data export	✓	You can export the reporting data as an Excel or CSV file.
Additional awareness material	✓	You receive additional digital material for your awareness campaign, e.g., posters, screen savers, flyers, communication templates.

¹ Some learning modules are only available on request in selected languages of the multilingual package. In our Starter and Essential package, you can choose between German and English. | ² Specifically customized emails are created in English and German, translation costs for other languages will be charged separately. | ³ The function can be deactivated.