



A Healthcare Tech Provider Uses Huntress Security Awareness Training to Launch a Cybersecurity Program That Starts with Onboarding

Key Takeaways

Cohere Health built a cybersecurity culture into its DNA with security awareness training that engages and connects teams company-wide. As the organization multiplies its workforce through funding rounds, Cohere relies on Huntress Security Awareness Training (SAT) to help everyone stay compliant and protected against an evolving range of cyber threats.

Cohere Health needed scalable security training to support rapid growth

Cohere Health, an AI-driven healthcare management provider, is growing at lightning speed. It's been onboarding high numbers of staff to help accelerate complex transactions between patients, physicians, and insurers. When Jared Couillard, CISSP joined as Cohere's Senior Director, IT & Security Officer, he knew the organization needed better security awareness



Company Name

Cohere Health

Location

Boston, MA

Objectives

Scale training for growing workforce

Train staff to support HIPAA compliance

training. Couillard had relied on Huntress Security Awareness Training (SAT) in his prior role at a different company, so he already understood how Huntress would benefit Cohere Health. This time around, he had three objectives:

- **Compliance:** Staff had to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- **Protection from Attacks:** Cohere Health needed to fortify staff as a first line of defense against malicious actors.
- **Scalability:** Training had to be easy to scale and integrate into new-hire onboarding because Cohere was approaching a Series B funding round to support further growth.

Cohere launched Huntress SAT when the company had fewer than 30 employees. Now, with nearly 200 employees and projecting to double their headcount again, Huntress is integral to the overall health and success of the organization.

Ongoing training is fun and addresses the evolving nature of cyberattacks

By prioritizing cybersecurity upfront, Cohere Health provides the framework for a culture where everyone is responsible for protecting the company from attacks.

Staff engage with innovative training that centers on a young hacker prodigy named DeeDee. Like most five-year-olds, DeeDee has her demands—and she's not afraid to cause a little trouble to have them met. The training follows her misadventures, mirroring real-world threats like phishing attacks.

"I get feedback monthly from our employees that 'This is so great,' and 'We want to see what happens with DeeDee next.' It's definitely engaging," shares Couillard. That level of engagement helps Cohere Health staff retain what they've learned so they can apply it when they need it most.

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The company knew an increasing number of cyberattacks around the world presented a risk to their operations. A programmatic approach lets Cohere administer security awareness training on an ongoing basis.

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JARED COUILLARD | CISSP
SENIOR DIRECTOR, IT & SECURITY
OFFICER, COHERE

In addition to semi-monthly onboarding training, Cohere runs phishing simulations and administers customizable Huntress SAT episodes based on results. Couillard pairs these efforts with one-to-one conversations as needed for a complete cybersecurity program he and his team can quickly scale across a multiplying workforce.

Training episodes cover topics in ways that reflect evolving cybersecurity threats, such as:

- Phishing
- Social engineering
- Ransomware
- Removable media
- Network security
- Incident response
- And more

Continuous training like this helps Cohere Health connect around the storylines. Couillard sees qualitative proof of engagement over time in company communication channels.

"We have a security HIPAA channel on Slack. After an episode has been open for a bit, I'll post in there something you can only know from watching the content," Couillard explains, "Everyone is doing the training and partaking, from leadership on down."

Scientifically proven learning tactics keep teams engaged

Cohere Health can achieve optimal impact with security awareness training thanks to Huntress' innovative training format.

Recent neuroscience shows that storytelling and gamified learning may result in better retention rates than traditional learning methods. With immersive episodes from Huntress SAT, Cohere Health can move its training away from outdated presentations and heavy reading.

Staff connect with the takeaways of each lesson so that they're prepared to help protect their company from cyberattacks. The result is a scalable training program that prepares staff as soon as they join the team and follows them throughout their career at Cohere Health.

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About Huntress

Huntress is the leading cybersecurity partner for small- and mid-sized businesses (SMBs) and the managed service providers that support them. Combining the power of the Huntress Managed Security Platform with a fully staffed, 24/7 Security Operations Center (SOC), Huntress provides the technology, services, education, and expertise needed to help SMBs overcome their cybersecurity challenges and protect critical business assets. By delivering a suite of purpose-built solutions that meet budget, security, and peace-of-mind requirements, Huntress is how SMBs defend against cybersecurity attacks.

Founded in 2015 by a group of former National Security Administration (NSA) operators, Huntress has more than doubled over the past couple of years to support 4,300 partners and more than 105,000 organizations, now protecting more than two million endpoints. The company recently closed a \$60M series C led by Sapphire Ventures. For more information about Huntress, visit huntress.com or follow Huntress on social media.

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