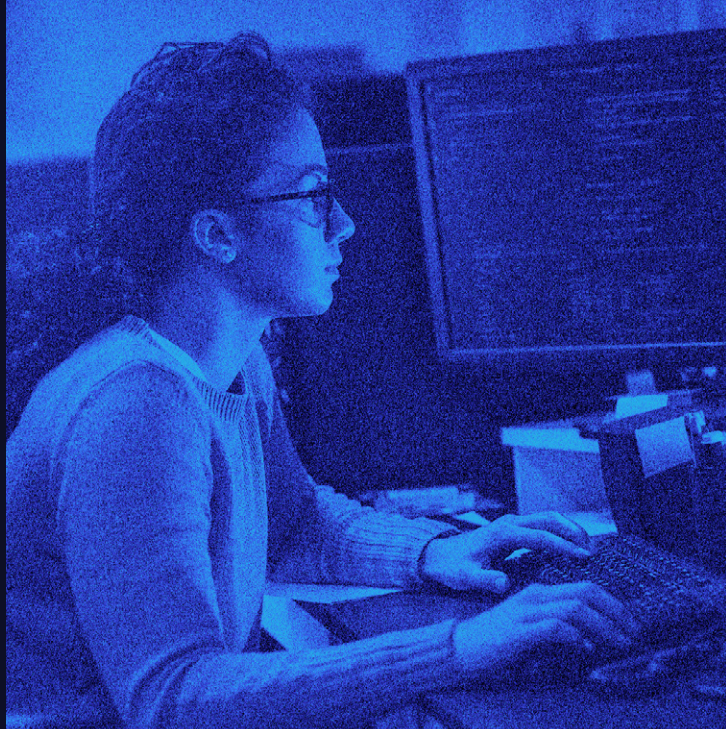


SUCCESS STORY

Citi Uses Immersive Labs to Build Operational Cyber Resilience Across Commonwealth Countries



Background

Citi is a multinational investment bank and financial services corporation headquartered in New York City. As well as delivering financial services, in 2019 Citi supported the UK Foreign and Commonwealth Office in delivering the Commonwealth Cyber Exercise, also known as CyberX. This was part of Citi's support for the Commonwealth Cyber Declaration. Citi, along with partner organizations the IMF, World Bank, SABRIC, and the Commonwealth Secretariat, agreed to facilitate a cyber exercise for the financial services sector in Ghana, Kenya, Nigeria, South Africa, Tanzania, and Uganda.

Challenge

Citi needed to deliver this exercise across multiple countries simultaneously. Delivering a successful event required a stable online solution that would allow hundreds of participants to engage in the exercise at the same time globally. There were three key challenges:

- Deliver a scalable-on-demand solution to allow in-country participation, as well as an unlimited number of remote joiners
- Provide a solution with a simple interface and sign-up process for first-time users
- Create a low-bandwidth solution available on mobile devices, as connectivity capability would vary across regions



INDUSTRY: FINANCIAL SERVICES
REGION: UNITED STATES

CHALLENGE

- Deploy a scalable solution that can be simultaneously delivered in person and remotely
- Provide a quick sign-up process
- Provide a flexible solution that requires low bandwidth connectivity across regions and devices

RESULTS

- Delivered across four continents and nine countries
- Over 150 delegates participated in situ, with hundreds more participating online
- Individual and group responses captured and analyzed in real time

Using traditional tabletop exercising methods while linking countries over video conference would have made coordinating activities and keeping the sessions on track challenging.

Solution

In June 2019, Immersive Labs powered the Commonwealth Cyber Exercise, spanning four continents and nine countries. The exercise involved over 150 locally-based participants and hundreds of participants joining online, simultaneously playing three decision-based labs (co-authored with Citi).

Attendees were presented with a simulated, real-world threat scenario. This was followed by a facilitated discussion to understand information flow and coordination. Immersive Labs was the only viable platform that could deliver the exercise at scale simultaneously and remotely across multiple geographies.

Benefits

The event scaled seamlessly for all participants, regardless of location. Decisions were captured and analyzed in real-time to reinforce learning and develop understanding of incident response. Feedback from each delegate and the Foreign & Commonwealth Office underscored the event's success, and delegates were able to use the exercise to test their decision making, increase awareness of incident response, and explore opportunities for national and international cooperation.

Immersive Labs is trusted by the world's largest organizations and governments, including Citi, Pfizer, Daimler, Humana, HSBC, the UK Ministry of Defence, and the UK National Health Service. We are backed by Goldman Sachs Asset Management, Ten Eleven Ventures, Summit Partners, Insight Partners, Citi Ventures, and Menlo Ventures.

For more information, please contact sales@immersivelabs.com

“

The Immersive Labs Cyber Crisis Simulator allowed us to simultaneously facilitate a realistic ransomware exercise across central banks and financial institutions in six African nations, in support of the Commonwealth Cyber Declaration Programme.

Persons Name

Title,
Title, Citi