Darktrace transforms cyber learning and development landscape via Immersive Labs

Founded by cyber defense specialists in 2013, Darktrace is a global leader in cybersecurity AI. Their market-leading AI-powered solutions help protect 9,000+ customers from some of the world's most complex cyber threats, including ransomware, cloud, and SaaS attacks.

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The Challenge

As a highly diverse team, Darktrace struggled to provide an onboarding program that could cater to employees with different levels of cybersecurity knowledge and professional backgrounds.

Their existing cyber training program focused heavily on teaching employees how to use the Darktrace suite of services, but lacked focus on equipping employees with the wider range of specialized skills required in the dynamic field of cybersecurity.

Recognizing their need for a platform that could deliver training beyond their services, they sought a comprehensive, hands-on solution from Immersive Labs that could deliver continuous upskilling opportunities in a cost-effective manner.

The Solution

Immersive Labs presented a comprehensive two-pronged solution that was instrumental in transforming Darktrace's learning and development landscape.

To target hands-on skills, content from the Immersive Labs platform was integrated as part of a mandatory training program to newly onboarded security analysts over the first six months of employment. Employees were allotted scheduled hours to complete platform learning, which was supplemented with internal training and additional monthly topics chosen by Darktrace. The blend of internal and Immersive Labs training was vital in giving analysts from varying professional backgrounds a baseline of knowledge and grounding in cyber fundamentals within the first six months of employment.

"Having Immersive Labs underpinning all of our cyber training means we absolutely do have the confidence in our teams, that when they've gone through the onboarding process, they have the knowledge and hand-on experience to really hit the ground running" says Suzanna Beanland, Director of Analysis at Darktrace.

In addition to baselining cyber skills, Immersive Labs provided a fantastic opportunity for personal development and growth. The flexibility and breadth of content – from customizable career paths to the latest in Cyber Threat Intelligence labs – allowed Darktrace to foster a culture of continuous learning among their employees. Every member of the team now has equal, year-round, access to cyber training, at a fraction of the cost of more traditional methods.

Suzanna added "There's so much quality content on Immersive Labs that it helps our team think about what they could do outside of their existing roles and responsibilities, then proactively upskill in these areas so they can confidently move throughout the SOC and further their careers."

The Results

Darktrace's results since implementing Immersive Labs have been resoundingly positive.
In terms of platform adoption, implementation was embraced quickly and seamlessly. Over **12,500+ labs** have been completed across the team, with an average of **57.8 hours** spent in labs per user.

The reporting capabilities provided highly valuable insights into the progression of the employees, making it easier to track and promote progress both individually and collectively as a team. It also gave the Darktrace team a means of charting the capabilities of their entire team against industry-standard frameworks, such as MITRE ATT&CK. This has enabled managers to pinpoint areas with low coverage and strategically upskill in these crucial disciplines to increase their overall cyber resilience.

In the past 12 months, **Darktrace saw a 9% increase** in **MITRE ATT&CK** techniques covered, with total lab completions via **Immersive Labs** covering

95%+ of total MITRE ATT&CK techniques.

"The reporting aspect is incredible for me personally" added Suzanna. "Getting comprehensive data across the entire team is invaluable. Our monthly cadence call with our Customer Success Manager adds another layer of insight, allowing us to discuss trends and theorize causes for any fluctuations." Furthermore, the hands-on engagement through the use of leaderboards, monthly shout-outs for high achievers, and fostering a competitive environment for undertaking challenging tasks has significantly boosted engagement within the platform.

Moreover, the platform has afforded the company an equitable way to distribute its training budget. Platform adoption has allowed Darktrace to ensure every team member has equal opportunities for continuous learning, expansion of skills, and attainment of professional certifications at a manageable cost.

"Continuous. That's the key word here for me" added Suzanna. "With Immersive Labs, we have a level of continuous learning that sets them apart from other providers. Their commitment to staying current, regularly releasing new labs, including CVE labs, is invaluable. As part of a threat research team, having access to hands-on exercises right after encountering new threats is incredibly beneficial. Everyone has the same access, and the more you invest, the more you gain."

What next for Darktrace and Immersive Labs?

Darktrace aims to use the Immersive Labs platform to further facilitate the growth and career advancement of their employees. Having initially worked so closely with the Immersive Labs team to build out fundamental career paths, and with much of their team now well-versed in the platform, they plan to create new, more advanced, custom career paths to cater for the rising level of skill and knowledge across the company.

Moving forward, the company plans to integrate more competitive elements into their training. This includes more regular capture-the-flag (CTF) events intertwined with their Immersive Labs training, which would ensure a spirited and engaging learning experience for the team.

Finally, the company is planning more partner-oriented moves with Immersive Labs in the future. Darktrace hopes to participate in shared events with Immersive Labs, cultivating a strong collaborative relationship that extends beyond the current solution implementation. Working together at events will reaffirm their close collaboration and demonstrate an increased investment in comprehensive, innovative, and hands-on learning solutions for their team.