



mimecast

Transforming workplace culture: Managing insider risk with confidence

Real-world strategies and case studies to build a supportive,
resilient organization

Insider risk is more than just a buzzword; it's a pressing challenge for organizations navigating today's complex work environment. From employee well-being to fostering trust, tackling these risks requires a proactive, people-first approach.

This ebook dives into compelling case studies showcasing how companies have successfully used [Mimecast Governance & Compliance Suite](#) to monitor employee sentiment, improve communication, and create a workplace culture that prioritizes support and resilience. By understanding insider risk and implementing thoughtful strategies, organizations can safeguard their teams and drive sustainable success in a rapidly evolving landscape.

Stories

- Understanding employee behavior in internal communications .
- Quickly mitigating spammers on collaboration platforms.
- Detecting changes in employee sentiment around new leadership.
- Helping a non-profit uncover the context behind increasing acceptable use violations.
- Providing for the safety and well-being of frontline workers.
- Actively reducing harassment in the workplace.
- Helping to lead employees affected by global crises.
- Addressing security risks before breaches even occur.
- Measuring the efficacy and sentiment behind policy changes.
- Creating raving fans of new tools & processes with Mimecast Governance & Compliance Suite.
- Addressing compliance, dlp and records retention –all in one tool.
- Leveraging Mimecast Governance & Compliance Suite to aid in legal investigations.
- Putting employee mental health first with Mimecast Governance & Compliance Suite.
- Cultivating a more welcoming environment for all.
- Healthcare provider boosts morale with Mimecast Governance & Compliance Suite's help.

Insider Risk Management & Data Protection.

Learn more about detecting insider risk, protecting critical data, and accelerate responding to insider threats without burying your security team in complexity or impacting user productivity.

LEARN MORE

Problem

This large energy company lacked a formal system to monitor employee behavior and sentiment regarding internal communications, which hindered their ability to ensure that collaboration was healthy and productive.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved company culture**

Employees rate learning & development opportunities as the number one driver for great work culture.

- **Increased efficiency**

Companies report a 99% reduced time to resolution of operational failures.

- **Reduced employee attrition**

78% of people say they're more likely to stay with an employer because of their benefits.

Understanding employee behavior in internal communications problem

Customer Story

A large energy company relied solely on their collaboration platform to manage internal communications. However, they lacked a formal system to monitor employee behavior and sentiment regarding these messages, which hindered their ability to ensure that collaboration was healthy and productive.

By implementing Mimecast Governance & Compliance Suite, they gained daily, real-time insights into external events discussed by employees, evaluated the success of internal campaigns, and maintained an overall pulse check of their collaboration groups. With Mimecast Governance & Compliance Suite, they could quickly assess sentiment, enabling their communications team to make informed decisions about when and what to communicate and adjust strategies at an organizational level.



We gained the ability to create a strong collaborative culture where employees worked efficiently while mitigating the risks associated with human behavior at scale."

Energy Organization

Problem

This non-profit foundation faced a significant security threat when bad actors gained access to their collaboration platform through malicious links and spoofed accounts, leading to thousands of spam messages and compromised accounts.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved risk posture**

The average risk incident costs a business more than \$500k.

- **Increased efficiency**

Average time to contain a breach is 88 days.

Quickly mitigating spammers on collaboration platforms

Customer Story

A non-profit foundation uses a collaboration platform to communicate with their global community, many of whom are not technically inclined. Recently, bad actors gained access to the non-profit's collaboration platform through malicious links and spoofed accounts.

These spammers exploited these accounts to send thousands of messages to internal channels, hack other accounts, and inundate their networks. Microsoft was slow to respond to their calls for help, and the spammers were hacking more accounts by the minute.

Enter Mimecast Governance & Compliance Suite!

The non-profit set up a rule to filter messages that met the criteria for spam. Once this rule was established, they could immediately detect and automate the deletion of these messages. Mimecast Governance & Compliance Suite also helped them quickly identify hacked and spoofed accounts. Thanks to Mimecast Governance & Compliance Suite, over 9,000 spam messages were caught and remediated, saving the limited staff hundreds of hours that would have been spent manually deleting them.

Problem

The corporate communications department of a large utility company lacked a process to identify and address negative employee sentiment regarding recent leadership changes, risking growing employee dissatisfaction going unaddressed.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved company culture**
Employees who feel heard are 4.6x more likely to feel empowered to do their best work.
- **Improved change management**
65% of companies are 'somewhat ineffective' or worse at introducing change caused by strategic initiatives.

Detecting changes in employee sentiment around new leadership

Customer Story

A large utility company's corporate communications department lacked a process to identify and address negative employee sentiment regarding recent leadership changes, creating a risk of growing employee dissatisfaction going unaddressed.

To tackle this challenge, they implemented Mimecast Governance & Compliance Suite. Using these tools, the corporate communications team set up alerts to track shifts in employee emotion — both positive and negative. Mimecast Governance & Compliance Suite's dashboard provided a continuous pulse on conversation activity and engagement by surfacing trending topics on a daily, weekly, and monthly basis.

Mimecast Governance & Compliance Suite further empowered the team by identifying conversations around keywords related to new leadership and initiatives tied to the organizational changes. With these insights, the company gained a real-time understanding of employee sentiment and the ability to proactively address concerns.



The company now feels more comfortable understanding employee reactions to their corporate announcements. These insights helped our communications team quickly shift our objectives to better support employee needs and avoid potential insider risk incidents caused by miscommunication. "

Utility Organization

Problem

Faced with the challenge of maintaining a secure and compliant work environment, a non-profit organization sought to monitor and manage employee interactions within their collaboration platform.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved company culture**
88% of job seekers say a healthy culture at work is vital for success.
- **Improved risk posture:**
The average risk incident costs a business more than \$500k.

Helping a non-profit uncover the context behind increasing acceptable use violations

Customer Story

To uphold compliance and security standards, a non-profit implemented Mimecast Governance & Compliance Suite to help identify violations of their acceptable use policy. Initially, they received only a few alerts on inappropriate conversations; however, they soon noticed a significant uptick in violations and needed to investigate further.

Using Mimecast Governance & Compliance Suite, their HR team made a problematic discovery: employees were not only able to invite their personal non-employee friends to the organization's collaboration platform, but they were actively inviting dozens of them.

With this valuable knowledge, they promptly enabled the appropriate security settings in their collaboration tools to ensure that only employees could access them, significantly reducing the risk of unauthorized access and potential data breaches.



We also implemented additional security measures, including two-factor authentication, and used this as a coaching tool for our acceptable use policy."

Non-profit Organization

Problem

The global franchise restaurant discovered that a manager was engaging in inappropriate conversations and retaliating against a subordinate after a relationship ended, highlighting a violation of their corporate acceptable use and harassment policies.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved company culture**
88% of job seekers say a healthy culture at work is vital for success.
- **Protected brand reputation**
86% of potential employees would not apply or continue to work for a company that has a bad reputation with former employees or the public.
- **Reduced employee attrition**
Companies report 5% annual cost savings by reducing turnover expenses, equating to millions.

Providing for the safety and well-being of frontline workers

Customer Story

A global franchise restaurant used Mimecast Governance & Compliance Suite to find potential violations of their corporate acceptable use and harassment policies. In one case, an event was triggered that showed a manager having inappropriate conversations and relations with their subordinate.

They were able to look at historical conversations between these two employees and found that the subordinate recently ended the relationship, and the manager was retaliating against them by not scheduling them for shifts.

While they were unhappy to uncover situations like these, they welcomed the chance to rectify them, as they were in direct violation of their goal to provide a safe workplace for their employees.



We were alerted to the conversations in near-real time, see the full context of the situations and immediately act by involving company leadership and local authorities.”

Global Franchise Restaurant

Problem

The HR team of a social enterprise foundation sought to improve their monitoring and response to increasing instances of harassment and bullying within their digital workspace, as they lacked a proactive system to identify and investigate such issues before they escalated.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Reduced expenses**

A single toxic employee can cost a company \$12K per year.

- **Increased efficiency**

Increasing data volumes & data types are cited as the two biggest eDiscovery challenges today.

- **Improved company culture**

88% of job seekers say that a healthy culture at work is vital for success.

Actively reducing harassment in the workplace

Customer Story

A social enterprise foundation's HR team sought to improve how they monitored and addressed the rising instances of harassment and bullying within their digital workspace. While their Digital Workplace and Legal teams could surface incidents after they occurred, they needed a more proactive system to identify and investigate employee harassment before it escalated.

With Mimecast Governance & Compliance Suite, they gained the ability to identify messages or individuals exhibiting toxic behaviors, complete with context. Mimecast Governance & Compliance Suite provided a clear view of potentially problematic areas within the organization, enabling the team to focus their efforts more effectively.



The HR department used this data to offer effective coaching and foster a healthy digital collaboration environment — making employees much happier.”

Social Enterprise Foundation

Problem

The global pharmaceutical company was focused on ensuring the safety and well-being of its employees in Russia and Ukraine during the Russo-Ukrainian war in 2022, needing to mitigate insider threats and maintain respectful, factual conversations on their internal collaboration platform amidst prevalent rumors.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved company culture**
88% of job seekers say that a healthy culture at work is vital for success.

Helping to lead employees affected by global crises

Customer Story

A global pharmaceutical company was concerned about ensuring the safety and well-being of its employees in both Russia and Ukraine during the Russian-Ukrainian war in 2022. Their top priorities included keeping employees secure and informed, mitigating potential insider threats, and ensuring conversations within their internal collaboration platform remained factual and free from hate.

Using Mimecast Governance & Compliance Suite, the company was able to highlight key topics in near real-time, proactively identifying conversations related to the conflict. They then leveraged Mimecast Governance & Compliance Suite's rules to aid in moderating discussions, maintaining a respectful and accurate dialogue. Additionally, the company posted governance changes and used Mimecast Governance & Compliance Suite to ensure that communications stayed on topic.



Mimecast Governance & Compliance Suite can filter for foreign languages, so their results removed English results – surfacing only the information that was most important for the colleagues affected. Due in part to the insights from Mimecast Governance & Compliance Suite, the affected employees reported feeling supported during the initial days of the war. The company felt that they were much better equipped to handle future

Problem

The international retailer faced the threat of a security breach due to the substantial number of employees engaging daily on their internal collaboration platform and sought to test their vulnerability to phishing scams after a competitor was compromised.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved risk posture:**
Reduced malicious insider threat events by 90%.
- **Protected brand reputation:**
A company's reputation accounts for 63% of its market value.
- **Reduced expenses**
Cyber-attacks such as phishing cost large organizations almost \$15 million annually, or more than \$1,500 per employee.

Addressing security risks before breaches even occur

Customer Story

An international retailer, with hundreds of thousands of employees engaging daily on their internal collaboration platform, was highly Mimecast Governance & Compliance Suite of the threat of a potential security breach due to the sheer volume of users, systems, and conversations.

After witnessing a competitor fall victim to a phishing scam that compromised their platform, the company decided to test their own vulnerability to a similar event. The security team replicated the phishing scam and utilized Mimecast Governance & Compliance Suite, along with Optical Character Recognition technology, to create policies that identified images and keywords associated with the scam.

This approach immediately uncovered hundreds of employees who fell for the simulated scam. The organization used insights from Mimecast Governance & Compliance Suite to improve their risk posture and turned the exercise into an opportunity to educate employees on recognizing and avoiding phishing threats.

Problem

The non-profit organization was concerned about data loss from unauthorized access to their internal systems and introduced a policy that logged out users every 24 hours, which led to employee complaints and potential dissatisfaction.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved change management**
37% of companies say gaining support across the whole organization is the toughest implementation challenge.
- **Improved company culture**
More than 1/3 of staffers think their company doesn't listen to their ideas for improvement.

Measuring the efficacy and sentiment behind policy changes

Customer Story

A non-profit organization was concerned about data loss from unauthorized access to their internal systems and introduced a policy that automatically logged out users every 24 hours.

After receiving three public complaints about the change in collaboration channels, leadership wanted to determine if additional frustrations were being expressed privately. The IT team utilized Mimecast Governance & Compliance Suite to track real-time adoption and satisfaction with the policy.

Using Mimecast Governance & Compliance Suite, they created a topic report based on keywords associated with complaints, which revealed related themes and employee sentiment. The analysis uncovered widespread frustration, primarily due to a lack of communication about the reasoning behind the policy. Leadership then used this insight to open a dialogue and explain the rationale for the change.



Moving forward, a rule on Signal will be created before changes go out to alert the team to related discussion and ensure a smooth rollout of new processes and policies.”

Non-Profit Organization

Problem

The healthcare provider sought to understand employee sentiment regarding their Electronic Health Record migration, as they were concerned that negative feelings might arise from the significant changes involved but previously lacked the real-time insights necessary to gauge employee reactions effectively.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved change management**
Implementing digital technologies to aid in change management increases progress towards company goals by 22%.
- **Improved company culture**
Statistics show that real-time feedback boosts the success of key initiatives.

Creating raving fans of new tools & processes with Mimecast Governance & Compliance Suite

Customer Story

A healthcare provider wanted to gauge employee sentiment regarding their Electronic Health Record (EHR) migration. Previously, they relied on surveys, roundtables, and direct feedback, lacking the ability to listen to employees' voices in near real-time.

Concerned that sentiment might be low due to the significant impact of the migration, the team set up Mimecast Governance & Compliance Suite rules to monitor keywords related to the migration, such as the tool's name and terms like "excited" and "frustrated."

With Custom Reporting, they analyzed keywords and phrases in near real-time and discovered, to their surprise, that sentiment around the migration was overwhelmingly positive. Employees praised the seamless transition and congratulated teammates, providing leadership with valuable insights into the success of the rollout.



Swapping out a core system is a huge undertaking and being able to listen in real time to what teams are saying and feeling is a critical part of adoption and success prediction – all made possible with Mimecast Governance & Compliance Suite."

Healthcare Organization

Problem

A large European beverage company struggled to ensure GDPR compliance and acceptable use policies on their collaboration tools amid multilingual communication.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved risk posture**
1:166 messages contain sensitive information
- **Improved company culture**
A single toxic employee can cost a company \$12K per year.
- **Reduced expenses**
Organizations lose an average of \$5.87 million in revenue due to a single noncompliance event.

Addressing compliance, DLP and records retention –all in one tool

Customer Story

A large European beverage company grew concerned about behavior observed on their collaboration tools, with GDPR compliance and internal acceptable use policies being top priorities.

They also sought to minimize IP loss by ensuring healthy discussions around competitors. Adding complexity, employees communicated in multiple languages. By partnering with Mimecast Governance & Compliance Suite, the company implemented multilingual rules to enforce internal policies. Flagged messages included threatening speech, trade secrets, and PII. With contextual insights, IT and Communication teams could efficiently review and address violations. Robust data management tools further ensured data retention was minimized to comply with regulations.

The team successfully reduced the sharing of PII and sensitive data to “almost zero.”



We were able to quickly address cases of inappropriate behavior, leading to safer and happier employees.”

European Beverage Organization

Problem

A large European beverage company struggled to ensure GDPR compliance and acceptable use policies on their collaboration tools amid multilingual communication.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved risk posture**
1:166 messages contain sensitive information
- **Improved company culture**
A single toxic employee can cost a company \$12K per year.
- **Reduced expenses**
Organizations lose an average of \$5.87 million in revenue due to a single noncompliance event.

Leveraging Mimecast Governance & Compliance Suite to aid in legal investigations

Customer Story

A restaurant chain had an ongoing lawsuit where a woman felt she was retaliated against because she posted something in their collaboration platform asking for HR's phone number and needing assistance. The message was then deleted.

The legal team wanted to investigate if the message ever existed and if so, if it was, in fact, posted and later deleted. The legal team used Mimecast Governance & Compliance Suite to search all content for that specific custodian and then was able to granularly filter the content by deletes.

They found the post was in fact deleted and sent the evidence to legal.



Mimecast Governance & Compliance Suite's ability to surface this information, complete with context, allowed the legal team to reduce their investigation time and gave them more confidence in their overall eDiscovery process."

Restaurant Organization

Problem

The international transportation company was concerned about employee mental health and the potential consequences of an angry and frustrated post made by an employee on their internal collaboration platform, which was later deleted, prompting the need for further investigation into the employee's well-being.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved company culture**
78% of people say they're more likely to stay with an employer because of their benefits.
- **Reduced employee attrition**
88% of job seekers say a healthy culture at work is vital for success.

Putting employee mental health first with Mimecast Governance & Compliance Suite

Customer Story

An international transportation company recognizes that employee mental health is crucial to their business success and strives to empower employees to seek help when needed. In one instance, an employee expressed anger and frustration in an after-hours post on their internal collaboration platform using a four-letter word, which was later deleted.

Using Mimecast Governance & Compliance Suite, the company flagged the post and its deletion for further investigation. The team conducted a Search & Discover query to gain deeper insights into the situation surrounding the employee.

Upon reviewing the search results and the posts related to the incident, it became evident that the employee was struggling with personal issues and needed support.



The company stepped in and was able to help the employee through their Employee Assistance Program (EAP). Before Mimecast Governance & Compliance Suite we would never have been able to surface this issue and help the employee."

International Transportation Organization

Problem

The global company struggled to efficiently surface safety concerns on their internal communication platform, as moderators had to manually review groups, raising significant concerns about compromised employee experience and delayed responses to critical issues.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved company culture**

Half of workers say discrimination, prejudice, and harassment is a problem at their workplace and it impacts the overall culture.

- **Reduced employee attrition**

Turnover due to culture may have cost organizations as much as \$223 billion over the past several years.

Cultivating a more welcoming environment for all

Customer Story

A global company relied on its internal communication platform to connect thousands of employees worldwide. However, without an efficient way to surface topics of concern, moderators were forced to manually review groups, raising significant concerns about the overall employee experience.

Using Mimecast Governance & Compliance Suite, the company implemented automated email alerts for safety concerns flagged on their platform. When an employee publicly raised safety concerns while criticizing the executive leadership team, the system triggered an alert and temporarily hid the post, enabling the company to take immediate action.

Leadership was promptly notified and took steps to reinforce the company's commitment to diversity, equity, and inclusion. This included engaging in a one-on-one dialogue with the affected employee to address their concerns.



Leadership was impressed by the speed and accuracy with which the team was able to act on this critical issue and looks forward to continuing to use Mimecast Governance & Compliance Suite to make a safe space for all their employees."

Global Company

Problem

An American healthcare provider faced growing employee unrest, heightened insider risk, and pandemic-related burnout, which created a need to proactively support employees, address toxic sentiment, and adjust leadership communication strategies.

Solution

Mimecast Governance & Compliance Suite

Customer Outcomes

- **Improved company culture**
74% of employees report they are more effective at their job when they feel heard.
- **Reduced employee attrition**
Turnover due to culture may have cost organizations as much as \$223 billion over the past several years.

Healthcare provider boosts morale with Mimecast Governance & Compliance Suite's help

Customer Story

An American healthcare provider observed growing unrest among employees, heightened tensions, and increased insider risk due to negligent behavior, with many employees experiencing burnout from the pandemic.

The communications team needed to assess whether employees required additional support and if leadership needed to adjust their communication strategy. Their goal was to proactively address rumors and gossip while ensuring employees felt supported and valued.

By implementing Mimecast Governance & Compliance Suite, the provider gained a real-time, authentic understanding of employee concerns. They set up Signal rules to monitor hot topics like COVID and BLM, along with reports to flag potential toxic sentiment. With these insights, they provided valuable feedback to leadership, introduced new benefits to combat turnover, and successfully boosted employee morale.



In several cases, we were able to guide employees in need of additional mental health support to their EAP. We also proactively addressed several issues within the organization, including rumors of a COVID outbreak."

American Healthcare Provider



HUMAN RISK, SECURED.

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