

Mimecast Engage

Mitigate human risk with insight-driven security behavior management

The Problem

Keeping employees secure in today's workplace is more challenging than ever. Fueled by AI, deepfakes, and automation, threat actors have doubled down on business email compromise (BEC) and social engineering. With new sophistication, attackers bypass security controls and directly target human access, action, and communication.

This backdrop magnifies an age-old problem: traditional training and awareness programs fail to drive real change. We can't safeguard people – our most important asset – by trying to remedy human risk with an outdated, one-size-fits-all program. It's time for a smarter, risk-driven approach.

The Solution

Mimecast Engage transforms security awareness into a proactive, adaptive layer of intervention, delivering true security behavior management. Engage combines real-world risk insights with targeted interventions, empowering organizations to:

- Uncover your highest-risk employees
- Deliver targeted training and personalized intervention
- Build a resilient culture that reduces human-driven risk at its source
- Bolster your broader human risk management strategy

8% of employees are responsible for **80%** of security incidents.*

60% of security breaches involve a human element.**

The Platform

Mimecast's Human Risk Command Center (HRCC)

Mimecast's Human Risk Command Center (HRCC) is the driving force behind Engage. The HRCC analyzes and operationalizes human risk signals from across your Mimecast ecosystem and beyond. With third-party integrations for identity protection, sensitive data handling, malware, and email, the HRCC constructs a single, actionable view of risk:

- **Dynamic Human Risk Scoring**
Access CISO-ready risk metrics in real time.
- **Centralized Insights**
Unify distinct signals for an enriched view of behavioral risk (17 integrations).
- **Automated Interventions**
Deliver targeted nudges, just-in-time training, and adaptive controls.
- **Customizable Watchlists**
Automatically segment users by specific risk factors, behaviors, or attributes.

* Size and Shape of Workforce Risk, Cyentia Institute 2023

** 2025 Verizon Data Breach Investigations Report

Engage Solution Overview

Engage Core

The foundation for security behavior management. With comprehensive training, phishing simulations, and real-time risk scoring powered by the Human Risk Command Center, Engage Core empowers you to identify and manage risk across your ecosystem while delivering essential training. Designed for teams looking to jumpstart their human risk management journey.

Engage Pro

Advanced and adaptive capabilities to take your program to the next level. Engage Pro supercharges your security behavior management efforts with behavioral nudges and personalized user scorecards to deliver more targeted interventions. Designed for teams that value integrated human risk management, proactive risk reduction, and a truly risk-aware culture.

Capabilities	Engage Core	Engage Pro
Phishing Simulation		
Phishing Simulation	●	●
Phishing Reporting & Analytics	●	●
Direct Mail Injection	●	●
Email Reporting Plug-in (O365)	●	●
AI Phishing Template Generator		●
Training		
All Modules	●	●
Training Reporting & Analytics	●	●
SCORM Files	●	●
Human Risk Command Center		
HRCC Dashboard	●	●
HRCC Watchlists & Watchlists Manager	●	●
HRCC Third-Party Integrations	●	●
Adaptive Intervention & Personalization		
Nudges (email, Slack, Teams)		●
User Scorecards		●

Capabilities Summary

Phishing Simulation	<p>Comprehensive testing: Extensive library of phishing templates (e.g., multi-stage, credential theft) and fully customizable template editor</p> <p>Real-World inspiration: Leverage templates based on real phishing threats blocked by Mimecast</p>
Training Content	<p>Library: 200+ TV and instructor-style micro-learning modules</p> <p>Topics: Covers phishing, data privacy, executive training, social engineering and more</p> <p>Global accessibility: Available in 27 languages</p> <p>Compliance: Aligned with key industry standards (ISO, NIST, PCI DSS, GDPR, HIPAA)</p>
Behavioral Nudges	<p>Just-in-time delivery: Deliver 20–40 second mini modules via Microsoft Teams, Slack, and email to reinforce positive behaviors and address risky actions</p> <p>Risk response: Nudges send in response to real-world security events: training, phishing simulation, phishing attacks, malware events, and sensitive data handling</p>
Scorecards	<p>Personalization: Deliver direct end-user feedback and personal scoring from Engage and HRCC</p> <p>Customizable: Determine which data points to display and add optional calls to action</p>
Administration & Automation	<p>Simplified management: Launch a 12-month program in minutes with automated scheduling for training, phishing campaigns, and interventions</p> <p>Comprehensive reporting: Access essential compliance and efficacy reporting across program touchpoints</p>