

Infinity Group UK achieves **99% phishing resilience** and cuts **human cyber risk by 60%** with usecure



Company – Infinity Group
Website – www.infinitygroup.co.uk

At a Glance

Infinity Group UK, a leading managed service provider delivering IT solutions across the UK, significantly reduced its human cyber risk and strengthened staff vigilance against phishing attacks using usecure's Human Risk Management platform.

By automating security awareness training, streamlining compliance processes, and delivering realistic phishing simulations, Infinity Group UK achieved:



99% phishing resilience (1% compromise rate across 513 simulations)



Over 60% decrease in Human Risk Scores (from 565 to 223)



93% decrease in uPhish Risk Score (from 350 to 23)



91% average training score across 209 completed courses

About Infinity Group UK

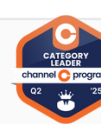
Founded in 2001, Infinity Group UK provides IT support, consultancy, and managed services to organisations across the UK. Their expertise spans cloud solutions, cybersecurity, and IT infrastructure, with a mission to help businesses thrive through reliable and secure technology solutions.

- **Founded:** 2001
- **HQ:** Tunbridge Wells, UK
- **Company Size:** 51–200 staff
- **Industry:** Managed Service Provider (MSP)

The Challenge

Infinity Group UK wanted to strengthen staff cyber awareness, meet compliance requirements, and prepare for an ISO audit.

The key challenge was finding a solution that was easy to manage, automated, and capable of evidencing results for audits while improving staff resilience against phishing.



The Customer

Delivering IT Support, Consultancy & Managed Services

Founded in 2001, Infinity Group UK provides IT support, consultancy, and managed services to organisations across the UK. Their expertise spans cloud solutions, cybersecurity, and IT infrastructure, with a mission to help businesses thrive through reliable and secure technology solutions.

The Challenge

Improving Awareness, Compliance and Audit Preparedness

Infinity Group UK wanted to deliver regular, monitored staff training that would both raise awareness of cyber risks and support compliance needs. As a managed service provider supporting a wide range of clients, Infinity Group UK also needed a solution that could be easily scaled and reported on across different industries, while still meeting its own internal compliance and audit requirements. Preparing for an ISO audit and training staff on GDPR were key drivers, alongside the need to gain a clearer understanding of the company's overall human cyber risk.

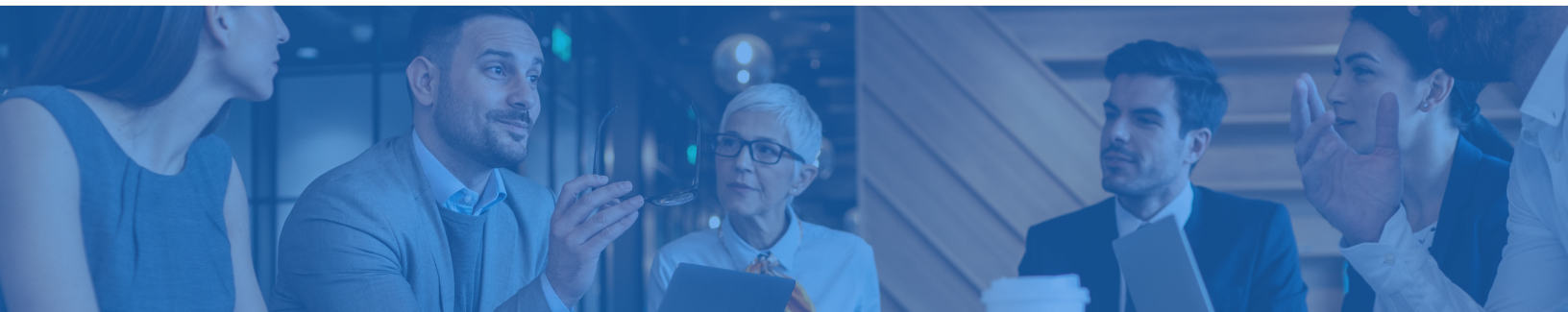
Specific goals included:

- Increasing staff **awareness** of cyber risks
- Delivering consistent **compliance** training on topics like GDPR
- Maintaining evidence of **training** and testing for **ISO audit readiness**
- **Understanding** the organisation's overall human cyber risk profile

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“We needed a platform that was easy to use, quick to roll out to all staff, and could help us measure and improve our human cyber risk. The ability to automate training and gain visibility into phishing resilience has been a real game-changer for us.”

IT Infrastructure Manager
Rory M. | Infinity Group UK



uLearn	Video-based security awareness training
uPhish	Phishing simulations based on real-life scams
uBreach	In-depth dark web breach exposure monitoring
uPolicy	Automated policy management and signature tracking

The Solution

usecure automates awareness, compliance and audit readiness

To address these needs, Infinity Group UK implemented usecure's Human Risk Management platform:

- **Automated Security Awareness Training** – Staff completed 209 training courses with an average score of 91%.
- **Phishing Simulations** – 513 phishing simulations delivered, with only 1% of attempts compromised, driving phishing resilience up to 99%.
- **Risk Reporting** – Management gained real-time visibility into the company's human cyber risk, including detailed uPhish and overall company scores.
- **Automation** – Training, simulations, and reporting processes were streamlined to save time and reduce manual administration.

The Results

usecure Cuts Human Cyber Risk by 60% for Infinity Group

After launching targeted phishing simulations and awareness campaigns, Infinity Group UK saw rapid improvements:

- Over **60%** reduction in overall Human Cyber Risk Score (from 565 to 223)
- **93%** decrease in uPhish Risk Score (from 350 to 23)
- **99% phishing resilience** (513 simulations, 1% compromised)
- **91% training average** across 209 completed courses.

These improvements not only strengthened Infinity's internal security posture, but also reinforced confidence in their ability to protect client organisations — a critical responsibility for every MSP.



“The automation features save us time, and being able to understand our human risk at a glance is invaluable. The variety of reports available on the platform has also been a key benefit.”

How They Did It

usecure simplifies Infinity Group UK's training, simulations and risk reporting

Infinity Group UK used usecure's platform to deliver regular, monitored staff training and phishing simulations across the business. Employees engaged with security awareness courses, completing 209 modules with an average score of 91%, while phishing simulations tested their ability to spot real-world threats — resulting in only 1% of simulated attacks being compromised.

The automation features meant campaigns could be delivered consistently with minimal administrative effort, while reporting tools provided clear visibility of company-wide risk. This allowed Infinity Group UK to measure improvements over time and ensure that staff were continually strengthening their awareness of cyber risks. These initiatives contributed directly to a 93% reduction in uPhish risk scores and over a 60% decrease in the company's overall human cyber risk score.



Human Risk Management, built for MSPs

Grab a not-for-resale (NFR) license and test usecure internally, for free.



Scan the QR, or head over to
<https://www.usecure.io/en/partner/nfr>

✓ Admin-lite automation

✓ Risk-tailored training

✓ Flexible monthly billing