

# Dubber Nailed Their ISO and GDPR Goals, Here's What Made the Real Difference



## Fewer phishing clicks

Dubber has seen a steady drop in simulation failures.

## Better visibility

Real-time insights show who needs more training.

## Compliance made easy

Supports ISO 27001, GDPR, PCI DSS tracking.

### Company size

51-200 employees

### Industry

Software  
Development

### About

They are a trusted partner to over 230 Communication Service Providers (CSPs), helping to reimagine how conversations are captured, understood, and utilised. Their cloud-native platform enables CSPs to deliver differentiated, high-margin services at scale by capturing, storing, and analysing conversations across voice, video, and text on major unified communication (UC) platforms, collaboration platforms, native mobile networks, and contact centre (CCaaS) platforms.



**“Phishing Tackle has really helped us manage the human factor without making it complicated. The cultural shift has been the biggest impact, staff are more vigilant and proactive, and we have much better visibility to manage risk.”**

**Franchere Chan**

Head of Trust Engineering for Dubber



Dubber provides cloud-based conversation capture and intelligence services, partnering with the world's biggest telecom providers and unified communications platforms like Zoom and Microsoft Teams. Their solutions help regulated industries capture calls for compliance and unlock valuable insights from conversations.

Franchere Chan leads governance, risk and compliance at Dubber, overseeing information security, cyber resilience and privacy. She recognised that while their technical defences were solid, they needed a better way to manage human risk, especially phishing.

Before implementing Phishing Tackle, there was limited visibility into specific staff vulnerabilities or targeted areas for improvement.







**“Phishing Tackle is simple, it works, and it delivers real value. I’d highly recommend it to other organisations.”**

**Franchere Chan**

Head of Trust Engineering for Dubber

“You can’t manage what you can’t see,” she says. This lack of insight made it difficult to identify which employees needed more support or how to reduce risk across the business.

Phishing Tackle offered a straightforward, easy-to-manage solution that suited Dubber’s size and needs. With automated phishing simulations, real-time reporting and managed support, the team gained the visibility and control they lacked before.

The platform also helped Dubber meet its compliance obligations for standards like ISO 27001, GDPR and PCI DSS by making policy distribution and staff acknowledgements easy to manage and track.

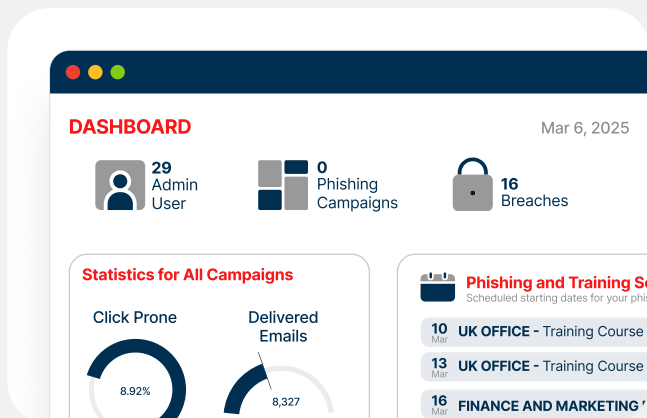
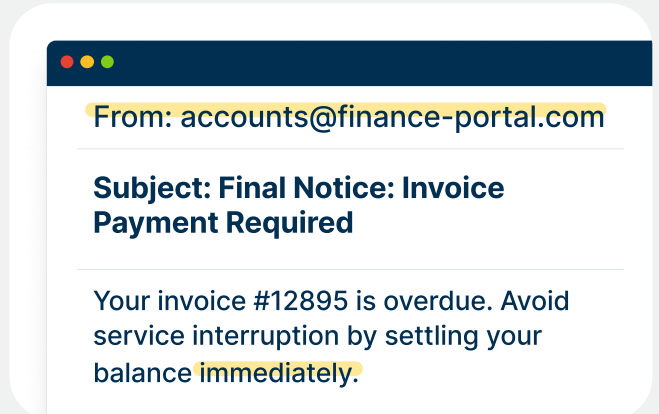




# How Phishing Tackle Helps Dubber Stay Secure and Compliant

## Clear visibility into risk

Phishing simulations show which employees are vulnerable so training can be targeted before issues arise.

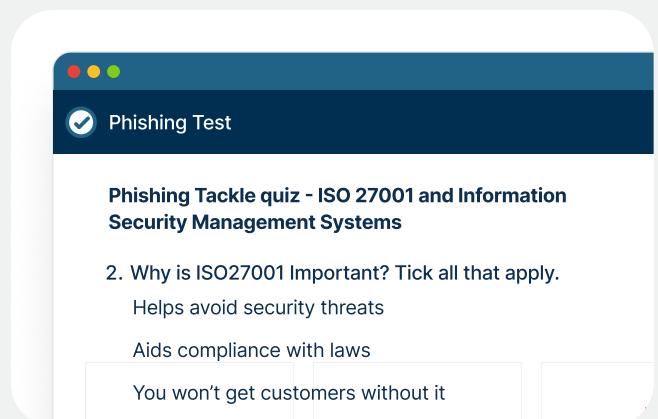


## Simplified policy management

Policies are sent and tracked in one place, reducing admin and ensuring compliance requirements are met.

## Supporting multiple compliance frameworks

Phishing Tackle helps Dubber meet ISO 27001, GDPR and PCI DSS requirements, as well as cyber insurance obligations.



## Training and Resources



## Timely, targeted training

Staff who fall for simulations automatically receive short, focused training, reinforcing learning at the right moment.

