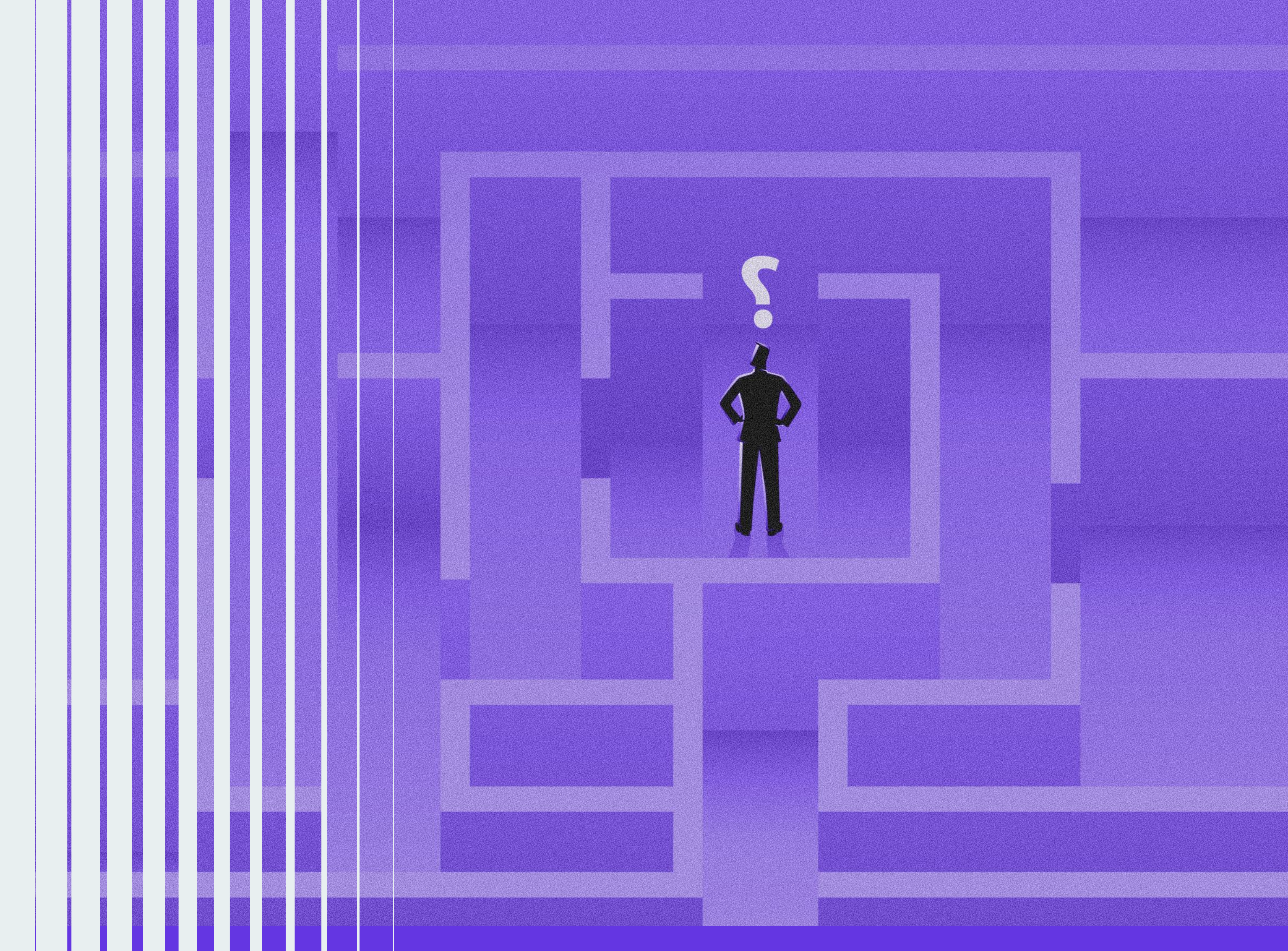




INFOSHIELDTM
The Awareness Solution

CASE STUDY

From Complexity to Clarity: A Multi-Tenant Cybersecurity Awareness

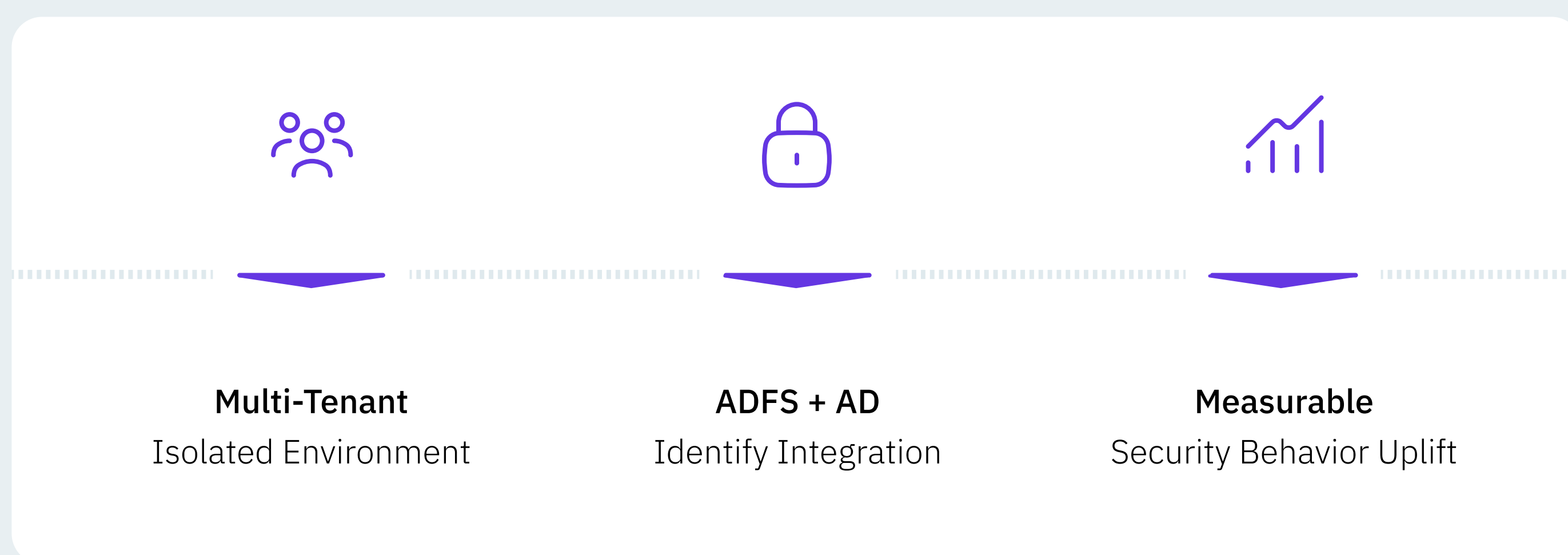
CONFIDENTIAL MINISTRY | ON-PREMISES DEPLOYMENT | MULTI-TENANT ARCHITECTURE

Executive Summary

Government ministries operate within complex, high-stakes IT environments where the security of sensitive data and the awareness of every employee are paramount.

The Confidential Ministry faced a unique challenge: it needed a cybersecurity awareness platform capable of serving multiple distinct organizational tenants simultaneously — each with its own identity infrastructure, branding, communication settings, and administrative governance — all while maintaining the data sovereignty and control that a public-sector entity demands.

Cerebra's Infoshield platform was deployed on-premises to meet this mandate. The result was a tailored, enterprise-grade cybersecurity awareness solution that unified the Ministry's diverse tenant landscape under a single, secure, and manageable framework — measurably improving both cybersecurity posture and employee behavior across the organization.

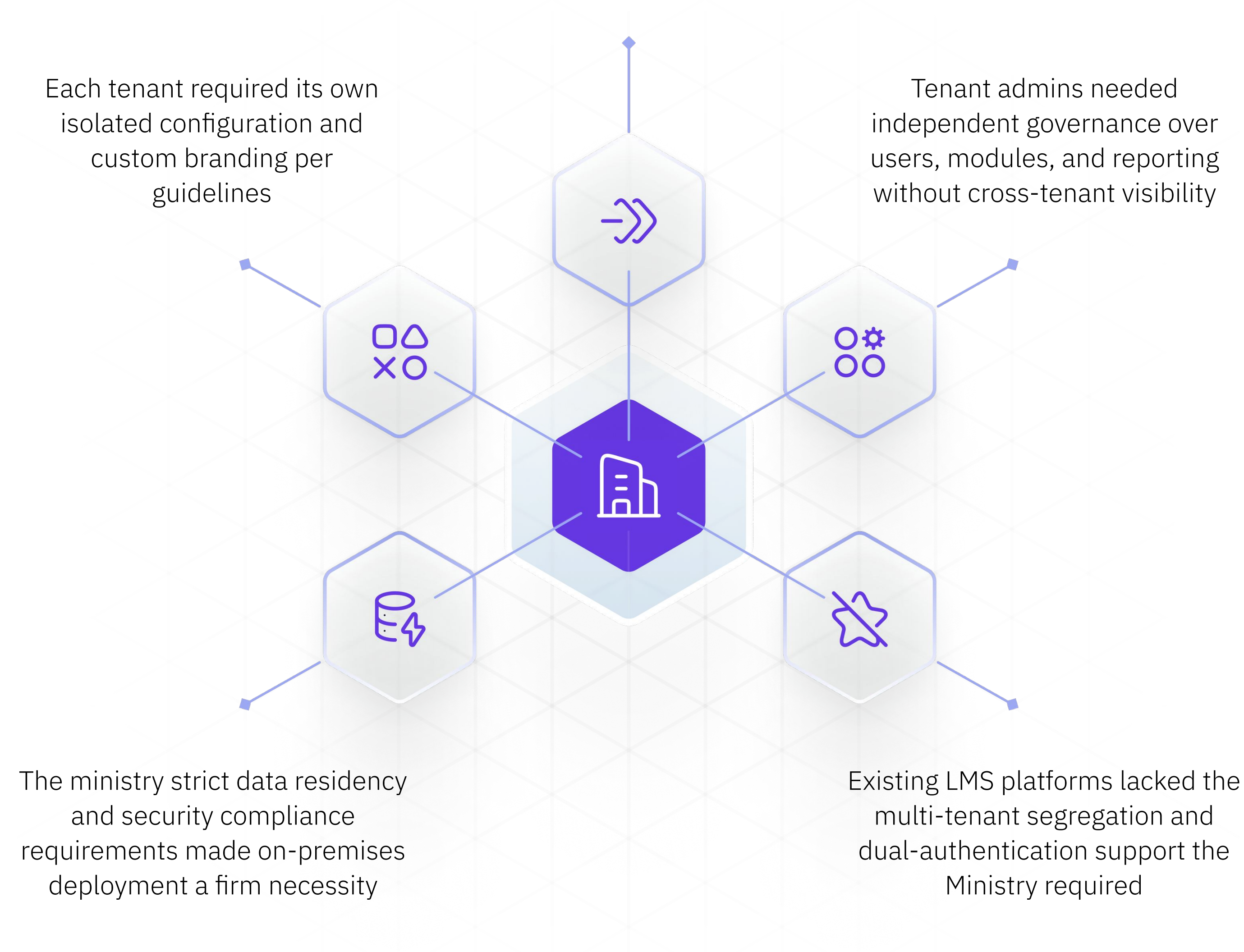


The Challenge

As a central government body, the Confidential Ministry operates with a layered organizational structure encompassing multiple departments, affiliated entities, and business units — each functioning as a separate tenant and connected to the IT ecosystem of the Confidential Ministry.

This architecture introduced several compounding technical and operational challenges:

Identity management was fragmented: some tenants used ADFS for SSO, others used local Active Directory



In short, the Ministry needed a cybersecurity awareness solution that could be as operationally complex as the organization it served — without sacrificing security, usability, or administrative clarity.



The Core Requirement

A single on-premises platform capable of hosting fully isolated multi-tenant environments — each with dedicated branding, configuration, and identity integration — while enabling centralized oversight for the Ministry's leadership.

The Solution

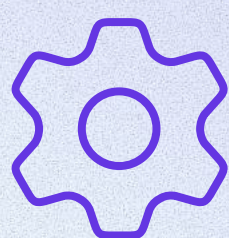
Cerebra deployed Infoshield as a fully on-premises installation, purpose-configured to address the Ministry's multi-tenant complexity. The implementation was structured around four core technical pillars:

1 → 	Multi-Tenant Architecture	Each organizational unit was provisioned as a fully isolated tenant within a single Infoshield instance. Tenant boundaries ensured complete data segregation — configurations, users, reports, and modules were never shared or visible across tenant lines.
2 → 	Dedicated Branding & Configuration	Every tenant was assigned its own branding and configurations, ensuring that awareness campaigns, notifications, and certificates were delivered under the correct organizational identity — a critical requirement for credibility and deliverability in a government context.
3 → 	Dual Identity Integration	Infoshield's flexible LDAP and ADFS connectors were leveraged to accommodate the Ministry's mixed identity landscape. Tenants using ADFS enjoyed seamless federated single sign-on, while those operating local Active Directory environments were synchronized via LDAP — providing a frictionless login experience for all users regardless of their infrastructure.
4 → 	Tenant-Level Administrative Controls	Each tenant was granted its own dedicated administrator account with scoped permissions. Tenant admins could independently manage users, schedule modules, configure notifications, and access KPI dashboards — while the Ministry's central team retained a top-level supervisory view across all tenants.

Beyond its technical architecture, the deployment was tailored to the Ministry's requirements. Content modules were scheduled in alignment with the Ministry's security awareness calendar, and bilingual support (Arabic and English) ensured accessibility for all staff regardless of their primary language — a critical consideration in a diverse government workforce.

Technical Highlights

01.



Infrastructure & Deployment

- ▶ Fully on-premises installation ensuring data sovereignty
- ▶ No internet dependency for core platform operations
- ▶ Scalable multi-tenant instance supporting concurrent tenants
- ▶ Compliant with ECC and Saudi regulatory standards

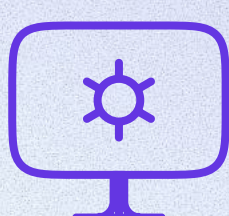
02.



Identity & Access Management

- ▶ ADFS integration for federated SSO across enterprise tenants
- ▶ Local Active Directory / LDAP sync for standalone tenants
- ▶ Per-tenant administrator accounts with role-scoped permissions
- ▶ Centralized top-level oversight without cross-tenant data exposure

03.



Communication & Branding

- ▶ Dedicated configuration per tenant
- ▶ Per-tenant certificate setup for branding
- ▶ Unified rebranding aligned with customized login page
- ▶ Arabic and English bilingual platform support

04.



Awareness & Reporting

- ▶ Interactive, role-play simulation modules
- ▶ Automated module scheduling per tenant strategy
- ▶ Tests and digital certifications upon module completion
- ▶ Detailed KPI dashboards and multi-dimensional reporting

Business Impact & Outcomes

The Infoshield deployment delivered measurable, multi-dimensional value to the Confidential Ministry — spanning technical performance, organizational security posture, and stakeholder satisfaction.



Enhanced Client Satisfaction

The Ministry's leadership recognized the implementation as a tailored fit for their unique operational and security requirements. By delivering a solution that respected both the technical complexity of a multi-tenant government environment and the sensitivity of public-sector data, Infoshield exceeded stakeholder expectations and strengthened the Ministry's confidence in Cerebra as a long-term technology partner.



Measurable Improvement in Cybersecurity Awareness

Through structured, interactive training modules delivered to employees across all tenants, the platform produced a tangible shift in cybersecurity knowledge and behavior. Staff across the Ministry developed a clearer understanding of common threat vectors — including phishing, social engineering, and data handling best practices — translating awareness into demonstrably safer day-to-day conduct.



Operational Efficiency & Governance

By consolidating all tenants onto a single managed platform, the Ministry's IT team eliminated the overhead of maintaining disparate, siloed awareness systems. Tenant-level administrative autonomy reduced dependency on central IT for routine management, freeing resources for higher-priority security initiatives.



Regulatory Compliance Confidence

The deployment aligned the Ministry with key cybersecurity awareness mandates relevant to Saudi government entities, supporting compliance with the Essential Cybersecurity Controls (ECC) and contributing to a stronger overall compliance posture under the National Cybersecurity Authority's framework.

Why Infoshield

Infoshield is the region's leading cybersecurity awareness platform, purpose-built for the Arabic-speaking market by Cerebra — a Saudi-headquartered cybersecurity software company.

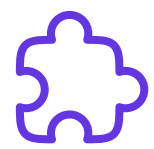
Unlike generic LMS platforms adapted for security training, Infoshield was designed from the ground up to address the specific challenges faced by Middle Eastern enterprises and government entities.



- **Native Arabic and English bilingual support — content, UI, and voice-over**



- **Flexible deployment: on-premises or KSA-hosted cloud, with no dependency on foreign data centers**



- **Enterprise-grade LDAP, ADFS, and Active Directory integration**



- **Full UI rebranding capability for white-label and enterprise deployments**



- **Compliance alignment with ECC, SAMA, and NCA frameworks**



- **Deployed across government ministries, financial institutions, energy companies, and leading enterprises across Saudi Arabia and the UAE**



Conclusion

The Confidential Ministry engagement stands as a testament to Infoshield's ability to meet the most demanding multi-tenant, security-sensitive requirements — delivering not just a platform, but a comprehensive cybersecurity awareness ecosystem built around the client's specific needs.

Ready to elevate cybersecurity awareness in your organization?

Discover how Infoshield can be tailored to your environment.

 CEREBRA.SA/PRODUCTS/INFOSHIELD

CEREBRA
سيريرا



Cerebra is the regional cybersecurity pioneer, trusted by top-tier clients. Inspired by human intelligence, we help organizations manage risk and protect identities

Our vision is to be the leading cybersecurity vendor in the region with a mission to empower people and organizations to safely engage their digital experience

Established in 2020. Headquartered in Riyadh, Kingdom of Saudi Arabia



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