Ardagh Group Case Study

Scaling Cybersecurity Resilience and Recovery Across Global Operations

In 2021, Ardagh Group, a global leader in sustainable packaging with operations in 16 countries and over 20,000 employees, experienced a major cyber incident that disrupted operations and led to a $34 million financial impact. This incident catalysed a comprehensive cyber transformation programme to enhance Ardagh's disaster recovery and cybersecurity resilience, with Culture Gem engaged as the sole training provider for all remediation initiatives.

Key issues included:

- Broad Scope of Training: The transformation programme encompassed critical areas such as ServiceNow for the service desk, KeepIt Champions, Identity Governance and Administration (IGA), Privileged Access Management (PAM), Purview, data classification, and annual mandatory training.
- Global Scale and Language Localisation: With operations in 16 countries, training materials needed to be accessible in nine languages, ensuring consistency and inclusivity across a diverse workforce.
- Centre of Excellence in Cape Town: The new Cape Town Centre of Excellence required tailored training to align local standards with Ardagh's global cybersecurity strategy.

The Solution

Culture Gem developed and delivered a cohesive, scalable training programme tailored to Ardagh's extensive needs by:

- Establishing a comprehensive training strategy aligned with Ardagh's cyber transformation goals and NIS Level 3 readiness.
- Producing training materials, including video content, knowledge base articles (KBAs), and instructor-led guides, localised into nine languages, ensuring accessibility across all regions.
- Implementing a 'train-the-trainer' model to empower internal champions and conducting direct training sessions for the Cape Town Centre of Excellence, fostering continuous learning and security awareness across all levels.

The Results

Culture Gem's customised approach led to measurable improvements for Ardagh Group:

- Increased Cybersecurity Awareness: Employees across all levels gained practical knowledge of cybersecurity best practices, reducing security incidents and enhancing protocol adherence.
- Improved Operational Efficiency: Service desk proficiency in ServiceNow advanced, leading to faster incident resolution times and a more resilient support system.
- Consistent Global Knowledge: The multilingual training approach promoted a unified security culture across Ardagh's global operations, ensuring compliance and resilience on a global scale.