



CASE STUDY

Puget Sound Energy Saw \$0 in Noncompliance Fines

Puget Sound Energy, the largest power utility in Washington State, implemented Ringorang® to provide data privacy and critical infrastructure protection reinforcement to 200 remote employees and reduced noncompliance fines to \$0.

CHALLENGE

Critical infrastructure protection (CIP) fines are steep, with one case in Florida exceeding \$20 million.

Puget Sound Energy (PSE) is subject to these semi-annual audits for data privacy and CIP. PSE's Chief Information Officer knew posters on the wall were not an effective reinforcement solution and sought Ringorang to provide compliance reinforcement to employees in the flow of work.

The resulting program would increase knowledge retention, reduce or eliminate noncompliance fines and bring privacy and security practices in line with regulations.



SOLUTION

Ringorang leveraged our clinically proven A.S.K. Methodology to deliver information about infrastructure protection and data privacy in context – continuously reinforced to form lasting attitude, skill and knowledge habits.

Participants were in three groups:

- Employees who had taken a traditional training first.
- Employees who took the traditional training after participating in Ringorang's program.
- Employees who only participated in Ringorang's program.

RESULTS

Each employee engaged with Ringorang for 10 minutes a day for three weeks ahead of the next audit. PSE achieved a 56% increase in knowledge retention among those who participated in Ringorang's program compared to traditional methods of training alone. Employees who participated only in Ringorang's program performed at the same level as those who participated in both the classroom and the app, illustrating that Ringorang made the difference for PSE in achieving its first \$0 in fines from such an audit.