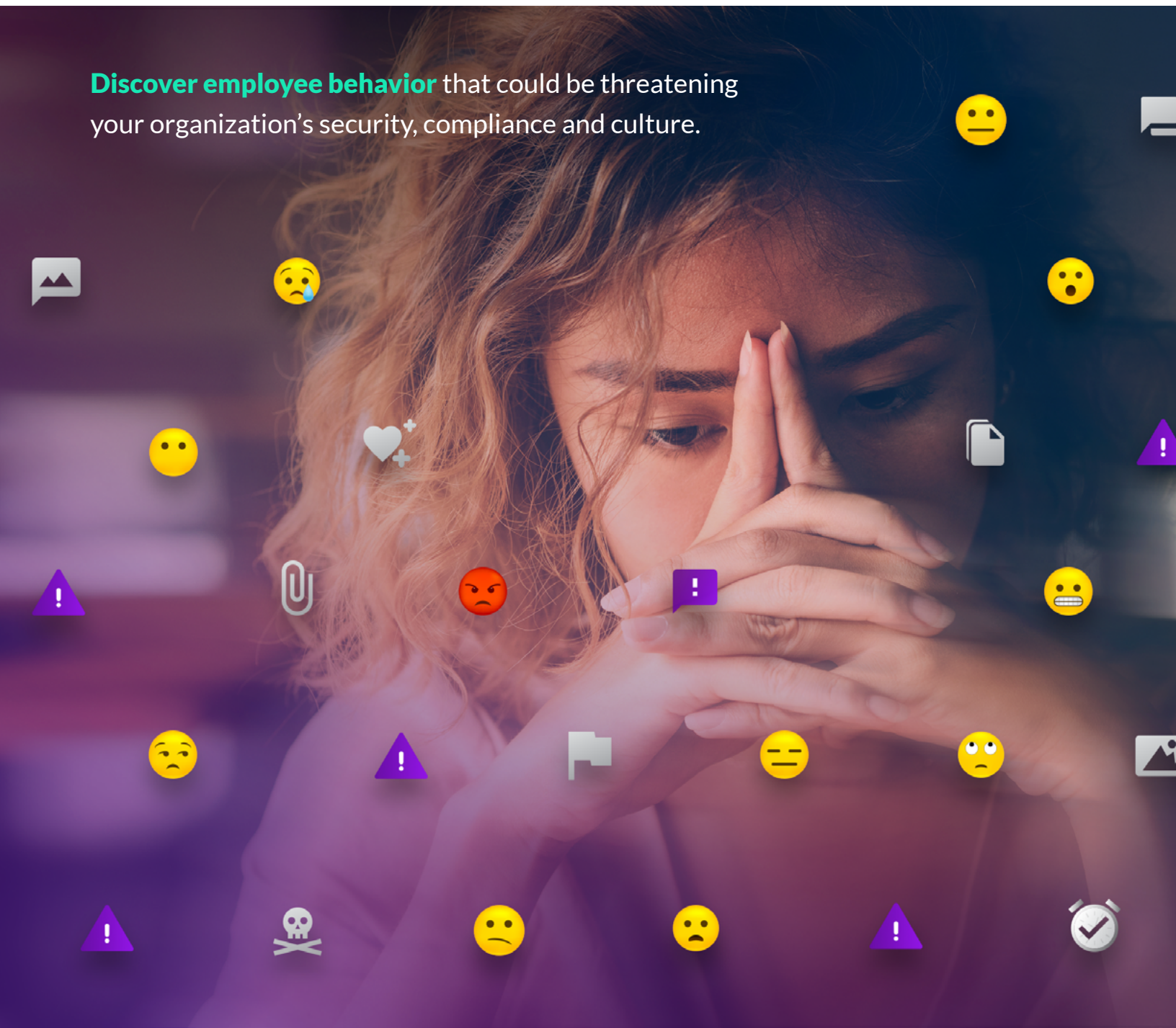


Aware

REPORT

THE HUMAN BEHAVIOR RISK ANALYSIS

Discover employee behavior that could be threatening your organization's security, compliance and culture.



A NOTE FROM AWARE'S HEAD RESEARCHER

Open, efficient communication drives innovation in the modern workplace, where it can facilitate knowledge transfer and problem solving, reduce uncertainty, and break down geographic and managerial hierarchies. Yet, leaders still hesitate to roll out digital collaboration technologies. After all, these platforms often encourage more informal communication, which can lead to both good and bad behavior.



Executives worry that employees will share confidential information (maliciously or not) with people they shouldn't; that these platforms will become conduits for harassment and other toxic behaviors; or that they will just provide another, needless distraction for employees already suffocating under the weight of email and text messages.

However, the advantages of collaboration platforms greatly outweigh any perceived risk. Furthermore, the risks associated with collaboration platforms are manageable—certainly more so than trying regulate inappropriate banter around the water cooler.

The following report provides an unprecedented glimpse into how employees communicate on enterprise collaboration platforms.

While much of the focus of the report is on gauging risk, the results should also provide encouragement to leaders pushing for broader adoption of collaboration tools. Some of the results highlighted in the study are unsurprising.

For instance, scholars have long known that small groups of heavy users often drive communication networks, and we find the same thing: in our sample, **approximately 25% of users author more than 80% of all messages**. We also find that toxic behavior is relatively rare and is mostly driven by a small group of employees engaged in private conversation.

Ultimately, this report provides insight that we already know: human behavior is unpredictable. And despite the small population of risky collaboration users, organizations need the ability to identify toxic actors before they ruin company culture.

As the idiom goes, one bad apple can ruin a whole pie, or in this sense, your organizational health.

Organizations need to track the sentiment and tone of both public and private conversations in order to get a true pulse on the health of their community and assess any areas of potential risk—and they need to do this efficiently without disrupting an already overworked team.



Jason Morgan, PhD
Vice President of
Behavioral Intelligence

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About the Human Behavior Risk Analysis Report

Aware's Behavioral Intelligence team examined more than a million enterprise collaboration messages from tens of thousands of authors in order to glean the insights found in this report.

Though this report focuses on aggregate trends across many organizations and industries, Aware regularly helps organizations better understand their unique blind spots and areas of risk.

Send us an email to request your own assessment at hello@AwareHQ.com

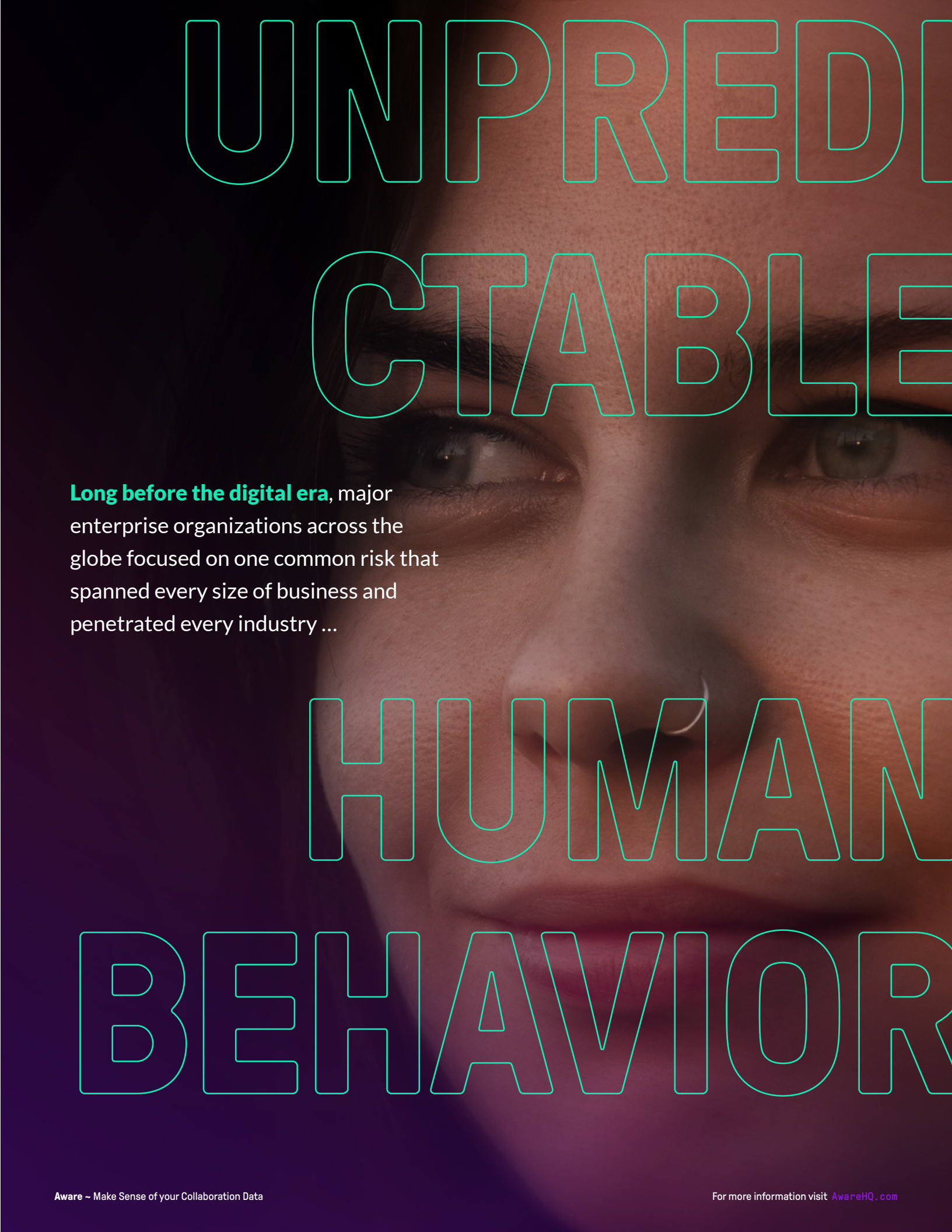
01 Introduction

02 Highlights

Aware Thought Leadership

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07 Next Steps

A close-up portrait of a woman's face, looking slightly to the right. The image is overlaid with large, teal-outlined text. The background is a soft, warm tone, and the woman's features are clearly visible.

UNPREDI

CTABLE

Long before the digital era, major enterprise organizations across the globe focused on one common risk that spanned every size of business and penetrated every industry ...

HUMAN

BEHAVIOR

INTRODUCTION

UNPREDICTABLE HUMAN BEHAVIOR

Today, as organizations continue to undergo a massive digital transformation and seek new ways to connect employees, unpredictable human behavior still weighs on the minds of executives, perhaps even more so than ever before.

And despite the clear benefits of digital enterprise collaboration platforms such as Workplace by Meta, Microsoft Teams, Yammer and Slack, organizations sometimes hesitate to fully implement these technologies. Leaders cite concerns around security against insider threats, regulatory compliance and company policies.

With frequent data breaches and cloud storage infiltration, CIOs and CISOs are rightly concerned. After all, 85% of cyber security incidents can be attributed to human error.¹

Furthermore, leveraging digital enterprise collaboration creates blind spots within an organization; that is, little to no visibility into areas of shared content and conversations amongst employees. This exposes the organization to potential threats such as data loss, inappropriate workplace behavior and damage to brand reputation.

Companies Leveraging Digital Collaboration Gained²

31% Faster Time-to-Innovation

25% Fewer Meetings

20% Higher Employee Retention

15% Increased Productivity

10% Revenue Growth

¹The Psychology of Human Error, Stamford 2020

²McKinsey Study, margolis.co.uk, 2016

INTRODUCTION: POTENTIAL THREATS IN DIGITAL COLLABORATION

Potential Threats in Digital Collaboration

To better understand the potential threats within organizational blind spots, we examined three overarching categories:



Sentiment

Employee mood and feelings towards the company, culture, and leadership, both positive and negative



Toxicity

Unprofessional, harassing or discriminatory behavior that can infiltrate an organization



Insider Threats

Accidental, negligent or malicious actors who place the organization at risk of a breach

Let us be clear

At Aware, we love collaboration and this Human Behavior Risk Analysis Report is not intended to scare leaders nor block the full implementation of enterprise collaboration platforms.

The purpose of this report is to expose collaboration blind spots, and illustrate where technology—and rapid advancements in machine learning, in particular—can play a key role in helping to understand and manage collaboration.



Aware offers full visibility into public and private messages within enterprise collaboration platforms — helping your organization eliminate blind spots.

HIGHLIGHTS

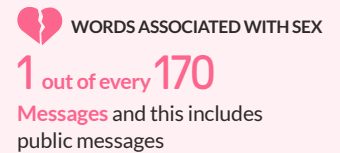
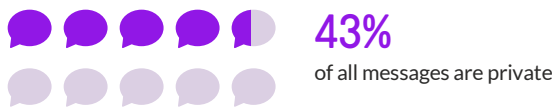
OBSERVATIONS & KEY FINDINGS

Collaboration Platforms continue to gain traction in workplaces around the globe.

Employees tend to communicate in a much more casual and candid manner on these tools than more traditional platforms (e.g. email). This new source of communication data presents your organization an opportunity to not only better understand sentiment, but also to monitor topics, keywords, and shared content that gives your teams the information they need to make better, more informed decisions.

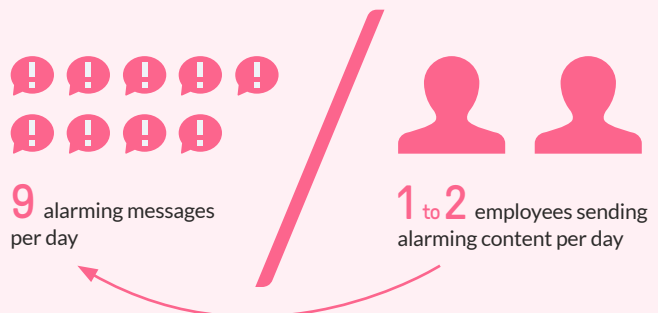
Negative Conversations	1 of every 190 private messages	1 of every 280 public messages
Password Shared	1 in 149 private messages	1 in 262 public messages
Confidential Information Shared	1 in 135 private messages	1 in 118 public messages

Negative Messages Live in the Dark Corners of Digital Collaboration



In an Organization With 15,000 Employees ...

Make note that the people sending this content could potentially harm workplace productivity, and at worst, cause a major PR crisis and open an organization up to risk of legal action.



SENTIMENT

Sentiment is an attitude, thought, or judgement prompted by a feeling. A sentiment analysis aims to determine the attitude of the author within a given message. On an aggregate level, organizations can audit employee mood and feelings towards the company, culture, and leadership.





SENTIMENT

The Impact of Sentiment

Sentiment impacts companies in profound ways. With an understanding of employee opinion, leaders can better determine where to invest in company culture, development, and workplace conditions, which in turn helps to:



Reduce Employee Turnover

Employees are expensive, especially new hires. Unhappy employees tend to leave companies and, even if not explicitly stated, their digital communications can indicate hints of this sentiment. By understanding employee opinion, companies can implement workplace processes, perks, or changes to keep employee morale high.



Improve Customer Experience

Sentiment is a strong indicator of employee engagement and engaged employees are more likely to improve customer relationships, leading to a 20% increase in sales (The State of the American Workplace).



Boost Brand Reputation

Employees are your strongest brand advocates. They know the ins and outs of your organization and its values. It stands to reason that employees with a more positive opinion towards a company speak more highly of the organization when in the community and within their network.

SENTIMENT

The Power of Positivity

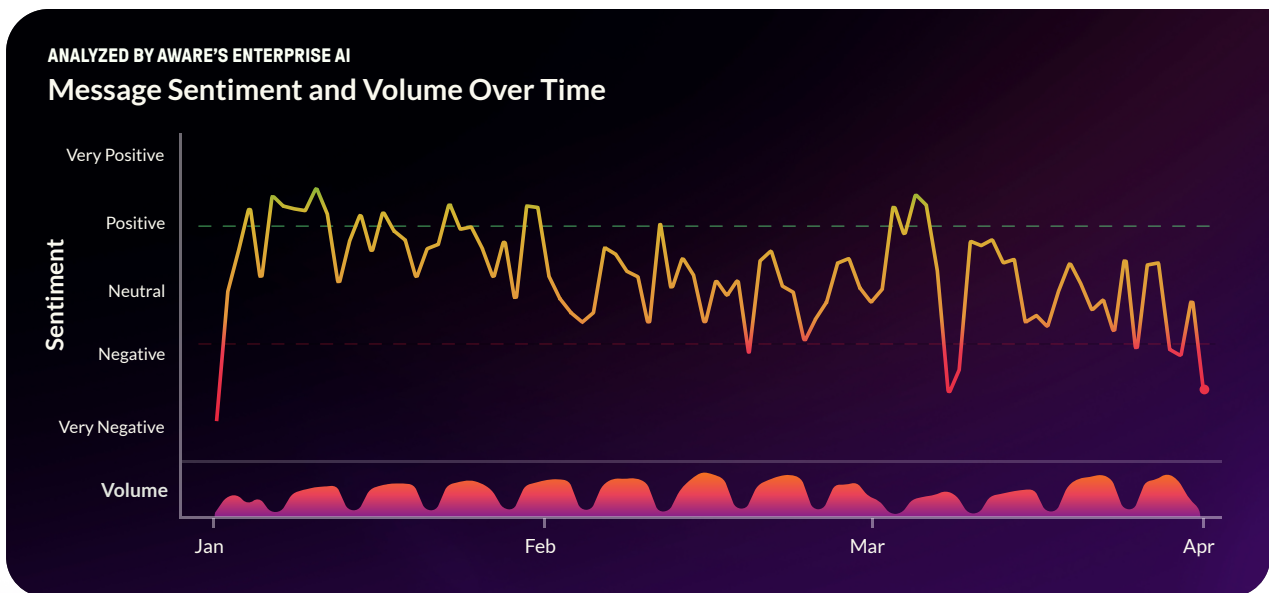
The majority of messages sent each day remain neutral, as scored by Aware’s proprietary Sentiment Model. This is expected, as digital collaboration should focus mainly on achieving efficiencies with work.

However, approximately **1 of every 5** private messages sent each day score positively; this might include messages of praise for an outstanding team or excitement over a recent initiative. This number grows to **1 out of every 3** messages, when looking at public conversations.

When tracked over time, organizations glean valuable insights regarding employee reaction to major

announcements. Alternatively, leaders can identify negative trends quickly and search for a possible cause and appropriate solution.

By drilling down to specific business units or work groups, organizations can identify problem areas that might affect the entire company—or find stellar groups to acknowledge and use as role models.



Positive messages, such as these, can help boost employee morale and overall productivity.

Actual Message

Fantastic work Team Nash!!! Loving the enthusiasm and passion for our new conversation framework and very much looking forward to seeing you all in person in coming weeks and hearing all about the great customer outcomes you have been delivering :)

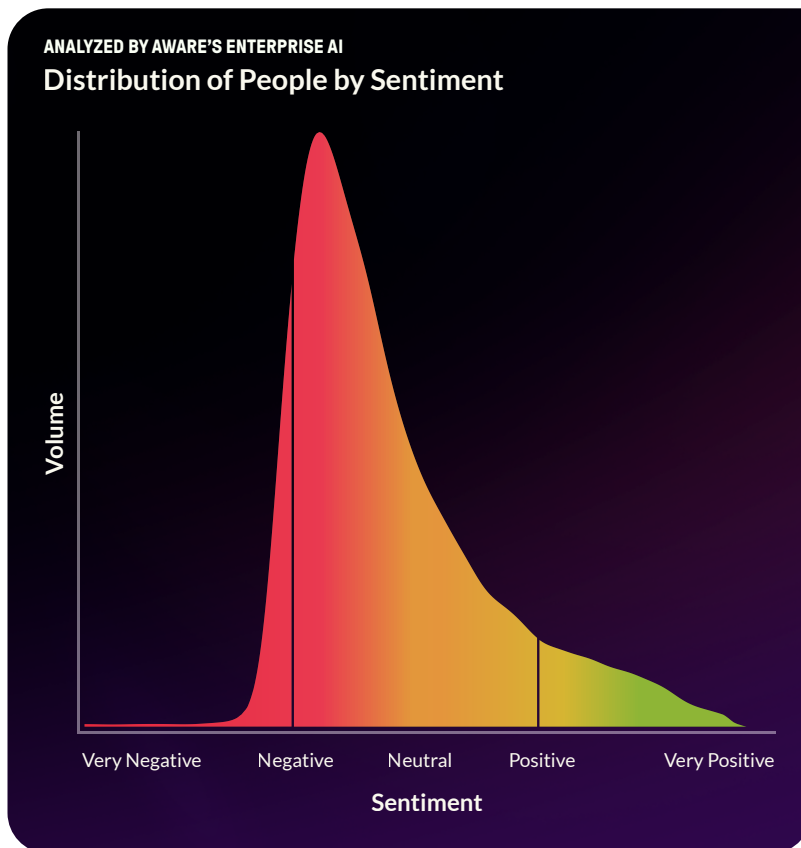
Actual Message

Thanks John, you’ve done a fantastic job pulling everything and everyone together. And well done to Casey for producing such great activities. It’s going to be a great event, I’m just hoping with all the excitement I remember to keep posting and tweeting!

SENTIMENT

Negativity Casts a Larger Shadow

While negative messages comprise just 0.3% of the daily messages sent, they often cast a much larger, darker shadow on an organization.



Actual Messages



Yes true... just being here shits me ... they are all soo f*#king negative.



I'm frustrated that everything I suggest or question I get shut down and made to feel like I don't matter anymore.



This is terribly sad and frustrating. Where is it and what measures were put in place? Unless there is some evidence or strong leads on how the leakage and fraud happened...

Looking at active contributors (those who sent 25 or more messages), the number of profiles with the most negative sentiment metrics greatly outweigh the users with the most positive sentiment.

The negative messages live in the dark corners of digital collaboration. In fact, only **1 out of every 380 public messages receives a negative sentiment score**. As expected, private groups and conversations are even more likely to skew negatively—in fact, **1.5 times** more likely. But when looking at individuals who only communicate via private messages (**2 out of every 13 individuals**), they are **245%** more likely to send negative messages.

For an organization with 15,000 employees, this translates to approximately **9 negative, potentially-harmful messages a day** within public and private conversations.

Nine messages might not seem like much in the way of volume, but without understanding the context surrounding it, or the content in the message, organizations can't identify the true detriment or cost to the workplace.

AWARE THOUGHT LEADERSHIP

THE CHALLENGE OF THE ANNUAL EMPLOYEE ENGAGEMENT SURVEY

Human resources teams commonly invest in employee engagement surveys annually, in order to better understand employee sentiment and perception of the workplace. However, this process is inefficient at best, and inherently flawed in a few respects...

If you are making informed decisions on old information, you are trying to solve new problems with old data.



Greg Moran
Chief Operating Officer



Untimely Results, Often Too Late to Take Action

With these one-time surveys, organizations receive insights from snapshots of a single moment in time. Organizations then leverage this information to make business decisions for a full calendar year.

In reality, organizational sentiment ebbs and flows depending on events and the mood of the organization. For example, a survey distributed soon after a company culture event might yield very different results than if employees took the same survey after a large lay-off. And over a year's time, the accuracy of these surveys inevitably diminishes.

Furthermore, the initial insights are even naturally delayed. Surveys need time to collect employee responses once distributed. Then, it takes additional time to compile and analyze the responses. Human resources teams receive the results several weeks or months later, further diminishing the value of the survey outcomes.



Biased and Inaccurate Responses

In large enterprise organizations, traditional culture surveys often tie directly or indirectly into employee evaluations and bonus pay.

The availability of bonus dollars or other incentives sometimes depends on an increase in positive sentiment at the company, or even overall improvement within a small workgroup, for example. This leaves a lot of space for influence and bias, as teams encourage each other to respond to surveys in a positive manner. As such, employees may choose not to respond honestly.

These surveys also utilize questions shaped by Human Resources professionals and can lead to confusing language. Misinterpretation of the questions may lead employees to answer inaccurately, further skewing the results.

Lastly, organizations must determine if the survey even asks the right questions in order to get an accurate pulse of employee opinion towards the workplace.

AWARE THOUGHT LEADERSHIP

How Natural Language Processing AI-Technology Can Change the Face of Sentiment Analyses

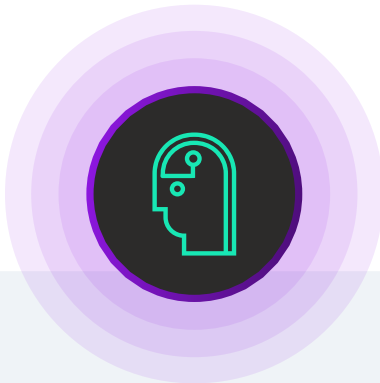
With a natural language processing solution, an AI-powered technology that analyzes human language, organizations can leverage the communication data in their own ecosystem.

For example, by analyzing the patterns in public and private messaging on Slack and MS Teams, organizations can glean more accurate and relevant employee insights than the traditional annual survey process.



Near Real-Time Insights Allow for More Timely Response

By monitoring and analyzing communication data within your tech-stack, leaders pull insights whenever needed, analyzing the metric in near real-time. With this insight, leaders can identify when sentiment starts to slip, determine potential causes based on context, and respond before the situation inflames.



Led by Dr. Jason Morgan, Aware

Aware's artificial intelligence models were built for the exclusive purpose of analyzing enterprise interpersonal dynamics from real enterprise social graphs.



Collaboration Platforms and Sentiment Analysis: A Powerful Combination

Collaboration platforms continue to gain traction in workplaces around the globe. Employees tend to communicate in a much more casual and candid manner on these tools than more traditional platforms (e.g. email).

This new source of communication data presents your organization an opportunity to not only better understand sentiment, but also to monitor topics, keywords, and shared content that gives your teams the information they need to make better, more informed decisions.

Aware's AI-driven, proprietary sentiment model analyzes workplace communication and delivers a real-time sentiment metric informed by both message content and context. Therefore, leaders need only to check a dashboard to keep a pulse on organization sentiment.

If they see an issue, they can investigate—bias free. With shared content monitoring functionality, the team can also pull relevant messages and leverage additional context to identify the root of the sentiment change.



TOXICITY

Sexual harassment, bullying, racial slurs – all of these are examples of toxic behaviors. These distracting behaviors make peers feel unsafe, isolated, and harassed. And a toxic employee, one whom engages in these activities, is one of the worst things that can infiltrate the workplace.



TOXICITY

Toxicity is Contagious

Toxic employees have a way of spreading their behavior to others' around them, similar to a nasty virus; crippling others morale, performance, and productivity. While not all employees are toxic, all employees are capable of adopting toxic behaviors and people who are close to a toxic employee are more likely to become toxic themselves.



Unprofessional

The message uses harsh language, slurs, phrases or innuendo that is not appropriate for a work environment, but wouldn't necessarily qualify as inappropriate in a personal setting.

WTF? Why is this greaseball goon now involving himself in politics?

P.S. I think everyone has the xmas shits luvbahahahahaha



General Harassing

The message contains off-color jokes or content that might offend a person or group; the message includes sexual innuendo that may be offensive to others, but is not targeted at the message recipient.

...I feel like I'm always compared to that f**k wit.



Discrimination

The author expresses strong dislike of a person or group of people; the message contains racial, religious or sexual slurs towards a person or group; the message creates an unpleasant or hostile situation, possibly sexual in nature, particularly if the message is targeted at the recipient or coworker.

I hope your halo doesn't fall off when you're riding the f*** out of my big fat c***.

TOXICITY

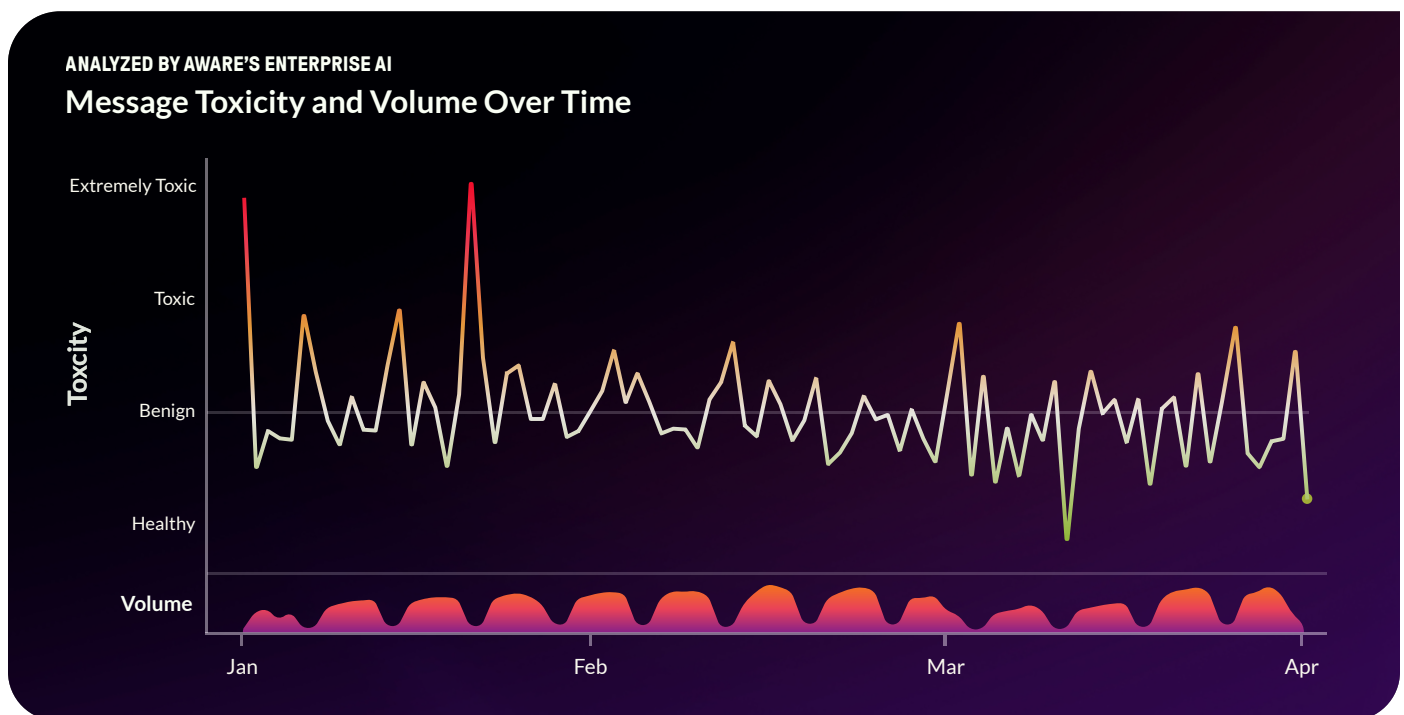
The Impact of Toxicity in the Workplace

Most organizations want to track and understand toxicity in the workplace.

Toxicity causes both the organization and the employees to suffer:

Poorly managed work groups are generally **50% less** productive and **44% less** profitable according to Gallup. And men who worked for toxic managers were **60% more likely** to suffer a heart attack.

Tracking individual employee toxicity over time can help identify and differentiate habitually toxic employees from those who begin to trend more toxic than previously.



Using these insights, organizations can dig deeper to understand why an individual might suddenly exhibit toxic behaviors by looking into the context around the toxic messages.



TOXICITY

Toxicity in Private Messages

At one organization an individual revealed his or her sexual orientation and was subsequently harassed via private messages from colleagues.

Using this scenario, if the harassment continues over time and goes unaddressed, the victim might begin to feel unsafe and unwelcome in the workplace, leading to disengagement and potentially toxic behavior.

However, if an organization quickly identifies the harassment, or begins to see that the victim is trending negatively, leaders can intervene appropriately.

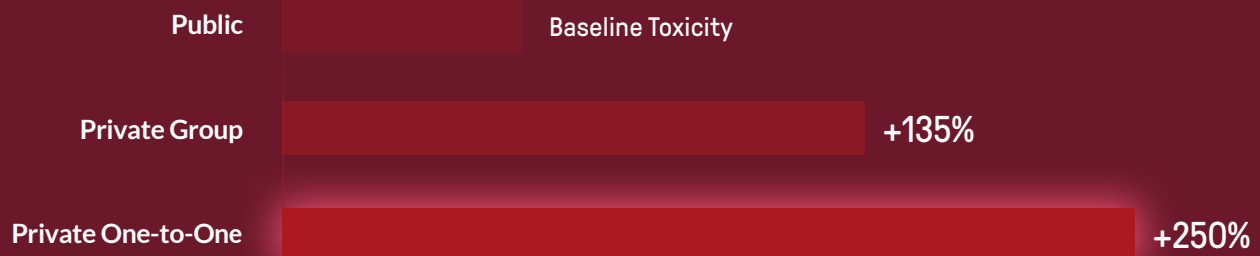
Actual Messages



No such thing as a lesbian.

Actual message a person sent to an openly gay employee

Likelihood of a Toxic Message



Our Data Reveals that messages in private groups are **135%** more likely to be toxic & messages in private, one-to-one conversations are **250%** more likely to be toxic than messages in a public setting.

Additionally, individuals who only communicate in private groups or conversations are **160%** more likely to send toxic messages.

TOXICITY

Drugs, Sex and Other Not-Safe-for-Work Topics

With 43% of all messages occurring in private groups or conversations, organizations face the potential for toxic messages to proliferate out of control.

In addition to harassment, employers must also deal with toxic behaviors such as drug usage, discrimination, sexual misconduct and more. As expected, private messages are **nearly 160%** more likely to contain words associated with illicit and pharmaceutical drugs.

Somewhat surprisingly, though, **1 out of every 170 messages**, including public messages, contains words associated with sex.

In fact, **1 out of every 132** individuals sent a not-safe-for-work (NSFW) or toxic message within the first quarter of 2018.

Actual Messages



Well, I'm so proud you didn't just look at my boobs.



I wouldn't mind sharing my bed
I wouldn't mind waking up next to you...



In an organization with 15,000 employees ...

This translates to over **130 individuals per quarter** who sent a message that could potentially harm workplace productivity, and at worst, cause a major PR crisis and open an organization up to risk of legal action.

AWARE THOUGHT LEADERSHIP

THE DAMAGE OF A TOXIC EMPLOYEE

Rarely a day goes by without a headline that reveals misconduct or poor culture at a major enterprise organization. Depending on the offense, the impact of toxic behavior varies widely, but regardless the potential damage is significant.



78%

Lower Morale

In a Harvard Business Review study, 78% of employees experienced less commitment to their workplace because of a toxic employee.



20%

Higher Turnover

The Society for Human Resources Management found that 20% of employees have left an organization entirely due to a toxic culture.



38%

Performance Decline

Toxicity is contagious. 38% of employees decrease work quality in toxic environments, according to the Harvard Business Review.



Increased Risk

Overlooked toxic behaviors, such as bullying or harassment, can open a company up to legal risk. Unfortunately, companies like Amazon, NBC, or Tesla know all too well the repercussions of turning a blind eye to toxic behavior.



Damaged Brand Reputation

If a situation escalates to legal action or becomes a press nightmare, organizations face both financial and organizational costs to deal with litigation, public relations, crisis management and brand reputation management.

In 2020, “The Ellen DeGeneres Show” faced accusations of a top-down toxic culture. Despite a public apology, in May 2021, Ellen announced the upcoming nineteenth season would be the show’s last.

In October 2021, a former Tesla employee won \$137 million in damages against the company over its hostile work environment. A similar class action suit followed, highlighting the cost of failing to address toxic workplaces.



AWARE THOUGHT LEADERSHIP

Artificial Intelligence and Toxic Behaviors

The cost of a wounded culture cannot be understated, leading to increased turnover, reduced productivity, and decreased brand sentiment. Protect your organization, and its culture, by investing the time and resources to minimize and remove toxic scenarios.



Identify, Address Toxic Behaviors

Firing a toxic employee can prove difficult due to the lack of “hard evidence” exposing the behavior, yet these employees hurt the business.

By leveraging artificial intelligence, human resources teams can revolutionize the way they deal with toxic employees.

For example, they can monitor employee digital communications—such as private or public messages in Microsoft Teams or Workplace by Meta—and automatically flag violations of predetermined company policies.

This saves teams a significant amount of effort searching for evidence of a violation and creates more time to determine an appropriate response.



Determine an Action Plan

In a digital situation, some tools, such as Aware, allow automation when violations or other incidents occur.

For example, organizations can set messages with a high level of sexual content to notify a human resources representative for follow up.

Alternatively, content with foul speech can trigger an automated communication coaching the employee that the transmitted word choice is inappropriate for work.

Each organization is unique, and therefore must determine the most appropriate response based on existing corporate culture. Most importantly, though, leaders must consistently communicate that the organization will not tolerate toxic behavior.



INSIDER THREATS

Insider threats are one of the most prevalent threats in an enterprise environment, and are difficult to mitigate.



INSIDER THREATS



But... we only hire *good* people in my organization.

Accounting for the Cost of an Insider Breach

Many of these breaches result simply from human error or negligence, rather than a malicious incident. According to the IBM Security Report, the average cost of a data breach is \$3.86 million and takes on average 280 days to detect and contain.¹

Furthermore, an article in the Harvard Business Review estimates that 80 million insider attacks occur annually, a cost that amounts to more than \$10 billion in fines, penalties, or operational disruption. That doesn't even account for the unquantifiable damage to an organization's brand and credibility.

Aware COO, Greg Moran says that "it is an inconvenient truth that not everyone inside an enterprise is trustable, despite all efforts to hire trustworthy employees."

It's tempting to fall in the trap of thinking, but we hire good people here! We trust our employees. However, the truth is that nearly every organization will have an employee that is not acting in the best interest of the company.

Private conversation messages are:



144% More Likely

To contain confidential information



165% More Likely

To contain identification numbers



6x More Likely

To use 'password' keywords

¹<https://www.ekransystem.com/en/blog/insider-threat-statistics-facts-and-figures#:~:text=According%20to%20their%20reports%2C%20the,%2411.1%20million%20to%20%2413.3%20million.>

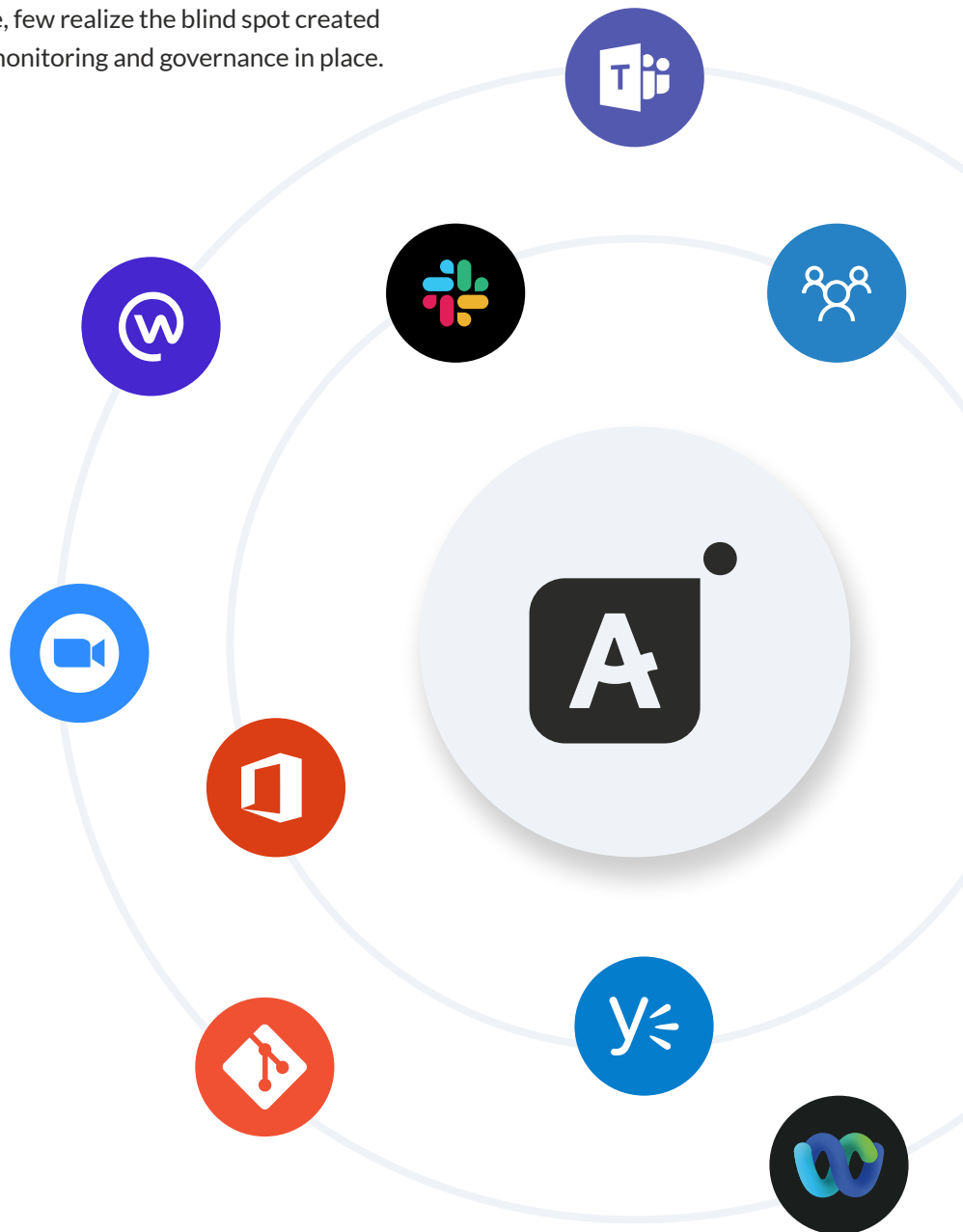
INSIDER THREATS

Information Sharing Is Easier, and More Reckless, Than Ever

As employees become increasingly dependent on digital tools for day-to-day communication, the interactions become more casual and, at times, careless. This creates even more space for breaches or sensitive information sharing.

More and more organizations continue to adopt digital collaboration platforms, but the real-time sharing of unstructured data within these tools creates a critical gap in the overall business security fabric.

While nearly all organizations deploy security measures and data loss protection (DLP) for email and internet usage, few realize the blind spot created by using collaboration tools without proper monitoring and governance in place.



INSIDER THREATS

Information Is Shared Privately and Publicly


While some of these messages might adhere to industry regulations and company policy, your organization can't distinguish appropriate use versus potential leaks without some form of monitoring capability in place—specifically for collaboration platforms.



How Often is Sensitive Information Shared?


	Private	Public
Confidential Information	1 in 315	1 in 118
Passwords	1 in 149	1 in 262



Actual Messages

 Hi Josie, The password is - *****

 Strictly Confidential - Subject to - Draft.pdf 

 If ABA balances were available anyone could submit allocation trades with fake signatures

 Can you send me the budget with the 2018 executive compensation forecast?

AWARE THOUGHT LEADERSHIP

INSIDER THREATS AND WORKPLACE COLLABORATION PLATFORMS

An insider threat is a risk of breach that comes from individuals within a given organization (e.g. employees). The risk level with this type of threat is especially high given the amount of access, knowledge, and autonomy employees possess.

The truth is, inconveniently, people act one way in formal meetings and another way on their company's digital collaboration network. And this inconvenient truth can add a layer of risk, or a blind spot, for the organization.

The Different Kinds of Insider Threats

As the technology of collaboration platforms continue to gain traction, the concern for insider threats grows. **Not all insider threats are the same**, though they all present a danger to the organization. The three basic types of threats inside the workplace, and their allocation percentage, include:



24%

Inadvertent Actors

even when it comes to benevolent employees, there is still the risk of insider threats simply from employee negligence. Often, employees don't understand when their behavior, such as sending a sensitive document over a public company channel, is risky.

These well-meaning employees benefit from trainings regarding safe workplace behaviors.



45%

Outsiders

Outsiders could include 3rd party contractors who possess some degree of access to the workplace networks. Unfortunately, some of the most devastating data breaches in recent years happened via third party vendors.

For example, in April of 2019, **hackers targeted third-party sellers on Amazon.com** to post fake deals and steal cash.



31%

Malicious Insiders

these are the evil-doers that we often picture when speaking about insider threats. These employees either enter an organization with the intention of causing some sort of breach or damage, or become a disgruntled employee who commits the act on their way out the door.

AWARE THOUGHT LEADERSHIP

Mitigate the Risk of Insiders With Workplace Monitoring

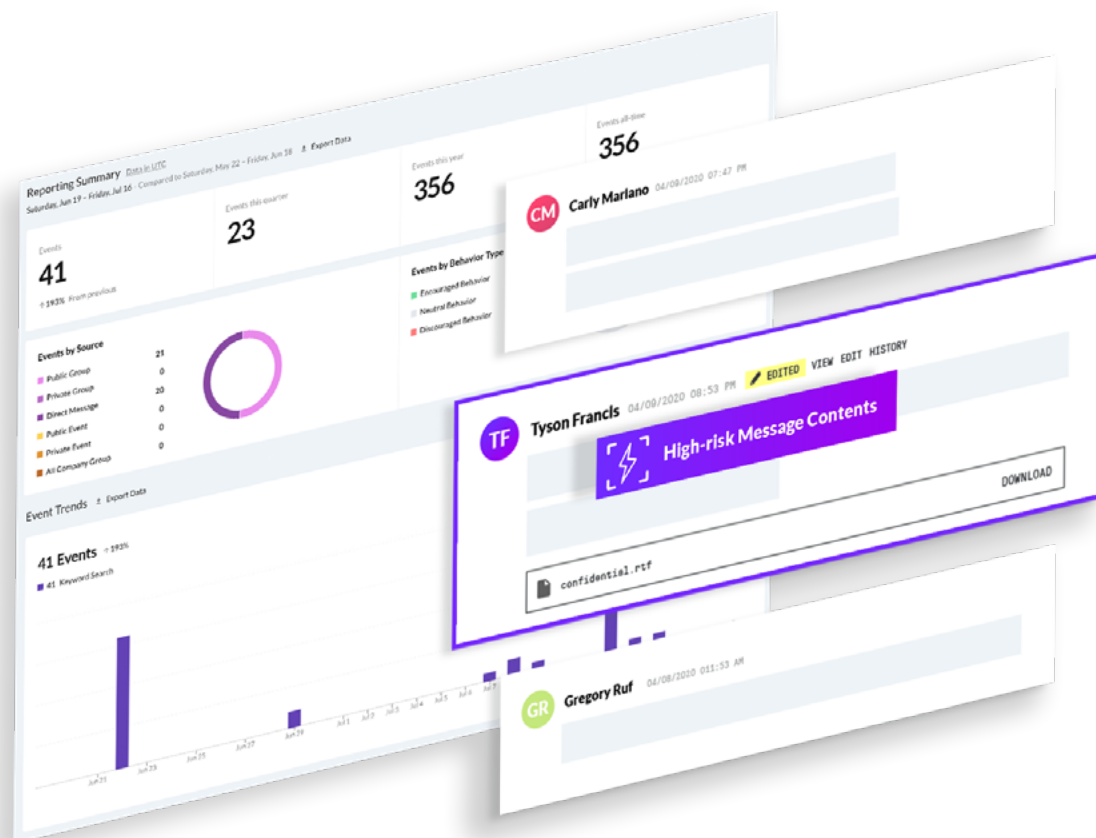
The casual, threaded communications on collaboration platforms continue to gain traction and, in some scenarios, replace email completely.

Collaboration platforms offer many positive attributes, such as cross-functional communication, quick distribution of information, and increased workplace connectivity—all of which can lead to increased productivity and profits. However, it's time to take the inherent risks of these communication platforms seriously.

There are more casual and chatty conversations in a Yammer multi-company group or Workplace private message setting than in an email conversation, for example. This creates a scenario where inadvertent actors may accidentally and negligently share sensitive data because

they put something in writing they wouldn't ordinarily email to a colleague. Unfortunately, this also creates more space for malicious insiders to prey on those inadvertent actors.

Today, nearly all organizations monitor employee email communications with some sort of data loss prevention (DLP) solution. In fact, as of April 2017, **78% of major companies now monitor employees' use of email, internet, or phone.** It's time now to add a monitoring and compliance solution created specifically for the unique ecosystem of digital collaboration.



CONCLUSION

COLLABORATION TOOLS & HUMAN BEHAVIOR RISK

As with any emerging technology, introducing tools like Microsoft Teams, Yammer or Workplace by Meta exposes organizations to some inherent risks.

These platforms house more informal, frequent correspondences in both private and public forums. Our research very clearly shows that employees do, in fact, behave differently in a public versus private digital environment, and this does introduce a new set of potential risks to the enterprise security ecosystem.

The most unpredictable risk of them all impacts both company security and organizational health: **human behavior**.

Choose Secure Collaboration

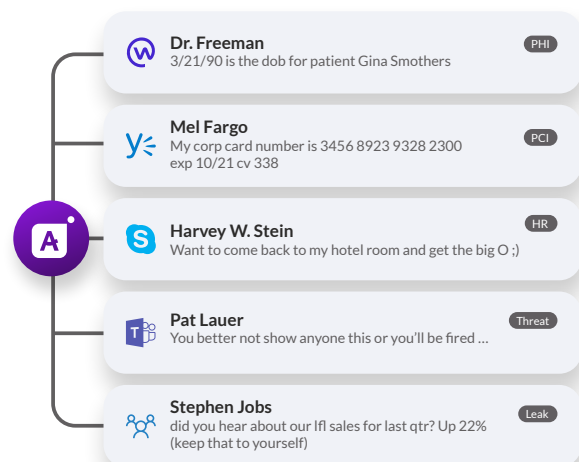
We'll be the first to say—at Aware—we love collaboration and are exhilarated for the future of the digital workplace. We believe in the impact of increased cross-functional communication, enabled innovation, and real-time information sharing.

Sometimes the task of problem-solving for risk mitigation makes it tempting to say no to adopting collaboration tools. However, that could ultimately cost your organization greatly in lost productivity. That's why we seek to serve as collaboration 'unblockers' for enterprises around the globe and refuse to let risk halt innovation and progress.

At Aware, we believe in this so strongly that we created a solution that mitigates human behavior risk, while also tapping into a plethora of employee collaboration content in order to offer real-time insights to the organization.

The Monitoring & Compliance Solution For Enterprise Collaboration

Aware seamlessly integrates with Microsoft Yammer, Teams, and Workplace by Meta. The solution delivers exceptional visibility into shared employee content (both private and public); enables compliance with regulations such as GDPR, HIPPA, and FINRA; and facilitates safe collaboration by monitoring shared files and materials for insider threats, harassment and more.



CONCLUSION: GAIN VISIBILITY INTO EMPLOYEE COMMUNICATIONS

Attain Actionable, Near Real-Time Insights

Enterprise leaders deserve tools that provide value, making decision-making simpler. That's why the Aware platform not only enables enhanced visibility, but also leverages a proprietary AI-infused model to offer truly actionable insights from the vast amount of unstructured data housed within an enterprise collaboration program.

Insights come from behavior metrics like:



Sentiment Score

A measurement of the mood and feelings of employees towards the company, culture, and leadership.



Toxicity Score

A measurement of distracting behaviors that make peers feel unsafe, isolated, and/or harassed.



Insider Threats Score

The level of risk presented by individuals within the organization of a potential breach; this includes both inadvertent or malicious actors.



Respond Effectively

With a data breach or workplace toxicity, it's not enough to simply know of the issue. An appropriate, timely response can make or break your organization's reputation.

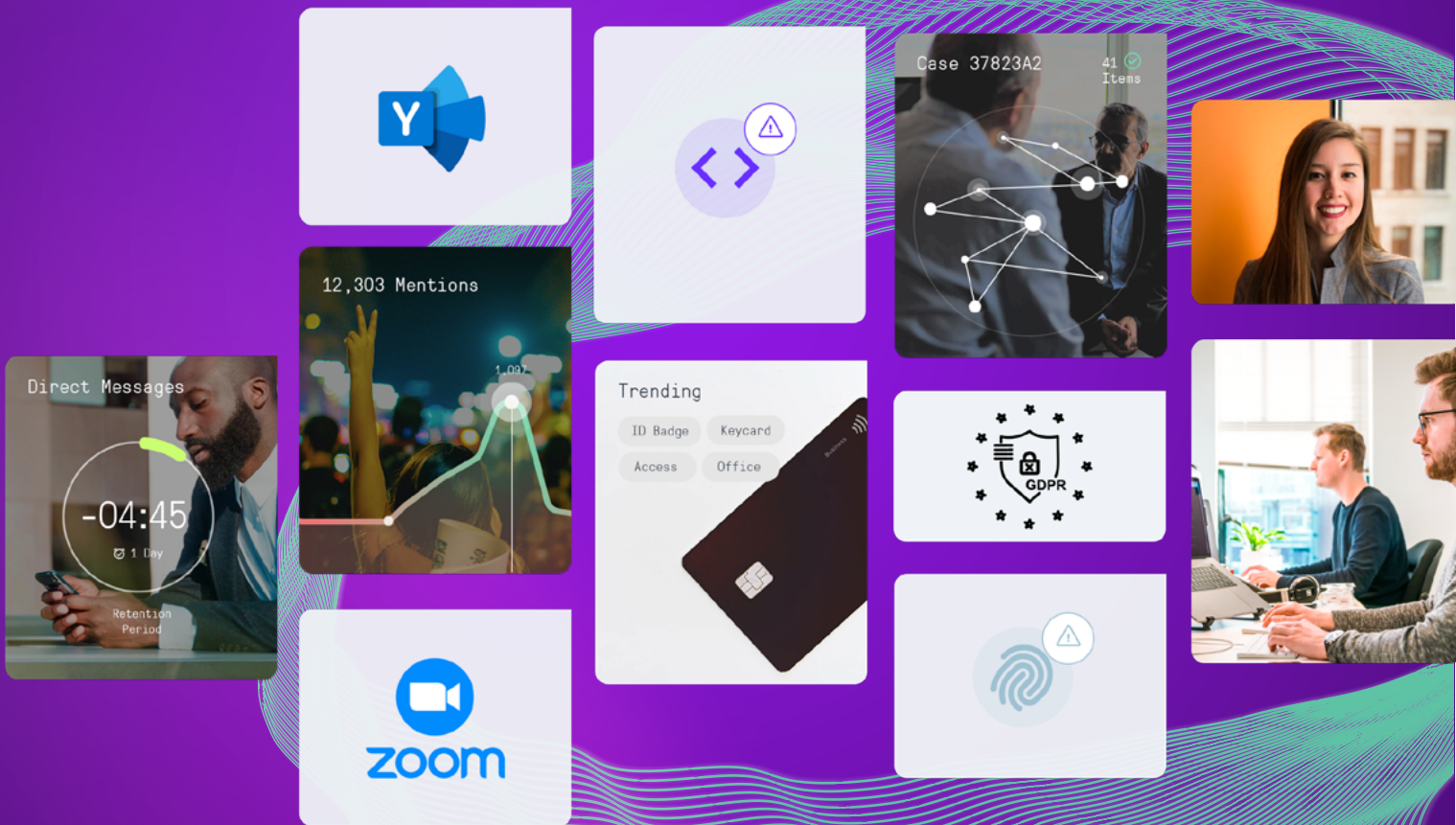
That's why Aware allows leaders to configure custom policies in order to identify and respond to incidents within the collaboration environment.

This might include automatically deleting sensitive file-sharing (e.g. information breach), alerting a leader of inappropriate content (e.g. sexual harassment), or simply sending the offending employee a pre-composed coaching communication regarding the infraction.

NEXT STEPS

Businesses across the globe trust the Aware platform to transform the way work gets done. Connect your stakeholders with secure access to Aware's best-in-class solution that addresses information management, data protection and organizational insights at scale.

Aware is the only comprehensive solution to keep your business in sync with the ever-changing landscape that is your collaboration data – and connecting only requires the click of a button. We strive to make your user experience seamless, intuitive and easy.



For more information on how Aware can help enable your successful adoption of next-gen collaboration, visit AwareHQ.com

If you need more details on how to perform a specific task in Aware or you want to understand how other power users leverage Aware, we're always here to help. As an Aware customer, you can access our knowledge base 24/7 where you can learn best practices, watch how-to videos, chat with support, and submit a ticket if needed. For a white-glove experience, our amazing customer success team offers personalized help to best suit your business requirements.