CYREN BY DATA443

Global Manufacturer Closes the Gap in Security Awareness Training

The Challenge

After enduring a ransomware attack that resulted from exposed credentials, a global printing press manufacturer ramped up security awareness training across their mostly-remote employee base. Unfortunately, they found simulated phishing attacks still got a 29% Click Through Rate.

"We didn't think we were a target, but well-crafted emails were still getting through and few of them were getting reported by our users."

Despite having many tools in place to help – including Microsoft Defender for Office 365, KnowBe4, Cylance, Cisco Umbrella, and others – the organization could not stop evasive email threats from getting delivered to users' inboxes. Also, many of the tools required constant administration of rulesets and manual analysis of alerts. Nothing they had could automatically aggregate and remove malicious messages across all affected mailboxes.

The Solution

The manufacturer considered a third party secure email gateway to augment Microsoft's capabilities but quickly disqualified that approach because it required changing how email traffic flowed to and from the Microsoft 365 cloud.

Instead, they evaluated Cyren Inbox Security and liked the transparency and ease of deployment resulting from its direct connection to the Microsoft cloud API. They also appreciated that Cyren Inbox Security automated their incident response processes out of the box, and uses detection technology that does not require constant administration. In tests, the false positive rate was very low, and any false positives that might happen could be recovered by the users without opening a ticket with the IT helpdesk.

The Results

The customer found that the Cyren solution improved their security awareness training with KnowBe4. The integration between Cyren Inbox Security and KnowBe4 provides a single Outlook button so users can perform on-demand scans of suspicious messages – real or simulated – and report them to the Cyren Incident Response Service for additional expert analysis and response. The feedback provided by the Cyren button and analysts engaged their users and increased their interest in the security training and actively defending the organization from the small number of suspicious messages that were not conclusively classified as malicious and automatically remediated by Cyren.

> "" *Deployment and onboarding were easy. I just needed to connect the clouds. I only use the Cyren administrative portal to produce management reports. Really, Cyren does it all for me.* "