

Global Protection from Advanced, Targeted Attacks

When FINEOS decided to add a layer of advanced threat protection to their email security, they turned to Cyren.



FINEOS is a global company which for over 20 years has been providing billing, claims and policy administration software to the life, accident and health insurance industry. With 500 employees, they are a market leader in the US, Canada, UK, Australia and New Zealand, with a customer list which includes eight of the top 20 US group life and health insurers.

PROTECTING THEMSELVES AND THEIR CUSTOMERS

FINEOS, like every business today, is subjected to a rising tide of spam and other mass attacks, malware outbreaks, phishing and ransomware.

They are also aware that as a supplier to many large and high-profile financial services companies, they are a prime target for attackers looking to compromise the supply chain. For these types of organisations, targeted attacks are a daily occurrence and FINEOS recognises that it is imperative that they proactively deploy the best possible security to protect not just themselves, but their customers.

STAYING ONE STEP AHEAD OF THE ATTACKERS

FINEOS' Head of IT leads a team with years of experience in cyber security. They have adopted a defense-in-depth approach and are constantly evaluating security technologies to ensure they stay one step ahead of the attackers. Over the years, they have evolved their email security infrastructure and used or evaluated many different email security solutions, adding and replacing products as the threats evolved and they needed to improve their protection.

FINEOS was seeing an increased number of new, zero-day threats and spear phishing attacks targeting their leadership. Many of these were circumventing their existing email security appliance, so they decided it was time to look for an additional layer of advanced threat protection.

REDUCING MANAGEMENT OVERHEAD

Managing the existing email security infrastructure could almost be a full-time job for one of the IT team. Maintaining their own content filtering rules and responding to threats all soaked up time. Like all organisations that are targeted, the attackers exploit the times when they believe the target is most vulnerable, often at holiday time or over the weekend. To alleviate these management concerns and ensure security experts were available 24x7, FINEOS decided they needed a cloud security service from a specialist provider.

“ Cyren's time of click protection blocked access to malicious websites that our existing web proxy allowed.

Technical Lead,
IT operations, FINEOS

CHOOSING CYREN'S CLOUD SECURITY

FINEOS initially looked at a leading vendor of hybrid security solutions, but soon discounted them when they realized that the SaaS service still required an on-premises appliance. This would not help FINEOS reduce operational complexities associated with managing the email security infrastructure, and was cost prohibitive.

FINEOS did a brief test and quickly followed it with full deployment into their production environment. The FINEOS team benefitted from the ease with which a proof of concept can be deployed with a cloud service – no hardware or software to install – just point your emails at the service.

IMMEDIATE RESULTS

In the first 24 hours, Cyren blocked 20,000 spam or malicious emails, and after 10 days, 155,000.

Many emails contain links that point at innocent web pages until after receipt, when the link redirects to a malicious website. To protect from this threat you need time-of-click protection. Cyren uses its real-time URL database to protect users from malicious links in emails, even if they're opened long after delivery. This functionality has proven an excellent first line of defense to protect against web attacks that are initiated by email.

“ I'd conservatively say we've saved at least 3 hours a day of one of our sysadmin's time in trying to respond to staff with requests. ”

HEAD OF IT, FINEOS

THE CHALLENGE

A long established, high-profile business supplying software to the financial services market needed to protect themselves from advanced threats targeting them and the supply chain.

THE CYREN DIFFERENCE

During a free trial, Cyren proved its protection from not just spam and mass malware outbreaks, but also targeted, advanced threats.

BUSINESS VALUE

- Saving 3 hours every day in system administrator time to manage email threats and support users
- No more management overhead updating appliances
- No more manual security event correlation to respond and remediate threats
- 1m unwanted emails every 90 days no longer being received onto the network, soaking up bandwidth, impacting other applications and requiring disk space

TECHNICAL BENEFITS

In one month Cyren blocked:

- 330K spam emails (65% of email)
- 14.7K zero-day outbreaks
- 20K emails containing malware

And removed a significant load from the edge MTA.