

MENIN HOSPITALITY

FLORIDA, USA

CYREN EMAIL SECURITY PLUS



Advanced Threat Protection for Office 365

When targeted phishing emails were delivered to executives' inboxes, Menin Hospitality decided it was time to supplement the basic protection offered by Microsoft Office 365.

Headquartered in Miami, Florida, Menin Hospitality's business portfolio includes upscale lodging, lifestyle restaurants and nightlife venues, as well as a division dedicated to independent projects focusing on art, culture and design. None of these activities makes them any more of a target for cyber-criminals than any other organization, but they found themselves under attack.

TARGETED FOR BUSINESS EMAIL COMPROMISE

Menin, like so many organizations today, came under attack from phishing emails that were not being detected by the native security in Office 365. These attacks, especially the more targeted spear-phishing emails, are extremely difficult to detect. They often don't contain malicious attachments or links, but use social engineering to induce the recipient to provide information, perform an action, or simply take a seemingly innocuous first step toward the phisher's planned objective. This might range from disclosure of usernames and passwords to getting someone to transfer funds to an account under the control of the cyber criminal.

In Menin's case, the targets were senior staff members. The emails were highly targeted and used spoofed sender addresses, so that they appeared to have been sent from internal users. This attack ultimately failed, as the recipients were perceptive enough to spot the fraud, but this did not minimize the Menin IT team's concern at the fact that such emails were reaching their users.

AN IT TEAM PREPARED FOR THE WORST

Seth Wasserman, VP of IT at Menin, believes in being prepared for a compelling event, such as sophisticated, spoofed emails penetrating his defenses. He understands cyber threats are continuously evolving, and that there is a constant danger that an attack could slip through. So, when it did, he was prepared to immediately and quickly evaluate his options to reinforce Menin's email security.

The result of this evaluation – Menin Hospitality chose Cyren Email Security.

“ Security incidents must take priority over every other task. Now that I have Cyren Email Security, I no longer have to worry about these distractions. ”

Seth Wasserman,
VP IT

CONFIDENCE IN PARTNERS IS PARAMOUNT

Seth runs a small team that looks after all aspects of IT, including email and web security. He uses third-party technology partners to meet his needs and supplement his team's efforts, stressing the importance of using technology that just works and having partners that can be relied upon.

The solution Seth was seeking had to provide the best possible protection from all advanced threats, but it had to do so while being unobtrusive, with minimal configuration and management overhead that would divert his team from their day-to-day tasks. When researching his options and looking at appliances, Seth quickly reached the conclusion that he needed a cloud-based service, and shortlisted three providers.

Cyren Email Security came out on top as it met the two major requirements:

Requirement 1: Rapid Detection And Time-To-Protection From Phishing Attacks

Menin prioritized finding a solution with rapid speed of detection and time-to-protection that would protect in seconds from the advanced phishing and highly evasive malware threats that are commonplace today. They believed they could rely upon Cyren's unique integrated technologies like Recurrent Pattern Detection and its Cloud Sandbox Array, to deliver this.

Critical to Menin's evaluation was Cyren's integrated Impostor Email Protection that detects and blocks spear phishing emails like those that acted as a catalyst for this project – external emails purporting to originate from internal senders.

Requirement 2: Simplicity, But With The Tools To Support The Business

Several of the services investigated provided a plethora of controls, but introduced complexity in managing them, pushing the onus to tweak detection levels onto the IT team.

The Menin IT team was instead seeking a service able to deliver more of a "set and forget" approach, but with the necessary tools available so that, when required, they can support their users and the business.

THE CHALLENGE

Menin Hospitality was relying on the native security provided by Microsoft Office 365. After a number of spear phishing emails successfully penetrated this and landed in senior staff members' mailboxes, it was time to execute the contingency plan and evaluate advanced threat protection solutions for Office 365, from dedicated security vendors.

THE CYREN DIFFERENCE

During a free proof of concept, Cyren Email Security Plus blocked all threats, fulfilled the defined success criteria, and was chosen over on-premises appliances and two competing cloud email security solutions.

THE BENEFITS OF ADOPTION HAVE INCLUDED:

- Attacks are no longer reaching users
- Rapid speed of detection and time to protection
- None of the complexities involved with other cloud services
- No ongoing management – "set and forget"
- When required, the tools to enable user support are easily accessible through the online management portal