CYREN

NHC

❝❝ Cyren Email Security is easy to set up, effective and presents the right amount of information to help me do my job. ❞❞

Chris Hinchliffe, IT Manager,
Niagara Healthcare Ltd.

Advanced Phishing Protection for Office 365

When they noticed the volume and sophistication of phishing threats being delivered to users seemed to be increasing, Niagara Healthcare decided to investigate additional advanced protection capabilities to supplement the native email security offered by Office 365.

Niagara Healthcare is one of the UK's leading healthcare and mobility products manufacturers. Established for over 50 years, they have a long history of helping thousands of people enjoy a more rich, fulfilling and healthier lifestyle.

Like many companies, following a move to Office 365 they relied on the basic, included email security, known as Exchange Online Protection. Over time, however, their perception was that this was becoming less effective at blocking threats.

NON-SOPHISTICATED THREATS WERE EVADING DETECTION

Some of the phishing attacks that were evading detection appeared reasonably unsophisticated. Chris Hinchliffe, IT Manager, did not believe the company was being specifically targeted, but he was concerned that such simple and obvious threats were coming through the Office 365 platform and being delivered to users. He expected that badly formed emails with no email signature, just the word "invoice" in the subject or body and an attached file, would be blocked automatically. Besides the risk, the situation was annoying for users as they frequently reported such emails, and IT staff had to spend time responding to the complaints.

WHEN THE SOPHISTICATION LEVELS INCREASED IT WAS TIME TO ACT

When more sophisticated threats began landing in the mailboxes of users in Finance, it was time to act. They were receiving more targeted threats, including CEO fraud emails. Given the number of invoices that they process, it was just a matter of time before an attack was successful, so Chris decided to shore up his email defenses.

BALANCING REQUIREMENTS AND SHORTLISTING VENDORS

Choosing new technology can be a complicated process that soaks up time that Chris did not have, so he quickly arrived at a shortlist by choosing market leaders in email security, Cyren among them. Aside from the obvious requirement of solving his phishing problem, ease of use and value for money were high up Chris' list of requirements. He soon moved to a proof of concept test with Cyren.

✉ **Email Security**

DEMONSTRATED VALUE WITH A PROOF OF CONCEPT

Cyren offered two options for demonstrating the value of the email security services – a free proof of concept or an Email Security Gap Analysis assessment. Because ease of use was a major requirement, the decision was made to move straight to a proof of concept. This allowed full access to the service with visibility of policy configuration and reporting. As well as evaluating its effectiveness at blocking email threats, Chris was able to get a feel for how much time and effort he would need to expend managing the service on an ongoing basis.

Expectations were met. The administration interface was considered user friendly, providing just the right amount of information that Chris needed to support the business without overloading him. This was used to produce a report highlighting the service's effectiveness at blocking threats, and the senior management team responded by releasing budget for the service.

PHISHING REDUCED ALONG WITH STAFF TIME REQUIRED

Months later Cyren Email Security is still protecting users. The phishing problem has been fundamentally addressed, grey mail has been reduced and users have said they like the peace of mind they get from receiving a daily quarantine digest.

Chris really appreciates how much of his time is saved as a result of users no longer receiving unsettling numbers of phishing emails. In the past he would personally get involved and have to respond, investigate each incident and manually remediate any problems that had occurred as a result of the threat. Now his time is freed up to focus on other tasks.

THE CHALLENGE

- Phishing emails were reaching users. Annoyingly, many were unsophisticated threats, which Chris Hinchliffe, Niagara Healthcare's IT Manager, believed should have been blocked by Office 365. When more sophisticated threats started to also appear, it was time to add a layer of advanced protection.

THE CYREN DIFFERENCE

- Blocking phishing threats regardless of their level of sophistication

- Proved its effectiveness before purchase with a free proof of concept

- Strikes the right balance between functionality and administrative ease of use

- Provides the right level of information for administrative support of users and executive reporting

- Daily email digests provide users with peace of mind and a self-service capability, reducing the support required from IT

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