

John B. Sanfilippo & Son Gets Ahead of Persistent Email Attacks With Cyren Inbox Security

The Challenge

For John B. Sanfilippo & Son, Inc. (JBSS), its approach to security was simple: a process of “continuous improvement.” Unlike organizations that struggle to justify additional investments in cybersecurity until after a breach, JBSS’s security strategy is to stay proactive and ahead of any unacceptable cybersecurity risks, whether they are financial loss or reputational damage. Although the company had a handle on email protection, the dramatic rise in ransomware threats and changes to cyber insurance policies prompted the company to seek additional capabilities to improve their Mean Time to Detect (MTTD) and Mean Time to Respond (MTTR) to latent social engineering threats in employee mailboxes. They needed additional layers of security that would give its security team confidence that it could improve the company’s overall security posture, increase business resiliency, and all the while instill more confidence with its board of directors.

The Solution

JBSS evaluated several inbox security solutions and through the process discovered that Cyren Inbox Security is the only solution offering a compelling integration with their user security awareness training solution from KnowBe4. The integration means that JBSS, a long-time KnowBe4 customer, could implement the continuous detection and response capabilities of Cyren Inbox Security without impacting the functionality of the KnowBe4 platform and associated risk management processes.

Not all emails can be nicely classified as clean or malicious, even by the most advanced machine learning models. Cyren Inbox Security adds adaptive warning banners to these suspicious emails to alert users to potential threats. Cyren also provides an email client add-on, the PhishScan button, so users can perform on-demand scans of suspicious messages and submit them into the Cyren platform for 24x7 expert analysis and response by Cyren personnel. This approach empowers users to intelligently defend the organization and serves the basis for the integration with KnowBe4.

The integration between Cyren Inbox Security and KnowBe4 provides a unified experience for users to scan and report suspicious messages –be they simulated training attacks or legitimate threats. With the feedback provided by the PhishScan button and analysis process, JBSS is able to increase employees interest and effectiveness to actively defend JBSS from targeted social engineering attacks, even though the organization is much less reliant on employees to spot emails thanks to the detection capabilities of Cyren Inbox Security.

Cyren Inbox Security gives JBSS real-time and complete visibility into social engineering emails that evade Microsoft 365 Defender. This thorough visibility into email threats and the risk mitigation provided by Cyren enables JBSS' security team to measure the reduction of time spent on email investigation and incident response workflows.

Results

JBSS was able to deploy Cyren Inbox Security to all users in less than 10 minutes. The JBSS team recorded an immediate drop in the number of phishing and Business Email Compromise (BEC) emails that bypassed Microsoft 365 Defender within the initial weeks of deployment. Not only does the solution reduce the presence of credential phishing and BEC in users' mailboxes, but employees - for the first time - are receiving positive feedback on their help to proactively defend the enterprise, increasing the value of security awareness across the organization.

With CIS, JBSS has also dramatically reduced time spent on administration activities, increasing overall productivity within the security team. According to George Johnson, Vice President of IT, "During the POC, we were immediately impressed with the effectiveness of CIS and the minimal resources needed from our team to reduce email threats within our environment. Not to mention that the price was right. Combined with the KnowBe4 integration made implementing CIS an easy decision."

However, this efficiency gains are not limited to risk management. Cyren Inbox Security has a false positive rate of less than 1.2%, meaning fewer complaints from users about misclassified emails. Johnson added, "With over 500 users, the only thing worse than letting a malicious email go through is not letting a business-critical email be delivered."

About John B. Sanfilippo & Son, Inc.

John B. Sanfilippo & Son, Inc. (JBSS) is a processor, packager, marketer and distributor of nut and dried fruit-based products that are sold under a variety of private brands and under the Company's Fisher®, Orchard Valley Harvest®, Squirrel Brand®, and Southern Style Nuts® brand names.



See why more than a billion users rely on Cyren to protect them against sophisticated email attacks > [visit Cyren.com](https://www.cyren.com)