Case Study

IRONSCALES quickly secured the email for global CX and business solutions provider.

Webhelp

Challenges

- Global business with offices worldwide

- Variety of clients with a variety of specific security requirements

- Increased phishing attacks targeted at themselves and their clients

- Previous email security solutions required far too much human effort

- VIP impersonation emails were making it through their existing security solution

Solution

IRONSCALES– the AI-driven, self-learning email security platform

Results

- 460 analytical hours saved

- The end user is now part of the security team

- Instant implementation with immediate ROI

> " In today's digital environment it's incredibly hard to be aware of all the possible incidents we could face, but now, we have a really strong grasp on security. Before working with IRONSCALES, I was getting daily 5/10 emails from various managers, directors and board members asking if emails were legitimate and whether we needed to do something about it. Over the last 3 weeks I only recall one such email and even that was due to human error.

IVAN MILENKOVIC,
GROUP INFORMATION SECURITY DIRECTOR AT WEBHELP

Company Intro

Webhelp is a global corporation offering CX and business solutions to both technological and non-technological organizations in all industries. As one of the largest Europeanbased BPO organizations, Webhelp has over 65,000 employees and operate in more than 50 countries. Their staff help improve customer experiences by providing technical support, consulting, digital services, outsourcing, and more.

Problem / Industry Background

Webhelp's size and global nature raised some unique challenges for their security team, including understanding and complying with the security requirements of their global clients. When operating with and supporting their customers, Webhelp assimilates into each client's environment, which can be a complex process due to various regulations and external influences. With their diverse ecosystem spanning many industries and countries, their exposure and data footprint are dramatically increased. Because of this, Webhelp was frequently targeted at all levels by phishing attacks, directed at their business and their clients.

> "
> The amount of support and ease of communication with IRONSCALES is absolutely fantastic, you don't get that level of support and intimacy from pretty much 99% of other vendors that we work with."
>
> IVAN MILENKOVIC,
> GROUP INFORMATION SECURITY DIRECTOR AT WEBHELP

The Webhelp team knew it was of utmost importance to have their email security under control. As they were facing sophisticated attacks and complex social engineering tactics, simple malware protection was not a sufficient solution. Before deploying IRONSCALES, Webhelp relied on Microsoft Office 365 native security tools. This was challenging as it meant relying on the SOC team and end users to understand and identify threats. These security tools also had a number of limitations for a business of Webhelp's size. For example, Microsoft Defender for Office 365 limits each anti-phishing policy to a maximum of 60 protected users. As a business with 60,000 employees, these limits were too restricting, necessitating a more efficient solution.

"I didn't think that a solution this effective and powerful could be implemented this quickly. We started with several 10s of users, and now we're actively protecting more than 36,000, just like that. If you have any doubts that something like this can be done smoothly, don't. Just let IRONSCALES help you." said Ivan Milenkovic, Group Information Security Director at Webhelp.

Webhelp needed to save time and reduce the risk of phishing attacks while equipping SOC teams to manage security incidents quickly and correctly. The security team wanted to deploy a solution that could understand and analyze email flow to determine whether senders were reliable. There was no reporting process between end users and the secwurity team and no automated phishing analysis. Webhelp could no longer rely on human evaluation and needed to ensure that all emails were vetted and analyzed effectively. This is a hard ask of any single solution, particularly amidst a constant increase in the frequency and sophistication of phishing attacks.

Solution

IRONSCALES approached Webhelp in 2020, offering automatic phishing response technology that enables the analysis, mitigation, and remediation of phishing threats automatically or at the click of a button. Additionally, IRONSCALES offers employee simulation and training software designed to improve overall phishing awareness, providing twofold protection for the organization. The IRONSCALES solution offered an unmatched feature set without the existing limitations of Microsoft Defender for Office 365. After evaluating the platform against other email security providers during a trial period, Webhelp reported significant results within the first two weeks. Despite being a global company, IRONSCALES' solution was implemented into Webhelp's centralized email system in a matter of hours. Within a month, the solution expanded from a limited Proof of Concept to covering an entire region, with IRONSCALES available for support, information, and incident handling throughout the implementation process. Together, Webhelp and IRONSCALES were able to roll out the solution to the entire email population without disruption, and all changes to the IT environment were invisible to their employees.

IRONSCALES
SAFER TOGRTHER

SRC CYBER SOLUTIONS LLP
CYBER RISK SOLUTIONS

Outcomes

Since partnering with IRONSCALES, Webhelp has seen a dramatic reduction in the number of phishing emails they receive. The IRONSCALES platform has reported 107,750 total quarantined emails in just a few months. In addition, Webhelp estimates they have saved over 450 analytical hours since deploying IRONSCALES. Webhelp is now able to handle thousands of threats automatically, through IRONSCALES' inherent machine learning (ML) capabilities. With IRONSCALES in place, end users do not require technical IT skills or an advanced knowledge of phishing. All global customers are part of the IRONSCALES Community, which democratizes threat protection and automatically remediates customer threats. Organizations gain the power of threat-sharing across global SOC teams, minimizing the volume of reported phishing attacks that land in mailboxes.

This has made a huge difference for both end users and security teams. Now, each informs the other about potential attacks, allowing the end user to become a crucial part of the security team. Webhelp has seen significant cost and time savings since deploying IRONSCALES. Previously, the SOC team spent a significant amount of time investigating and mitigating each phishing threat. Now, with IRONSCALES, this investigation and mitigation is either done automatically or in a few clicks.

> "I was mightily impressed that as soon as things started moving forward, IRONSCALES' CEO reached out and opened a channel of communication. At our first service review, the CEO was also on the call closely following to see if there were any problems. That's one of the qualities that we really appreciate."

IVAN MILENKOVIC,
GROUP INFORMATION SECURITY DIRECTOR AT WEBHELP

IRONSCALES
SAFER TOGRTHER

SRC CYBER SOLUTIONS LLP
CYBER RISK SOLUTIONS

Looking Ahead

Webhelp is now looking to utilize IRONSCALES' employee simulation and training software to enhance end users' knowledge of email phishing. The IRONSCALES educational platform provides gamified simulated training programs and fake phishing emails to improve awareness, allowing employees to learn on a continual basis. IRONSCALES enables these resources to be rolled out in multiple languages across Webhelp's countries. Over the past couple of years, Webhelp has invested heavily in the implementation of security practices and education into their employees' daily routine, ensuring that email security is a positive effort for their organization. Webhelp is also exploring ways of improving their remote working capabilities to enable their global network to work effectively and safely at home. After implementing IRONSCALES, Webhelp has greater visibility into their security controls, increasing the resilience of employees who are working from home.

Because of their partnership with IRONSCALES, Webhelp has been able to reposition security as an enabler, rather than an inhibitor. The Webhelp team can now be confident in their email security, allowing the organization to focus on more lucrative initiatives in the knowledge that their inboxes are secure and phishing incidents will be reported and remediated immediately.

About IRONSCALES

IRONSCALES is the future of phishing protection, incubated inside the world's top venture program for cybersecurity and founded by alumni of the Israeli Defense Forces' elite Intelligence Technology unit. We offer security professionals an AI-driven, self-learning email security platform that provides a comprehensive solution to proactively fight phishing attacks.

Using the world's most decentralized threat protection network, our platform accelerates the prevention, detection and remediation of phishing attacks already inside your email with threat removal times in seconds. We give organizations of all sizes complete anti-phishing protection against any type of phishing attack.

ABOUT SRC CYBER SOLUTIONS LLP

At SRC Cyber Solutions LLP, we provide Next Generation, Automated and User-Friendly solutions in partnership with AUTOMOX for Patch and Endpoint Management, IRONSCALES for Comprehensive Email Security and Anti-Phishing Protection, THREATX for WAAP (WAF++) with an Attack-Centric approach for Web Application and API protection and Project Ares for Online Gamified Simulation-based Cyber Security Training.

IRONSCALES
SAFER TOGRTHER

SRC CYBER SOLUTIONS LLP
CYBER RISK SOLUTIONS