Check Point
SOFTWARE TECHNOLOGIES LTD

SECURE YOUR EVERYTHING™

CASE STUDY

How This Distribution Company Went from 15 Hours a Week to 15 Minutes a Week Managing the Email Threat

Harmony
Email & Collaboration

How This Distribution Company Went from 15 Hours a Week to 15 Minutes a Week Managing the Email Threat

Background

Sally Lewis † runs the IT Department for Dawson Distributors, a distributor in the Northeast.

After first using Mimecast to protect his Microsoft 365 environment, she was frustrated that she had to change her MX records. For a Secure Email Gateway, like Mimecast, to work, the MX record has to change, which essentially broadcasts your security to hackers.

She liked the idea of native API integration, and so two years ago, she went with GreatHorn. She was initially sold on the ease of use, the automation, and the time that would be saved..

Dawson Distributors †
Dawson Distributors is a distribution company in the Northeast,

Requirements
Dawson Distributors had been using GreatHorn for their email security for two years. After being promised tons of time savings and ease of use, they found quite the opposite. They needed a solution that would dramatically reduce the time spent on remediation and investigation of emails.

Cloud Suite
Microsoft 365

Previous Email Security Solution
GreatHorn

However, she found the opposite. “There was just really poor efficacy,” she said. “It caused me to spend 12-15 hours a week in the admin console. I’d spend so much time reviewing release requests.”

GreatHorn also has a “Report Phishing” button that’s supposed to automatically pull reported emails from all inboxes. That didn’t happen, and instead, Lewis was left to sift through all the emails. Since her colleagues reported so many phishing emails, she was constantly inundated. “It was a nightmare,” she said.

Above all, Lewis needed a solution with far better efficacy against phishing, so she could spend less time reviewing emails and more time on other IT tasks.

“I need something better,” she said.

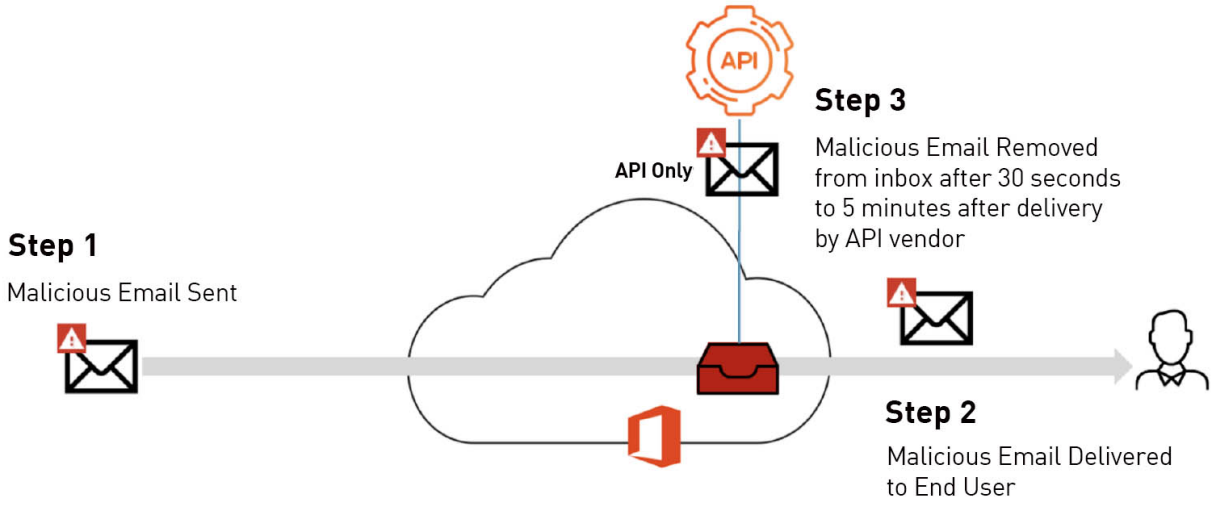
"I Was Blown Away"

Although her experience with GreatHorn was negative, she still wanted an API-based solution.

However, she wanted a different approach than what GreatHorn and others provide.

When she looked at API solutions like Abnormal, she found they worked in the same way as GreatHorn. They will pull out a malicious email after it reaches the inbox. If it happens instantly, it might be okay. However, according to research from Avanan, on average, it takes these solutions three minutes and three seconds to remediate and remove a malicious email from the inbox. Depending on the environment, that number can skyrocket even higher. Further, more research has shown that it takes, on average, 82 seconds for a user to click on a phishing attack.

Here's what it looks like which could take much, much longer.



While it was great that Lewis' employees reported phishing, she would much prefer if the phishing stopped in the first place. "The world I live in now is remediating emails all day," she says. "That's my time suck."

That's what attracted her to Avanan's solution. Though it connects via API, it works differently. Its patent is inline protection, stopping malicious emails before they reach the inbox.

"When I saw that," she says, "I was blown away."

"From 15 Hours a Week to Just 15 Minutes a Wee"

Sally Lewis had been using GreatHorn for two years and was beyond frustrated. She was spending upwards of 15 hours a week remediating phishing emails since GreatHorn let in so many into the inbox.

She needed a solution that simply did a better job of stopping phishing so that she didn't have to spend her days remediating emails. She found that with Avanan.

"My email remediation workload went from 15 hours a week to just 15 minutes a week," she says.

With phishing solved, Lewis has time back in her day to work on other critical IT issues.
"My life has changed for the better," Lewis says.

† *Company and individual names have been changed, but are available as a reference customer.*

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Check Point Harmony Email & Collaboration is a cloud email security platform that pioneered and patented a new approach to prevent sophisticated attacks. It uses APIs to block phishing, malware, and data leakage in the line of communications traffic. This means Check Point Harmony Email & Collaboration catches threats missed by Microsoft while adding a transparent layer of security for the entire suite that also protects other collaboration tools like Slack. The solution has been recognized as the top-rated cloud email security solution by customers and can replace the need for multiple tools that surround email and file sharing.

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