HORNETSECURITY
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INDUSTRY:	Managed IT Services / MSP
HS SERVICES USED:	365 TOTAL PROTECTION PLAN 4
COMPANY SIZE:	Small to Mid-Sized Managed Service Provider
LOCATION:	United Kingdom
WEBSITE:	https://www.pcwsolutions.co.uk/

PCW Solutions is a UK-based managed IT services provider, with offices in London, Watford and Manchester. It, supports businesses with Microsoft 365, IT support, cybersecurity, and cloud services. Founded 22 years ago by Alex Hill, PCW Solutions offers quality ongoing support solutions for each and every client.

Before recommending Hornetsecurity's 365 Total Protection to clients, PCW Solutions decided to implement the platform internally first. As PCW Solutions founder, Alex Hill, explained, the company wanted to become its own "guinea pig" to fully understand the benefits, user experience, and operational impact before rolling it out more broadly.

The challenge of securing Microsoft 365 against evolving email threats

Like many MSPs, PCW Solutions faced a growing volume of phishing attacks, spam campaigns, impersonation attempts, and business email compromise threats targeting its customers and their employees.

While several email security solutions were already available, PCW customers often required multiple products from different vendors to achieve a complete security posture. Encryption, secure email delivery, user awareness training, permissions management, and compliance capabilities frequently had to be sourced separately, which increased complexity and administrative overhead for PCW Solutions.

Alex explained that this fragmented approach created challenges both for his team as service providers and for their customers. Managing multiple platforms required more time, introduced potential security gaps, and made it harder to demonstrate the value of cybersecurity investments.

Why PCW Solutions chose Hornetsecurity

A key factor in the decision was Hornetsecurity's ability to provide a comprehensive Microsoft 365 security stack through a single, multitenant platform.

Instead of combining multiple products, PCW Solutions could now deliver advanced email protection, email encryption, security awareness training, SharePoint permission management, archiving, continuity, and reporting through one centralized solution.

Alex also highlighted the importance of visibility and reporting. Hornetsecurity provides detailed threat statistics, quarantine reports, and post-trial reviews which allow PCW

Two capabilities stand out to the MSP in particular:

- Advanced email security with protection against phishing, malicious links, QR-code attacks, and other modern threats.
- Secure email encryption through the Websafe portal, enabling sensitive information to be shared safely without relying on mailbox security alone.

Defending against impersonation scams

PCW Solutions regularly encounters impersonation attacks designed to exploit human trust rather than technical vulnerabilities.

One common tactic involves attackers posing as senior executives and contacting new employees with urgent requests to purchase gift cards or transfer funds. Attackers often gather information from publicly available sources such as LinkedIn profiles and company websites before crafting convincing messages, often using genAI to make them as realistic and targeted as possible.

Through advanced email protection and security awareness initiatives provided by 365 Total Protection, PCW Solutions is helping customers reduce the likelihood of these attacks succeeding.

Securing the front door of Microsoft 365

Alex describes 365 Total Protection as protecting the "front door" of Microsoft 365.

Using multiple detection methods, including behavioural analysis, heuristics, algorithms, and AI-assisted threat detection, malicious emails are identified and blocked before they reach users' inboxes.

At the same time, legitimate business communications remain accessible through configurable quarantine processes and controlled release workflows. This balance allows organisations to strengthen security without disrupting productivity.



Simplifying compliance, archiving, and continuity

For organisations with compliance requirements, 365 Total Protection provides integrated email archiving and continuity capabilities.

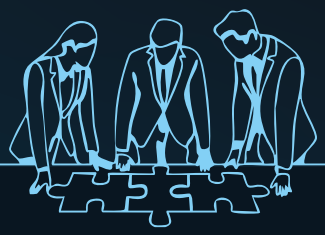
By routing mail flow through Hornetsecurity, organisations can maintain legally compliant archives while ensuring business continuity in the event of service disruptions. The solution's mail continuity services additionally provide alternative access to communications if Microsoft 365 becomes unavailable.

When working with regulated industries such as legal services, finance, and professional services, consolidating archiving, secure communications, and security controls into a single platform significantly reduces complexity.

Simple to deploy, easy to manage

PCW Solutions found 365 Total Protection straightforward to deploy, requiring only MX record changes to route email through the platform. Alex also highlighted the value of Hornetsecurity's hybrid approach, which combines mail-flow routing with API-based remediation capabilities to deliver broader protection than API-only solutions. This enables PCW Solutions to deploy a consistent security framework across multiple customer environments while maintaining the flexibility and control required by an MSP.

Once implemented, the platform simplified day-to-day management for both users and administrators. Users can quickly review quarantine reports and release legitimate emails when appropriate, often within seconds, while administrators retain control over higher-risk threats through configurable security policies. Detailed reporting and threat visibility also support customer conversations, helping organisations understand the volume of threats being blocked and the tangible value of their cybersecurity investment.



Delivering enterprise-grade security for SMBs

For Alex, the biggest advantage delivered by 365 Total Protection is its ability to bring enterprise-grade Microsoft 365 protection to small and medium-sized businesses through a single, integrated platform.

By combining email security, encryption, user awareness, permissions management, archiving, and reporting in one solution, it enables PCW Solutions to reduce risk, simplify management, and provide measurable security outcomes for customers.

Alex says that the ability to consolidate multiple security requirements into one platform without sacrificing visibility, control, or usability is what makes Hornetsecurity's 365 Total Protection a solution he confidently recommends.

" The quarantine process is quick and easy for users, while still giving us (MSP) the control they need. It helps us show the customer exactly what's being blocked and why their protection matters."

– Alex Hill, PCW Solutions