HORNETSECURITY

helpdesq
Helping PEOPLE with computers

UK RESELLER TACKLES EMAIL FRAUD HEAD ON WITH HORNETSECURITY'S 365 TOTAL PROTECTION ENTERPRISE BACKUP

▣ **INDUSTRY** IT Support & Reseller

⚒ **SERVICES** IT Support

👥 **COMPANY SIZE** 10 employees

🌐 **WEBSITE** www.helpdesq.co.uk

All it takes is one incorrect character in an email address and inattention on the user's part for the risk of inadvertently falling foul of a scammer to become a reality. Email fraud is a growing cybersecurity threat for companies and organisations, and only a comprehensive email security solution can mitigate the risk.

Helpdesq, an IT services provider based in Surrey, UK, recognised this growing threat to one of their customers and took action by using Hornetsecurity's 365 Total Protection Enterprise Backup. Its advanced functionality immediately reduced threats, resulting in an all-round a sigh of relief. Helpdesq's technical director, Jack Reddick, explains what brought about this change in their approach to email security. "One of the key problems we have seen Hornetsecurity resolve for one of our customers is email fraud. They had in the past fallen for an email which appeared to come from the managing director of the company, however the email address was one character incorrect. As a result, they paid $12,000 to a scammer somewhere in the world." Since then, the customer has received a number of fraudulent emails, Mr Reddick said, adding:

"Luckily, they asked us to review first this time!" All these emails were "coming from domains that were not their own, but very similarly created. Through implementing the targeted fraud forensics filter in Hornetsecurity's 365 Total Protection, we have now seen all of these emails stop. Even genuine personal email accounts have to be allowed by us first before the customer can send emails to/from their personal email to their work email, further reducing the risk," Mr Reddick explained.

WHY HORNETSECURITY?

Helpdesq had been a long-standing customer of Altaro, which now forms part of the Hornetsecurity Group.

"We actually 'merged' to Hornetsecurity," Mr Reddick said. However, "prior to using Hornetsecurity, we used a small third-party spam filtering system, and had no form of mailbox backup in place. As an IT company and reseller, we found it difficult to find a vendor and product to work with that would see us as an IT company instead of just your typical end user." Mr Reddick said they would quite often go to vendors with detailed info about problems they were facing with their product due to their

knowledge and expertise. "However they would ignore this and ask us very simple troubleshooting questions which was always rather insulting," he said. Furthermore, he added, "we never found anything that was simple and 'ready to go' out of the box, that didn't require you to be an expert in the product before starting to use it."

ADVANCED THREAT PROTECTION (ATP) SWAYS THE BALANCE

"We migrated to the Hornetsecurity spam filtering products because of the user interface, the simplicity of using the product, along with the extras available such as continuity mailboxes, encryption, and the Advanced Threat Protection (ATP) features. However, ATP is what really swayed and sold the product to them.

"The ATP features are what sold the product to us. Between the advanced sand boxing, URL rewriting and targeted fraud forensics filter, we can now see in much greater depth the possible risks to our business that have been stopped by Total Protection."

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GREAT SUPPORT CLINCHED THE DEAL

What Helpdesq's really needed, apart from the product, was the ability to contact someone for support — and they found this in Hornetsecurity.

"A contact at the vendor is very important. So many companies nowadays are only email and chat boxes. We liked the fact we had account managers on hand, along with an excellent support team available on the phone. To be honest, even with my complaint about chat boxes and email contact, Altaro (and now Hornetsecurity) have such a good chat box service it is almost as personable as being on the phone with their tech team," Mr Reddick said.

SMOOTH MIGRATION

Mr Reddick said the whole migration went well for the majority of their customers. "The only 'issue' we have faced is making sure any DKIM, DMARC and SPF records are 100% correct if using the Hornetsecurity servers for outbound mail, as a number of our customers saw their emails going into their recipients junk folders and this was rather frustrating."

BETTER FOR THEM AND THEIR CUSTOMERS

The switch has benefited both Helpdesq and their customers.

"We can now manage all of our end customers in one portal. This includes spam filtering, Office 365 backups, and even VM backups. It makes it so quick and easy to jump from customer to customer and product to product. Moreover, we have had a number of customers compliment the quarantine reports. They like how the schedules can be amended on a personal basis, and how they can release 'infomail' themselves," Mr Reddick said.