

Skynet Innovations: A Case Study

- **Skynet Innovations** is a Cincinnati-based MSP and IT Support company that has been in the industry for 12 years.
- After numerous attacks involving spoofing CEO email addresses, it became clear that improved client training was necessary. Skynet Innovations was in need of a solution that blocked any fake email addresses and allowed for easy setup among clients.
- Since implementing Cofense Protect MSP*, Skynet Innovations has seen minimized threats and increased client protection.



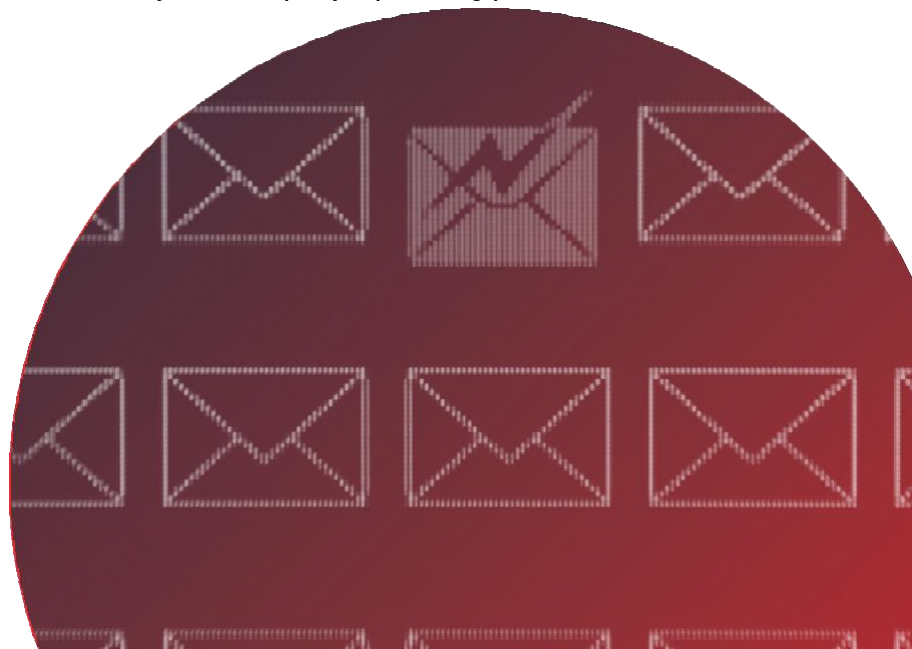
CHALLENGE

Skynet Innovations, an Ohio-based IT Support MSP, had numerous reports of clients being subjected to phishing attacks – and falling for them.

Before looking into phishing protection, Skynet Innovations had some customers using Proofpoint. After becoming familiar with the program, it became clear that some weaknesses were allowing for phishing threats to slip through the cracks.

Numerous clients of Skynet Innovations had experienced CEO Identity Fraud and BEC phishing. One incident occurred within the company itself, in which an employee maxed out her company card buying gift cards for someone impersonating Skynet Innovations' President Shaun Sexton. After these events, Sexton decided that it was time to modify the company's phishing protection.

*formerly Cyberfish





SOLUTION

Skynet Innovations knew it was in need of a service that would fill in the gaps of Proofpoint and ensure that its clients would be protected from phishing attacks.

Prior to Protect MSP, Skynet Innovations would have to deploy an entire project team to redirect mail flows and monitor emails. However, Cofense Protect MSP's AI technology allowed for project teams to be dispersed, as automation would flag down threats and inspect them before the email was visible in the client's mailbox. This has allowed for modified workflow, as well as more efficient delivery of services.

"I mean, we're constantly stopping attacks every day... It stops all that, literally just brings it to a halt."

Since implementing Protect MSP's anti-phishing software, Skynet Innovations has seen a sharp decrease in attacks reaching its clients' mailboxes. Decreased threats means decreased opportunities for employees to send money to malicious people. With Protect MSP's simple dashboard reporting feature, customers are able to see real-time proof of the work Skynet claims to be doing.

RESULTS

Before implementing Cofense Protect MSP into Skynet Innovations' security stack, its' clients had employees sending out tens of thousands of dollars to criminals on a weekly basis. Since then, Cofense has auto-quarantined hundreds of malicious attacks before employees have the chance to see to see them.

"The reports are huge because most of your businesses have no idea what you're actually doing... So, they get that report and it's proof that you are doing what you say you do as the MSP."

About Cofense

Cofense® is the leading provider of phishing detection and response solutions. Designed for enterprise organizations, the Cofense Phishing Detection and Response (PDR) platform leverages a global network of over 25 million people actively reporting suspected phish, combined with advanced automation to stop phishing attacks faster and stay ahead of breaches. When deploying the full suite of Cofense solutions, organizations can educate employees on how to identify and report phish, detect phish in their environment and respond quickly to remediate threats. With seamless integration into most major TIPs, SIEMs, and SOARs, Cofense solutions easily align with existing security ecosystems. Across a broad set of Global 1000 enterprise customers, including defense, energy, financial services, healthcare and manufacturing sectors, Cofense understands how to improve security, aid incident response and reduce the risk of compromise. For additional information, please visit www.cofense.com or connect with us on Twitter and LinkedIn.



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