



# Cofense Professional Services

UNLEASH YOUR HUMAN DEFENSE TEAM



With more than 90% of breaches attributed to successful phishing campaigns, it's easy for organizations to point to the everyday employee as the root cause – as the problem to be solved. **We disagree.** Cofense believes employees – humans – should be empowered as part of the solution to help strengthen defenses and gather real-time attack intelligence to stop attacks in progress.

Cofense offers a complete solution with the singular, focused goal of preventing phishing attacks by raising awareness and conditioning user behavior. Users learn to identify, avoid, and report phishing emails to your security operations team, boosting your likelihood of foiling an attack.



## Your Strategic Security Partner



Many companies lack in-house resources to successfully implement and manage anti-phishing solutions. Cofense Professional Services can help you. Our team has vast experience in designing, configuring, and deploying phishing solutions tailored to your specific threat environment. We work with customers around the globe to assist them in creating effective, results-driven programs to identify and mitigate phishing threats.

The team becomes a strategic partner – an extension of your own security team – to introduce, develop, and deploy your phishing program to users. We manage the simulations designed to teach employees to spot, avoid, and report phishing threats. Cofense Professional Services partners with your in-house security professionals to analyze simulation results, apply them to future simulations, and determine if your employees need additional education.

# Professional Services for Cofense PhishMe®

Once you decide to implement Cofense PhishMe, you will want it up and running as soon as possible so users can start learning to identify and avoid phishing threats. Cofense Professional Services consultants provide expertise to install, configure and customize Simulator, accelerate implementation, and assist with user training.

## We offer three Professional Services levels for Cofense PhishMe:

### • Cofense PhishMe Consulting

Some customers have in-house resources to manage a phishing program but lack experience with the threat landscape and the solution itself. Cofense Consulting fills that gap with a team of experts to assist in the implementation. The internal team runs the company's phishing program, with expert guidance from Cofense.

### • Cofense PhishMe Premium

Cofense PhishMe Premium is for customers who completely outsource the development and execution of their program. This option is especially suited to large customers running a centralized phishing program.

### • Cofense PhishMe Multi-Entity Premium

Some customers run separate phishing programs for subsidiaries, bureaus, divisions, and sub-departments. Cofense consultants work with internal resources to support affiliates and locations not covered by internal resources.



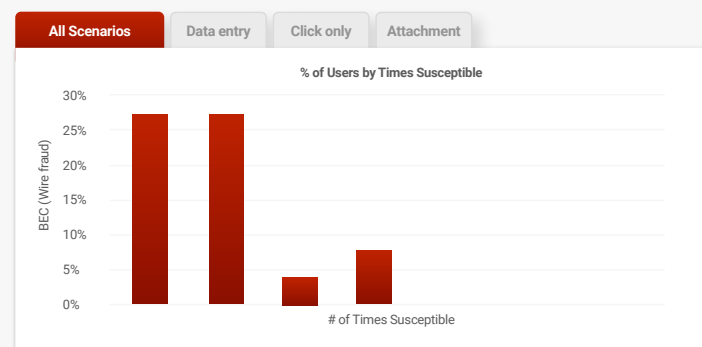
## Cofense PhishMe® - Reducing Employee Susceptibility to Phishing

Cofense PhishMe uses industry-proven behavioral conditioning methods to better prepare employees to recognize and resist malicious phishing attempts – transforming your biggest liability into your strongest defense.

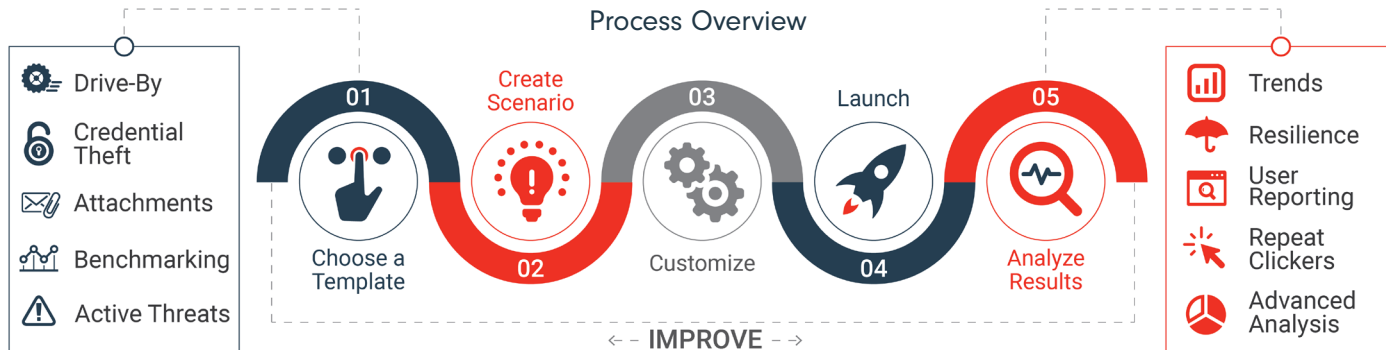
Provided as a SaaS-based conditioning platform, Cofense PhishMe generates customized phishing attack scenarios recreating a variety of such real-world attack techniques as:

- Spear phishing attacks
- Social engineering attacks
- Malware and malicious attachments
- Drive-by attacks
- Advanced conversational phishing attacks

Cofense PhishMe is easy to administer and provides deep metrics, benchmarking and reporting options. The solution provides pre-built and customizable phishing scenarios in an ever-expanding library of content in 19 languages, featuring HTML 5 templates, videos, and gaming modules.



## Cofense PhishMe Process Overview



# Professional Services for Cofense Triage™

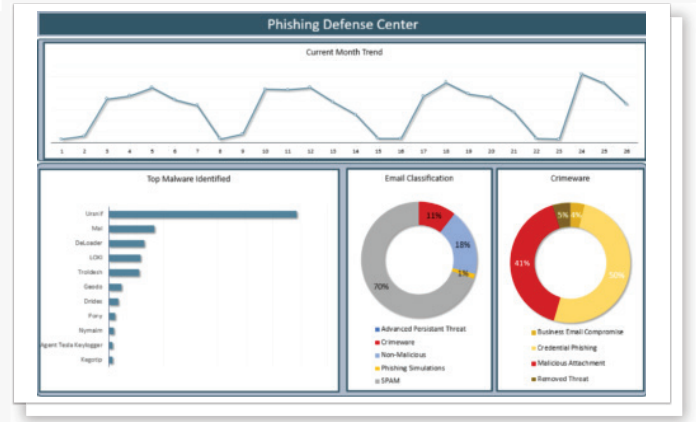
In addition to traditional product support, Cofense can provide a variety of professional services to assist customers in the design, configuration, training, and implementation of your Triage program. Cofense Triage analysts have extensive experience working with organizations across the globe to monitor and minimize spear phishing threats. Consultants guide you through deployment and remain available post-implementation for additional training and periodic optimization checks, and to answer questions and resolve issues.



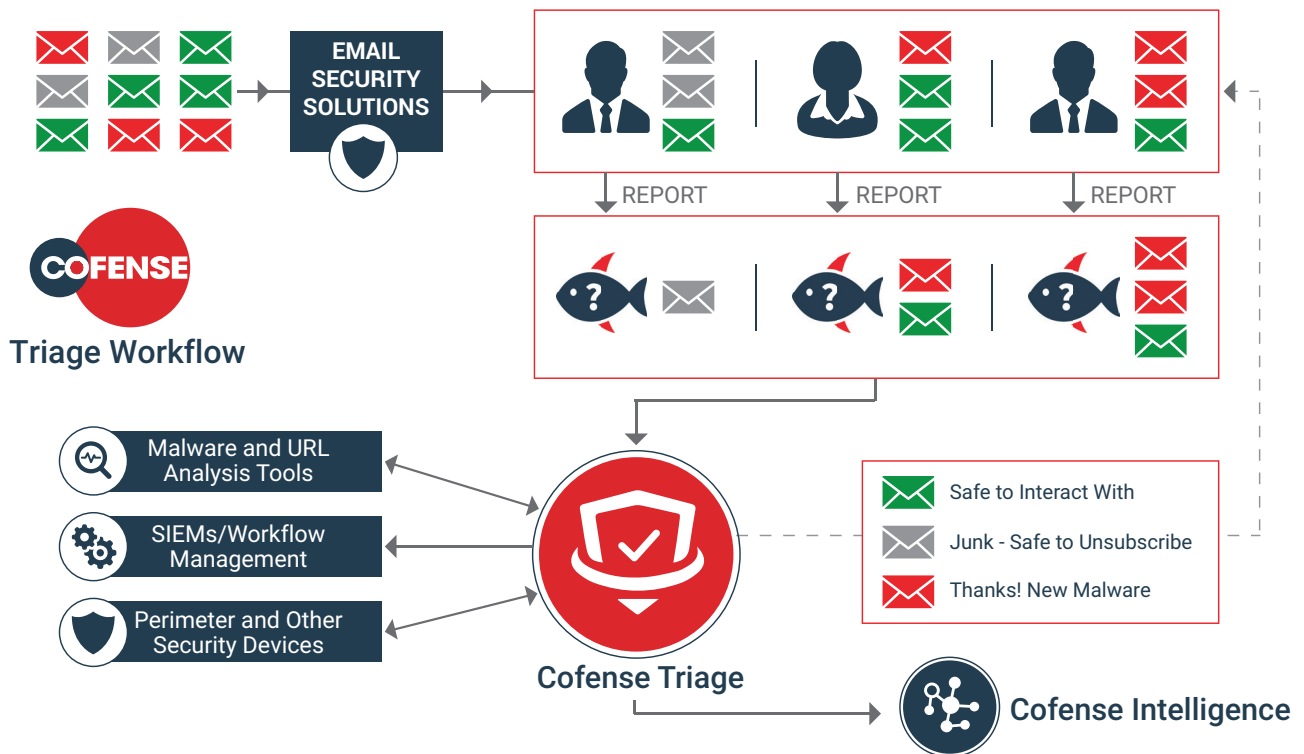
## Cofense Triage™ - Incident Response

Cofense Triage is the first phishing-specific incident response platform that allows security operation and incident responders to automate the identification, prioritization, and response to threats delivered via phishing emails.

Cofense Triage gives incident responders the visibility and analytics needed for email-based attacks occurring against their organization in near real time. Cofense Triage operationalizes the collection and prioritization of employee-reported threats whether from other sources or directly from Cofense Reporter. Available as hardware or virtual appliance, Cofense Triage seamlessly integrates



with your existing SIEM, malware and domain analysis, and threat intelligence solutions across a variety of infrastructure environments.



## We offer four Professional Services levels for Cofense Triage:

- **Cofense Triage Implementation and Training**

Triage Implementation and Training services are available to assist clients during configuration and deployment of Triage instances that are managed and operated by the client.

- **Cofense Triage Optimization**

A post-implementation Triage Optimization provides a review and assessment of client deployed Triage to ensure proper functionality, responsiveness, adherence to best practices, and can be delivered remotely or onsite.

- **Cofense Triage Consulting**

A dedicated consultant provides expert guidance to help customers maintain a successful phishing response program.

- **Cofense Triage Managed Services**

Cofense Triage Managed Services are available to customers who prefer to fully outsource management and operation of Triage as well as analysis of suspicious emails reported by employees. Managed from our regional Phishing Defense Center (PDC) locations, Cofense experts provide phishing threat analysis and guidance during response efforts.

## ▣ Benefits of Cofense Professional Services:

- Guidance based on experience with hundreds of Cofense implementations
- Defining program metrics and goals to meet business objectives
- Proven methodology to achieve full product functionality
- Detailed planning for future use cases and capabilities

Cofense Professional Services consultants guide you through the technical aspects of implementation and advise you on how to communicate with managers and employees about your phishing program, set proper goals, and help you achieve desired results.

Our Professional Services consultants have the training, skills and experience to help you run a successful program that protect your organization from one the most pervasive cyber threats – phishing.

