

United Systems

A Case Study

- **United Systems** is a technical services MSP firm with over 40 years of industry experience located in Benton, KY.
- With multiple phishing threats received by clients on a weekly basis, United Systems recognized the need for a strong anti-phishing system to be put in place.
- United Systems, being an 'all or nothing' type of firm, needed to find a cybersecurity software that was reliable and accurate, without taking multiple team members to run.
- After implementing Cofense Protect MSP*, United Systems has experienced a low number of phishing attacks and increased ease of business.



CHALLENGE

United Systems, an MSP with over four decades worth of experience, was experiencing major pressure when it came to phishing threats coming in. Individual employees were tasked with addressing malicious emails, adding additional duress to the team.

Prior to seeking out any form of phishing protection, United Systems realized the necessity for anti-phishing software in order to ease pressure that security put on its team.

After this realization, United System's Manager of Network Services, Jeff Harlan, began the search for the ideal phishing protection software.

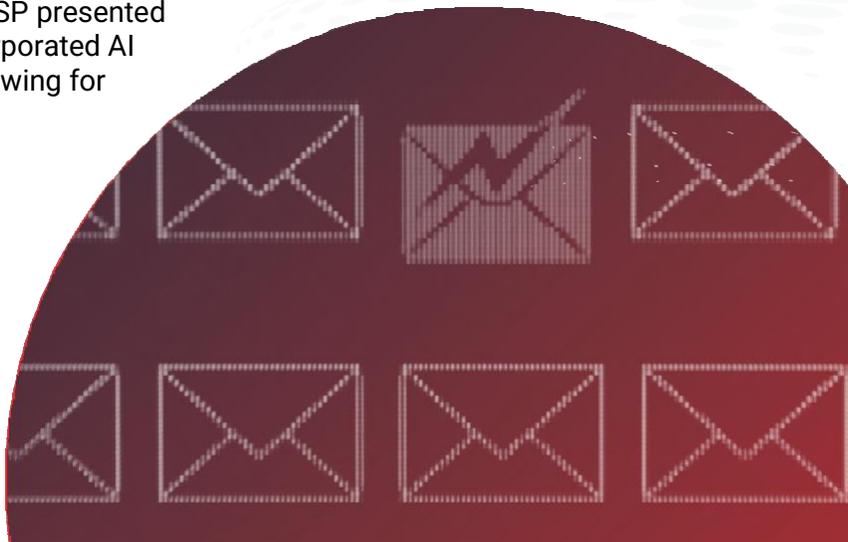


SOLUTION

United Systems recognized the need for a service that would relieve the stresses of employee-managed phishing protection.

Prior to selecting Protect MSP, United Systems had experience with Ironscales. However, Ironscales forced pressure on United System's team to figure out what to do with phishing emails, resulting in unnecessary stress. Cofense Protect MSP presented United Systems with software that incorporated AI technology into phishing protection, allowing for minimal employee involvement.

*formerly Cyberfish



With Cofense Protect MSP software implemented, United Systems has had fewer incidents among clients. Thanks to the automated threat detection and quarantine, pressure has been taken off of United Systems' team and has freed up employees. Protect MSP's anti-phishing technology has helped to lower overhead costs for United Systems, while also offering in-depth reporting for employees like Jeff.

"The first thing I liked is once I had Protect MSP involved, that was it, I didn't have to do anything... I let AI take care of what it could."

- Jeff Harlan, United Systems' Manager of Network Services

RESULTS

With Cofense Protect MSP implemented into its security stack, United Systems no longer sees the number of phishing attacks it experienced with Ironscales alone. In addition to less threats, employees of United Systems are now under less pressure to address phishing as Protect MSP has tackled many major threats.

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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