



FAI Service combine OnINBOX with OnDMARC to protect both customers and employees from phishing attacks

FAI Service has been a global partner for road haulage companies transporting goods since 1986. Their services provide trusted expertise to clients around the world which relies on email communications between a business unit all working remotely around the world.

People centric email security alerts employees to BEC and integrates seamlessly with O365 systems

Chief Infosecurity Manager Gaetano Zappulla already felt confident in the organization's domain level security with OnDMARC, but needed to turn his attention to modern Business Email Compromise (BEC) techniques which were highly targeted at internal employees and not reliant on domain spoofing. Gaetano explained "We were already using OnDMARC which stopped phishing attacks reaching our customers, but we needed to help our own employees spot phishing. OnINBOX integrated well with Office 365 and helps email users confidently report phishing".

Targeted executives and Infosecurity teams utilized OnINBOX's free trial before investing

FAI Service took advantage of OnINBOX's free trial and ran a POC which included both Infosecurity and executives such as the CFO who was often targeted due to his access to sensitive information. Trial team members reported that "OnINBOX was so easy to know what to pay attention to inside the email and how to report." Additional influences on their decision to buy OnINBOX included:

1) No software required It took one IT member less than an hour to get OnINBOX fully set up and running with O365.

2) Fast end-user deployment For deployment across multiple departments and geographical regions the Chief Infosecurity Manager reported his experience with OnINBOX's centralized deployment as having "activated all end-user mailboxes with just one-click."

3) Clear risk indicators End-users knew if there were risks to pay attention to inside every email without any technical know-how thanks to simple traffic light indicators.

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Gaetano Zappulla, Chief Infosecurity Manager at FAI Service

Highlights

- Reducing the burden on security**
 The finance department became confident in spotting and reporting phishing emails without the need to consult security teams first.
- Company-wide threat intelligence**
 FAI Service use OnINBOX Manager to trust connections such as suppliers and labelling known bad senders company-wide with just one click.
- Increasing employee confidence**
 The Chief Infosecurity Manager reported "Users knew if there were risks to pay attention to inside every email without any technical know-how thanks to simple traffic light indicators."
- Seamless integration with O365**
 FAI Service already used Microsoft Office 365 for email which they easily integrated with OnINBOX in less than one hour.

A small price to pay to prevent dangerous financial loss

As a first priority, Gaetano (Chief Infosecurity Manager at FAI Service) invested in OnDMARC which helped his team quickly and confidently implement DMARC and shut down email impersonation. This meant fraudsters could no longer send email in the company's name. Gaetano's focus then turned to complementary user-facing email security for internal employees. A big driver for this came off the back of the company's CFO (Chief Financial Officer) being targeted and impacted by a phishing attack that resulted in financial loss. After this incident, the entire finance department began to overburden the security team to ask whether or not an email is safe.

Gaetano first considered a focus on phishing training for employees but found them to be too resource-intensive for his team. OnINBOX on the other hand did the work for employees by labeling dangerous emails as they came in.

"I made a commercial benchmark for OnINBOX against Proofpoint's solution, but it was much harder to configure and maintain. OnINBOX worked better in my opinion."

Gaetano Zappulla, Chief Infosecurity Manager at FAI Service

After engaging in a free trial, Gaetano found "with OnINBOX end-users look inside their email and know what to pay attention to without any technical understanding needed thanks to the simple indicators."

Turning individual results into organizational action

OnINBOX Manager collates all the security results of every employee's inbox and the senders they interact with into one centralized view enabling security teams to easily spot unsecured business communications. Gaetano, Chief Infosecurity Manager observed "My team uses *OnINBOX Manager* on an almost daily basis to grow and control our Trust Network. I find the dashboard very simple and a great tool for us to use". The ability to set company-wide Trust Networks may include trusted connections such as suppliers, or bad known senders that one or more of your employees have reported. This keeps everyone in the loop quickly and easily with just one click.

FAI Service's Infosecurity team quickly and easily identify if a company they do business with isn't protected from spoofing using *OnINBOX Manager's* dashboard. When an unsecured supplier is spotted, the team then use OnDMARC's Analyzer tool to review a full breakdown of the status of all essential email security protocols (DKIM, SPF and DMARC) before contacting the company. Gaetano Zappulla explains how "This ensures that the wider-company knows when we have given suppliers permission to do business with us as they have an acceptable level of security in place". This effectively stops FAI Service employees being vulnerable to email impersonation attacks from familiar business contacts, a common phishing technique known as spoofing.

Get in touch to find out more about how OnINBOX complements Microsoft systems as people centric email security.



REDSIFT

The Red Sift Open Cloud is a data analysis platform that is purpose-built for the challenges of cybersecurity. By harnessing the power of AI we can securely collate, compute & visualize data from thousands of individual signals to help organizations to optimize their cybersecurity.

Products on the platform include OnDMARC and OnINBOX, SaaS applications that work together to close the net on the phishing problem by blocking outbound phishing attacks and analyzing the security of inbound communications for company-wide email threat intelligence.

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