## SAFEGUARDING A TECHNOLOGY INNOVATOR AGAINST WORLDWIDE EMAIL THREATS

As one element in a comprehensive security upgrade, a drone technology startup required new capabilities to reduce risk from email and phishing threats. The company is heavily reliant on Microsoft Office 365 for email communication, especially in light of an expanding remote workforce. They partnered with Propelex to engineer capabilities able to actively detect and manage threats, rather than simply react to attacks.

PROTECTING EMAIL AND COMMUNICATION RESOURCES

The Client understood its current implementation of Microsoft Office 365 faced a critical risk from email- and phishing-based threats. Their resources are located in different regions around the world and their threat environment is therefore global, so they needed enhanced protection for their essential communication functions. The Client's information security team asked Propelex for a solution that would:

1. Evaluate enterprise susceptibility to business email compromise and phishing threats
2. Harden Microsoft Office 365 against malicious emails and email-based attacks
3. Implement email encryption to protect critical information from exposure
4. Educate staff against phishing attacks
5. Simplify email security control processes
6. Integrate with a centralized security platform and within a larger cloud environment
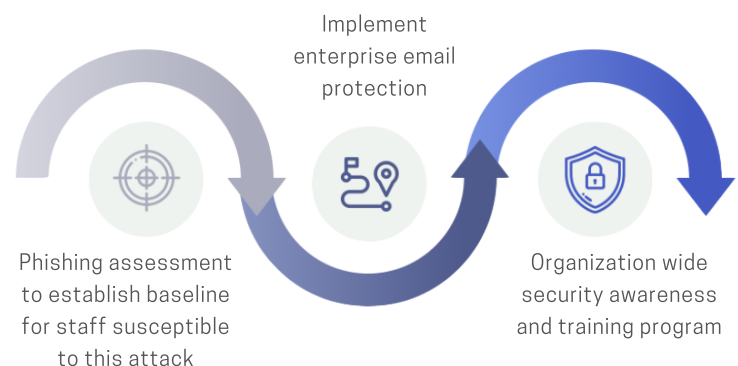7. Scale as needed
8. Provide on-demand support
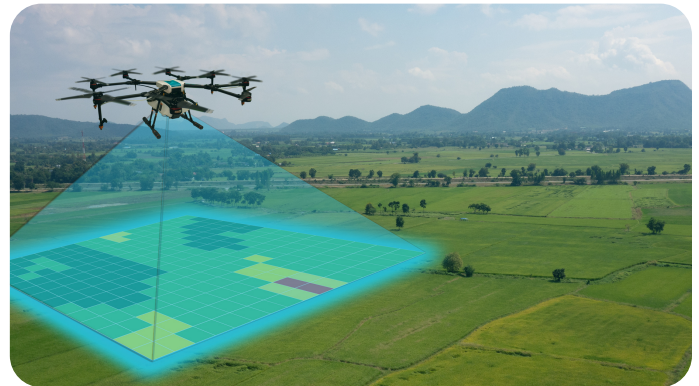
NAME UNDER NDA

OUR APPROACH

Our approach is honed by the experience of successfully providing dozens of enterprises with solutions that deliver best-in-class email and anti-phishing security:

- Perform email security and phishing assessment
- Determine staff who are susceptible to attack
- Implement customized enterprise email security protections
- Conduct organization-wide security awareness and phishing training program

Implement enterprise email protection

Phishing assessment to establish baseline for staff susceptible to this attack

Organization wide security awareness and training program

SECURE & COMPLIANT

PCI DSS

HIPAA HITRUST

SOC 2 TYPE 2

GDPR

SOX COMPLIANCE

NIST

THE RESULTS

Implement best practices for email security:
Assessment revealed lagging indicators in best practices performance, which opened the door to unacceptable risk. Propelex made adjustments to implement best practices email security techniques, including DKIM, SPF, and DMARC, to eliminate common vectors for email-based threats.

Specifically strengthen their Microsoft Office 365 platform:
We used several native email security tools included within the Microsoft Office 365 platform, including:

- Multifactor authentication
- Dedicated admin accounts
- Disable auto-forwarding
- Enable encryption
- Enable Safe Attachments and Safe Links

Hand-selected security products:
Propelex installed a proven stack of email security products configured to filter and block spam, advanced email threats, and phishing emails. This prevents staff and users from inadvertently downloading malware, redirecting to malicious sites, or leaking privileged information. Rare instances of false positives are easily managed with a fast restore feature.

Email encryption:
Implemented Microsoft 365 Message Encryption, to encrypt messages and and enhance data privacy. Even if intercepted or exposed, the information within company email messages is protected.

Advanced reporting:
Centralized reporting, tracking history, process automation, and customizable content rules provide visibility into status and performance. Rich data insights allow for optimal agility and continuous improvement of the email security function.

Custom API tool:
Employee onboarding and offboarding represented windows of critical vulnerability for the Client. We designed a custom API to help manage these processes, which ensures they are doubly protected within the larger email security function.

Adjusted spam configurations:
A massive gain in quality of life and work efficiency was available with just a small filtering adjustment to eliminate spam messages. With annoying emails out of the way, staff have an easier time communicating and managing their time.

On-demand availability:
The Propelex team is available as needed to answer questions, manage performance, and keep security operations running smoothly.

MEETING CUSTOMER NEEDS

Having proven security solutions in place and managed by a trusted services provider supplies a level of accreditation that makes the company a more attractive enterprise partner. The company is a more viable choice for higher status projects and is better able to capitalize on opportunities for organizational growth.

At Propelex, we understand how to protect organizations from incoming threats, without compromising business performance. We specialize in helping companies ensure that email is adding value to their operations, without being a source of unmanageable risk.

SECURE & COMPLIANT

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