



# IRONSCALES x WEBHELP CASE STUDY

Webhelp is a global corporation offering CX and business solutions to both technological and non-technological organizations. Webhelp has over 65,000 employees and operate in more than 50 countries.

IRONSCALES approached Webhelp in 2020, offering automatic phishing response technology that enables the analysis, mitigation, and remediation of phishing threats automatically or at the click of a button.

## WEBHELP'S CHALLENGES

- Global business with offices worldwide
- Variety of clients with a variety of specific security requirements
- Increased phishing attacks targeted at themselves and their clients
- Previous email security solutions required far too much human effort
- VIP impersonation emails were making it through their existing security solution

## WHAT WE DID

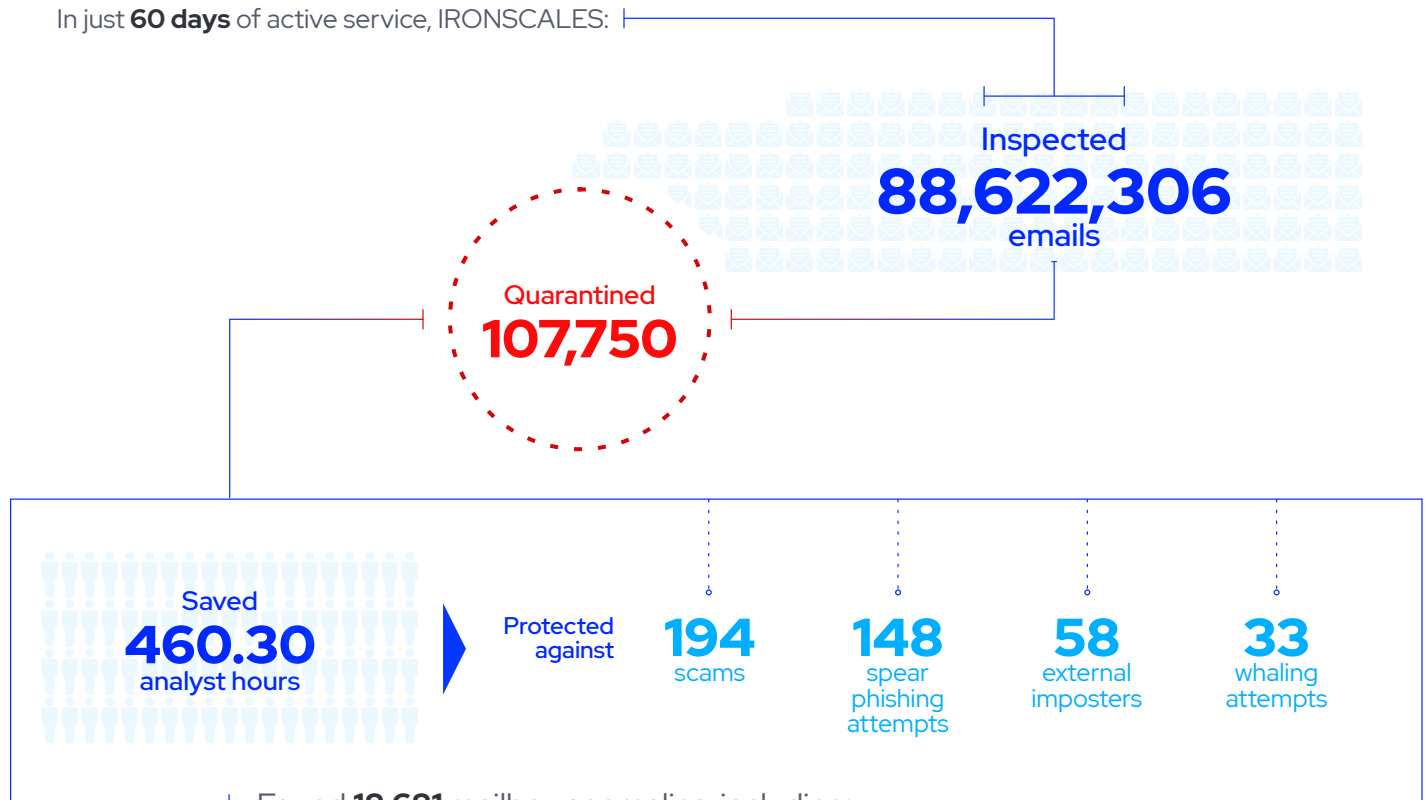
- Our AI-driven, self-learning email security platform was implemented into Webhelp's centralized email system in a matter of hours
- IRONSCALES automatic phishing response technology enables the analysis, mitigation, and remediation of phishing threats automatically or at the click of a button
- In addition, our employee simulation and training software is designed to improve phishing awareness, providing twofold protection for the organization

"In today's digital environment it's incredibly hard to be aware of all the possible incidents we could face, but now, looking at the sheer amount of intelligence coming through thanks to IRONSCALES, we have a really strong grasp on security."

**Ivan Milenkovic, Group Information Security Director at Webhelp**

## WHAT WE FOUND

In just **60 days** of active service, IRONSCALES:



Found **18,681** mailbox anomalies, including:

- 9216** exact display name impersonations
- 5438** similar display name impersonation attempts
- 3992** sender address spoofing attempts

## OUTCOMES

- The end user is now part of the security team
- All IRONSCALES customers gain the power of threat-sharing across our global community, democratizing threat protection
- IRONSCALES enables phishing awareness and training resources to be rolled out in multiple languages for Webhelp
- Webhelp has greater visibility into their security controls, improving cyber resiliency for employees who are working remotely

"I didn't think that a solution this effective and powerful could be implemented this quickly. If you have any doubts that something like this can be done smoothly, don't. Just let IRONSCALES help you."

**Ivan Milenkovic, Group Information Security Director at Webhelp**



**IRONSCALES** is the future of phishing protection, incubated inside the world's top venture program for cybersecurity and founded by alumni of the Israeli Defense Forces' elite Intelligence Technology unit. We offer security professionals an AI-driven, self-learning email security platform that provides a comprehensive solution to proactively fight phishing attacks.

Using the world's most decentralized threat protection network, our platform accelerates the prevention, detection and remediation of phishing attacks already inside your email with threat removal times in seconds. We give organizations of all sizes complete anti-phishing protection against any type of phishing attack.