

# PROTECTING THE INSTITUTION

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tackle advanced email security threats



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For years, phishing scams would occasionally show up within Dalton State College's email system. *"They were very easy to identify,"* recalled Terry Bailey, Chief Information Officer (CIO) at Dalton State College. *"Most students would never fall for these scams before."*

Then, the situation changed dramatically for the worse.

*"In November 2017, the game changed and there was a huge phishing campaign against Microsoft Office 365,"* said Micah Norton, Dalton State's assistant director of information technology operations for the Office of Computing and Information Services (OCIS). *"The bottom fell out and we were overwhelmed."*

Microsoft ATP's perimeter-level email security was no longer enough to stop increasingly advanced cyberattacks, and Dalton's small team of information security analysts simply couldn't keep up with the huge increase in the volume of email security threats.

*"The attackers figured out how to manipulate through that system and fool users,"* Norton said.

Dalton State's OCIS began looking for a comprehensive email security solution. That search led them to IRONSCALES.

*"When we saw the demo of IRONSCALES, it lived up to the hype, which is rare,"* Norton recalled. *"The speed at which it identifies and remediates was amazing. Within a single day of piloting the IRONSCALES program, realized that this was a product we wanted to implement."*



### Dalton State College at a Glance

Dalton State College is one of 28 colleges and universities in the University System of Georgia, serving more than 5,000 students and employing 600 faculty and staff. Located in the foothills of Dalton, Georgia, the college offers bachelor's and associate degrees and career certificate programs.

### The Challenge:

- Protect against a massive onslaught of sophisticated phishing attacks
- Prevent attackers from stealing credentials, deliver ransomware and other malicious content
- Shield sensitive data and systems from cyber attackers
- Educate students, faculty and staff about email security with simulated phishing campaigns



Once they implemented the automated platform, it was a huge relief to the college's overburdened IT security team.



It went from taking us 45 minutes to an hour per incident to utilizing my mobile device to press a button and remediate suspected phishing emails within two minutes,

Norton said.

*"Whenever another IRONSCALES customer across the country identifies an email as phishing and one of these emails shows up in Dalton State College's email system, IRONSCALES is already aware of it and takes steps to remediate it automatically without intervention on our part," Bailey noted.*

In the first year, the college recorded nearly 40,000 phishing incidents. Of these, 95% were automatically detected and remediated by the system. That workload would have required hiring 20 additional staff at an annual cost of \$1.3 million. Besides the cost savings, "we protect the reputation of the institution," Norton said.

### The Solution:

IRONSCALES Email Security Platform

- Customized, Gamified Simulation and Tracking
- Advanced Malware/URL Protection
- Democratized Threat Protection
- Mailbox-Level Anomaly Detection
- AI-Powered Incident Response
- Virtual SOC Analyst [Themis]

### The Results

- Automatically remediated 95% of the nearly 40,000 phishing incidents it recorded in the first year after implementation – the equivalent of hiring a staff of 20 at an annual cost of \$1.3 million
- Cut the time needed to respond to phishing incidents from 45 minutes to an hour down to less than two minutes per incident – a savings of nearly 2,000 person hours
- Empowered the college's email users to report nearly 2,000 phishing incidents to the IT security team for investigation in the first year alone

## About IRONSCALES

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