

CloudTech24

Company Intro

CloudTech24 is a UK-based MSP that serves a global customer base 24/7/365 in delivering IT support and cybersecurity services. Founded in 2016 and headquartered in Surrey, England, CloudTech24 serves a broad range of industries, including but not limited to healthcare, financial services, manufacturing, and professional services. They attribute their success to understanding the actual needs of their clients, their expertise in delivering exceptional management, expert security consultation, and unlimited support. With 250 plus, customers ranging from 5 to 1000 employees, their commitment is simple: **put security first in everything they do.**

The Problem

Despite deploying Microsoft's highest-level security tools, CloudTech24 was still seeing phishing threats reach end-user inboxes. **Even with Defender for Office 365 at its most advanced configuration, threats like BEC, credential harvesting, and socially engineered scams continued to bypass Microsoft's filters.** Worse still, Defender handled the same phishing emails inconsistently across users creating significant ambiguity and risk.

At the same time, operational inefficiencies were piling up. CloudTech24's analysts were spending one to three hours daily manually investigating and remediating phishing threats. **Early experiments with alternative solutions like Abnormal AI fell short, particularly around multi-tenant management and a lack of visibility around threat classification, which are critical components for their team.** CloudTech24 needed a single platform that combined high efficacy with operational simplicity and multi-tenant management to scale security across every client without increasing overhead.

The Solution

CloudTech24 chose IRONSCALES to power their security-first service model. IRONSCALES API-based integration allowed seamless deployment across Microsoft 365 tenants without the need for disruptive MX record changes. The platform's multi-tenant capabilities meant CloudTech24 could manage security across all clients from a single console, streamlining their operations significantly. **This speed and simplicity enabled them to protect more clients faster and at a lower operational cost.**

Challenges

- **Phishing attacks evaded Microsoft Defender**, leading to inconsistent protection and user risk.
- **Manual threat remediation consumed 1–3 hours daily**, burdening the security team.
- **Costly point solutions for email security and SAT**, creating operational inefficiencies and integration headaches.

Solution

- **Inbox-level threat detection and automated remediation** through IRONSCALES API-based integration.
- **Unified multi-tenant console** enabling centralized oversight across all customers.
- **Bundled Security Awareness Training and simulations**, replacing costly third-party vendors like KnowBe4.

Results

- **64 hours saved per month** in phishing response, cutting operational costs by thousands of pounds.
- **700% growth in IRONSCALES product adoption** within the first year.
- **Standardized IRONSCALES across all managed services**, strengthening client trust and securing inboxes efficiently and effectively.

In addition to superior phishing detection, CloudTech24 leveraged IRONSCALES built-in Security Awareness Training (SAT) and phishing simulation tools to **consolidate platforms and eliminate costly third-party vendors like KnowBe4 and Ninjio**. IRONSCALES transparent AI models, bolstered by real-time community threat intelligence from over 15,000 organizations, gave CloudTech24's team clear, actionable insights into every incident.

CLOUDTECH24

"We've displaced disparate deployments of KnowBe4 and Ninjio because IRONSCALES gives us more for less—advanced protection, built-in training, and huge time savings."



Rob Brewer
Director of Cybersecurity, CloudTech24

The Outcome

With IRONSCALES, CloudTech24 transformed their business:

- **Rapid Deployment:** New customer tenants are spun up and secured in **under 10 minutes**.
- **Operational Efficiency:** Time spent on phishing remediation dropped by over 60%, **saving the team over 64 hours per month**—equivalent to thousands of pounds monthly in operational costs.
- **Stronger Protection:** IRONSCALES successfully **caught 1 in 3 phishing attacks that Microsoft Defender missed**, closing a major vulnerability.
- **Revenue Growth:** CloudTech24 saw a **700% increase in IRONSCALES product adoption** among its customer base within the first year. They are on track to double that growth by selling deeper into their existing customer base.
- **Service Expansion:** IRONSCALES is now bundled as a standard part of all managed services offerings, with CloudTech24 extending the model into their new Dubai market.

90-Day Metrics



8,177 incidents processed.



6,646 emails marked as phishing attacks.



1,255 emails marked as spam.



We almost treat IRONSCALES as a non-negotiable for any new client. It's that critical to securing their environment from day one. The transparency behind why an email is flagged made a huge difference for us. It wasn't just black-box AI anymore—it built trust with both our analysts and our customers."



Rob Brewer
Director of Cybersecurity, CloudTech24

Learn more about CloudTech24 at www.cloudtech24.com



Learn how working with IRONSCALES makes us Safer Together.

[Learn More ↗](#)

Everything is just a click away, from initial installation to threat identification and removal.

