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Learn how IRONSCALES helps to protect PRT Staffing from advanced phishing attacks

PRT
STAFFING

About PRT Staffing

The Personnel Response Team (PRT) provides comprehensive staffing solutions to the Construction, Industrial, Energy, Manufacturing, Hospitality, and Disaster Recovery sectors. Operating in Florida, Arizona, and Georgia and supporting customers nationally, PRT handles the entire hiring process from beginning to end, including recruitment, onboarding, orientation\training, payroll processing, and all other HR-related duties. The PRT team is focused on providing the best possible staffing experience for clients and candidates, offering "A Personal Response to Your Personnel Needs".

Challenges

- PRT's large amount of sensitive customer data
- A phishing attempt spoofing a large customer
- Expensive and time-consuming phishing remediation

Solution

- IRONSCALES, the self-learning, AI-powered email security solution that fights phishing in the inbox
- Phishing simulation & security awareness and training programs through the IRONSCALES platform

Results (over a 7-month period)

- 361,005 emails inspected
- 1,491 phishing incidents resolved
- 926 hours of analyst time saved

> "Before using IRONSCALES, we employed siloed solutions that provided some coverage, but most of the time we were using the "firefighter" approach. If a threat entered our systems, I had to rely on outside support for remediation, which can be pretty pricey. We wanted to start preventing, not just reacting."

PAUL ZIMORSKI, CHIEF INNOVATION OFFICER (CIO) AT PRT

The Problem

PRT is responsible for ensuring that employees are paid accurately, arrive on time, and, crucially, stay safe once they're at work. But keeping staff safe on assignment is more than just providing the right training and protective equipment – it's about ensuring that their information is secure as well.

PRT's key cyber attack vector is the huge amount of sensitive data they hold about candidates, employees, and clients. This PII (Personally Identifiable Information) includes names, social security numbers, and financial details, making the organization a major target for hackers looking for high-value data to steal, extort, or hold to ransom. And with 91% of cyber attacks deriving from a malicious email, and industry-specific email threats like W-2 fraud increasing, the PRT team knew that securing their inboxes was a priority.

PRT had noticed phishing attempts entering its systems, with hackers trying to change employees' payroll information, targeting the executive team, and even email spoofing a customer in an effort to steal a large sum of money. The small, agile security team at PRT simply didn't have time to detect and remediate email threats manually.

Solution

As a small business, PRT was looking for a solution to fight phishing threats that would be cost-effective while providing enterprise-level protection. Fortunately, Paul Zimorski, PRT's Chief Innovation Officer, had experience with the IRONSCALES solution from a previous role at a partner organization.

After conducting a short POC (Proof of Concept) that demonstrated just how many threats were entering the network and being remediated by IRONSCALES, PRT deployed the full solution across their internal staff. The team was impressed with the speed and simplicity of implementation, with the solution installed into 52 inboxes across users in the corporate office, physical branches, and at home within a matter of hours.

Outcomes

Immediately after implementation, PRT noticed a significant difference in both user inboxes and staff workflows. Armed with real-time visibility of incoming threats, including those identified by IRONSCALES' global user Community, the PRT security team has seen a boost in staff productivity. IRONSCALES uses AI to auto-triage email threats, cluster attacks, and bulk remediate instantly, removing malicious emails from inboxes automatically and at scale, affording the team greater peace of mind. PRT no longer needs to trawl through logs and dedicate hours to manual remediation; the solution simply acts as soon as a threat arises and notifies the relevant staff members in real-time, rather than weeks later. In the seven months since implementing the complete solution, IRONSCALES has inspected over 360,000 of PRT's emails, resolving just under 1,500 phishing incidents, and automatically remediating almost 6,000 malicious emails.

By utilizing the phishing simulation and training features of IRONSCALES, PRT has also been able to vastly improve email security awareness among the staff base. Sending out simulations once a month, the PRT security team can identify which users in which departments need training, pinpointing specific areas of weakness. Testing the user base provides PRT with longer-term protection against phishing threats, establishing the organization as a trustworthy partner for the workers they place.

> From my experience working as a partner with IRONSCALES, I knew that the solution worked and had received real feedback from customers that really cemented its value. So, once we got our email systems in the right position, I had every confidence that bolting IRONSCALES on was going to be a good decision for us. It was pretty much a slam dunk for me."

PAUL ZIMORSKI, CIO AT PRT

> You just can't compare human effort with what IRONSCALES is capable of. Even if we had a whole team dedicated to detection and remediation, they wouldn't be able to take action at the rate that IRONSCALES does. In my opinion, catching just one threat pays for this platform for life."

PAUL ZIMORSKI, CIO AT PRT

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> "I would absolutely recommend IRONSCALES. It's nice to know that we're improving our security posture and fighting back against what's out there. To those considering IRONSCALES — don't just believe the PowerPoint presentation, plug the solution in and see for yourself the difference it can make!"

PAUL ZIMORSKI, CIO AT PRT

Looking Ahead

Alongside continuing to use IRONSCALES' email security solution as the business grows, the PRT team is looking at ways to further personalize phishing education programs, catering future simulations to how each department uses email and the different attacks they face. PRT is also looking to put together a formal phishing training process for new hires, ensuring that the entire organization knows exactly what to look for and how to report phishing fast.

> "Because we take responsibility for the safety of the staff we place, we've used the insights gained from IRONSCALES to make information security a key focus for our risk management teams. It's not just about keeping our associates safe at work physically, it is also about securing their information."

PAUL ZIMORSKI, CIO AT PRT

Learn how working with IRONSCALES makes us Safer Together. www.ironscales.com

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

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