IRONSCALES

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Concentrix

Company Intro

Concentrix is a global technology and services leader, designing and managing enterprise solutions for the world's top brands. With a human-centered, tech-driven approach, Concentrix enhances customer experiences and drives business growth. Operating in over 70 countries, they support more than 2,000 clients, including Fortune Global 500 companies, with integrated, scalable solutions.

The Problem

Concentrix, a global leader known for designing and managing enterprise solutions, encountered significant vulnerabilities in its email security as it scaled operations. The company's growth was accompanied by an overwhelming surge in phishing and junk emails, posing a severe risk to business continuity and data integrity. Despite relying on a combination of built-in email security and additional layers of protection, such as a secure email gateway, **advanced, targeted attacks such as image-based and QR code phishing continued to make their way to employee inboxes.**

These sophisticated tactics exploited gaps in traditional security measures, delivering malicious content to employees' inboxes undetected. The SOC team faced a relentless stream of phishing alerts, with analysts manually investigating 2-3 incidents daily. This process was not only time-consuming but also unsustainable, stretching the team's capacity and increasing the likelihood of overlooked threats.

"We used to see a lot of phishing emails getting delivered. **Even after implementing a SEG, sophisticated phishing attacks, like QR code phishing, still got through.** Our SOC team had to manually investigate multiple phishing emails each day, which became a real strain on resources," said Praveen Vasudevan, highlighting the mounting pressure and resource drain.

The frequency and complexity of these attacks underscored the need for a more robust, automated solution to bolster their defenses and alleviate the SOC team's workload.

Challenges

- Built-in email security and SEG struggled to block phishing and junk emails effectively.

- Advanced phishing attacks, like QR code phishing, bypassed existing defenses.

- SOC team manually investigated 2-3 phishing emails daily, straining resources.

Solution

- Selected IRONSCALES for effective phishing prevention and integrated awareness training tools.

- Adopted IRONSCALES after successful use by acquired company, WebHelp.

- IRONSCALES worked seamlessly with existing SEG, offering AI-driven phishing detection.

Results

- **Uncovered 179,659 phishing emails** hidden in employee inboxes the first 90-days, preventing potential breaches.

- **8,782 analyst hours saved** through automated detection and remediation, streamlining operations.

- **430,117 phishing simulations** were conducted, greatly enhancing employee cyber awareness.

Solution

After acquiring WebHelp, which had already experienced great success with IRONSCALES, Concentrix decided to adopt the platform to strengthen its email security. This integration complemented their existing Secure Email Gateway (SEG), adding AI-driven phishing detection and automated remediation to close defense gaps and ensure real-time protection.

IRONSCALES distinguished itself with its seamless deployment and robust features. The platform not only detected and remediated phishing emails but also reduced the SOC team's workload. Its built-in awareness tools, including security training and simulation testing, further elevated employee preparedness.

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"The implementation was very smooth... in just a couple of hours, we were fully deployed and monitoring all mailboxes within 24 hours."

Praveen Vasudevan
Senior Director at Concentrix

Outcomes

The adoption of IRONSCALES brought transformative results for Concentrix's email security. Within the first 90 days, the platform **automatically detected 179,659 phishing emails,** significantly reducing manual intervention by the SOC team. This proactive approach **saved Concentrix 8,782 hours,** enabling the team to shift focus to higher-priority security tasks.

Additionally, Concentrix leveraged IRONSCALES integrated phishing simulation testing tools to **conduct over 430,117 simulations.** These simulations had a notable impact, increasing employee awareness and reinforcing their ability to spot and avoid phishing attempts. The organization now benefits from a more informed and empowered workforce.

Key Benefits:

- **Better Protection**
  IRONSCALES drastically reduced phishing, automatically detecting 179,659 malicious emails in 90 days.

- **Simplified Operations**
  The SOC team saved 8,782 hours through automation, eliminating the need for daily manual investigations.

- **Increased Cyber Awareness**
  430,117 phishing simulation campaigns enhanced user awareness, empowering employees to recognize and avoid threats.

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Phishing has reduced a lot, it's almost nonexistent now. Our SOC team used to manually investigate multiple phishing incidents a day, but with IRONSCALES, sometimes they don't even receive any phishing emails to process. The platform has truly changed how we approach email security.

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Praveen Vasudevan
Senior Director at Concentrix

Learn more about Concentrix at www.concentrix.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.

IRONSCALES