Why This Auto Insurance Company Will Never Go Back to Post-Delivery Remediation

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| **USA Auto Claims**  USA Auto Claims is an auto insurance company based in Colorado  **Requirements**  USA Auto Claims had been using IronScales to secure their Microsoft 365 environment. As a post-delivery remediation solution, IronScales can only respond to a malicious message, not block it. They were looking for a solution that stopped before the inbox, provided automated workflows and displayed better efficacy.  **Cloud Suite**  Microsoft 365  **Previous Email Security Solution**  IronScales |

Background

Julia Taylor† runs the IT Department for USA Auto Claims, a Rocky Mountain-based auto insurance company.

They had been using IronScales to protect their Microsoft 365 environment.

IronScales is an API-based security vendor that, due to its architecture, can only remediate malicious messages after they reach the inbox.

That works in theory if the remediation takes milliseconds, as they claim, but in actuality, it can take minutes. That is far too much time for a user to click on a bad link.

Beyond that, Taylor was spending a lot of time manually remediating emails that IronScales never flagged.

Between too much manual work and the time it took to respond to emails automatically, IronScales was proving to be a major time drain for Taylor and her team.

She needed a solution that had far better efficacy, with automated workflows that drastically reduced the time she spent on the email problem.

“I Could See the Time Savings Adding Up”

Taylor wanted to continue using an API-based solution but was fed up with the idea of post-delivery remediation. To Taylor, after seeing it work in real-time in her environment, the post-delivery response was only that–a response. She needed a solution that blocked emails before the inbox and still connected via API.

In her research, Taylor quickly discovered that only Avanan has these capabilities. Avanan has patented this ability.

When looking at the platform on a POC, she was blown away by Avanan’s ability to protect the inbox. She saw, in real-time, how threats were being blocked before her employees could receive them.

That meant that there would be no chance for them to click on a malicious link or interact with a phishing email.

“I could see the time savings adding up, and how much more I would be able to do with my day,” she says.

Beyond that, efficacy was important. It was one thing, she thought, to block before the inbox. But the solution had to back up its word and show that nearly all emails would be blocked before the inbox.

During her trial period of two weeks, 99.2% of malicious emails were blocked before the inbox.

“Once I saw that I knew this was the solution for us,” she says.

“We’re Never Going Back”

Julia Taylor had been using IronScales to protect their Microsoft 365 environment. Though she liked the API approach, she didn’t like how many emails that IronScales failed to remediate, causing her to spend hours investigating and cleaning up the mess. Beyond that, IronScales allowed the offending emails into the inbox in the first place, giving employees too much time to potentially click on.

She needed a solution that had far better phishing efficacy and could do so in an automated fashion.

When she saw how Avanan checked off both those boxes, she was sold.

Now, with Avanan, the phishing efficacy is far better and she spends a lot more time on other IT tasks.

“For us, we’re never going to back to post-delivery remediation,” she says.

†Company and individual names have been changed, but are available as a reference customer.