

Boosting client confidence: Smile IT's Advanced Email Security implementation

Let's explore how Smile IT improved email security for their clients, cutting deployment time and blocking thousands of threats monthly.

About Smile IT

Smile IT is a Brisbane-based tech solutions partner making waves in the IT industry with comprehensive, full-service technology solutions. As well as providing premium on-site and remote IT support, their expertise spans a broad spectrum, from cloud solutions and cybersecurity to IT consulting, strategy, governance, compliance and business telecommunications. 715+ active clients across Australia can attest to this.

Two decades of experience has seen Smile IT become a trusted IT partner to businesses across all industries, with specialised expertise in communications for clients in remote areas. Their highly qualified team of experts has a diverse range of capabilities in complex IT environments, offering cybersecure, future-proof solutions tailored to a business's objectives.

The challenge

Initially, Smile IT used a basic email protection system to protect client email accounts. These policies provided baseline protection against phishing, spam and bulk emails. However, clients reported high levels of phishing and spam continuing to reach their inboxes. The solution also reported a high number of false positives and didn't provide users with visual warnings for external emails or security risks.

KEY CHALLENGES

- High levels of phishing and spam emails reaching client inboxes.
- Frequent false positives and negatives in email filtering.
- Lack of visual warnings for external emails or security risks.

PROTECTED RESOURCES

- 1,450+ mailboxes protected across 25+ clients.
- Microsoft 365 workloads.
- Business collaboration tools.

KEY BENEFITS

- Significant reduction in phishing and spam emails reaching client inboxes.
- Enhanced productivity with reduced deployment time to under half an hour per client.
- Seamless integration with the Acronis ecosystem, simplifying administration and billing processes.

Smile IT required a more comprehensive email security solution. They conducted trials with several well-known vendors. However, the trial periods, configured for a subset of clients, highlighted key shortfalls in these vendors' functionality. Smile IT senior engineer Matthew Heyneke noted "The spam filtering components did not meet our expectations. They frequently failed to accurately identify and respond to emails, leading to numerous instances of false positives and negatives reported by our clients."

Accuracy and performance are the two most critical requirements in email security. If they're inconsistent, users are constantly exposed to potential cyberthreats. Other key considerations for Smile IT were strong reporting capabilities, advanced administration functionality and a user-friendly design. Easy deployment is another key aspect, because complicated configurations mean lost time and resources.

Essentially, Smile IT were on the hunt for a secure email solution that met their stringent requirements of performance, reliability and usability.

Here's what they found.

The solution

Matthew set about researching the best email protection products in the market. He found that Acronis Advanced Email Security, powered by Perception Point, was reviewed and highly rated by experts on Gartner. As a Platinum Acronis Partner, Smile IT were familiar with the Acronis Cyber Protect Cloud platform. They used Acronis backup and Microsoft 365 backup solutions internally and with several of their managed service clients. They'd always been impressed with Acronis' level of support, so they decided to take a free trial of Acronis Advanced Email Security.



The solution was deployed internally and monitored for accuracy and dependability. High detection rates and minimal false positives were returned against a wide range of email threats. These included spam, phishing, business email compromise, account take-over, advanced persistent threats and zero-day attacks.

In addition, Advanced Email Security's comprehensive reporting highlighted its advanced threat intelligence capabilities. It provided comprehensive insights into each security threat, with ongoing analysis of attempted breaches and in-depth investigation into suspicious emails that got through the system.

Another feature setting this solution apart is that once an email is quarantined, end users cannot release it. Instead, an internal process is created sending a support ticket to the IT department for review. This adds an extra layer of defence, preventing human error and ensuring potentially harmful emails are examined by experts before access.

Users will also be notified by a warning banner when an email comes through from an unknown or external sender or contains suspicious content. This helps team members remain vigilant, improving cybersecurity posture across the entire business.

In his testing, Matthew discovered Acronis Advanced Email Security could be highly customised to suit specific clients. While the default protects all mailboxes, he could also trial scenarios where only a subset of mailboxes was protected. This flexibility was very appealing, as was the straightforward and intuitive deployment process.

Results

Smile IT found the adoption of Acronis Advanced Email Security brought tangible positive results, particularly in customer satisfaction and cybersecurity. They've now deployed it for over a year and a half, protecting 26 clients and over 1,455 mailboxes. With more than 89,512 security incidents reported and blocked this past month, this is clearly an effective method of safeguarding client emails.

In one Smile IT success story, an education sector client needed specific customisations on their email protection system. The advanced configurations were easily deployed.

Internally at Smile IT, increased productivity has been a notable result. The resource-hungry deployment process of the old system could take up to several hours to set up. With Acronis, this time has been heavily reduced, now taking under half an hour per client. Easy troubleshooting has also meant efficiency boosts, with Acronis' responsive support team and comprehensive documentation enabling Smile IT to promptly and accurately respond to client queries.

Another advantage of using Acronis Advanced Email Security is how it integrates with the entire Acronis ecosystem. By expanding their adoption of the Acronis suite of cybersecurity products, Smile IT will enjoy streamlined administration and finance, including simplified billing processes and license management. Additionally, the ease of integration and scalability of Acronis solutions will mean Smile IT can adapt and grow with minimal disruption.

Enhanced internal processes, improved offerings to their clients and advances in their own agility have made this a big win for Smile IT.

"Acronis Advanced Email Security has significantly reduced the volume of phishing and spam emails reaching our user inboxes. Configurations can easily be tailored for each client."

Matthew Heyneke, senior engineer at Smile IT

About Acronis

Acronis is a global cyber protection company that provides natively integrated cybersecurity, data protection and endpoint management for managed service providers (MSPs), small and medium businesses (SMBs) and enterprise IT departments. Acronis solutions are highly efficient and designed to identify, prevent, detect, respond, remediate and recover from modern cyberthreats with minimal downtime, ensuring data integrity and business continuity. Acronis offers the most comprehensive security solution on the market for MSPs with its unique ability to meet the needs of diverse and distributed IT environments. Learn more at www.acronis.com

