PHISHING DEFENCE SERVICE

DELIVERING PROTECTION AGAINST PHISHING ATTACKS

Phishing is one of the oldest types of cyber attacks, dating back to the 1990s – but is still one of the most widespread and damaging cyberattacks around - often used to steal user data, including login credentials and credit card numbers.

Infosecurity Magazine reported that email phishing attacks have spiked over 600% since the end of February 2020 due to changes in working conditions during the Coronavirus pandemic. Increased remote activities and teleworking multiplied the reliance on email for communication, creating perfect conditions for email fraud schemes.

Many organisations, including the UK's National Cyber Security Centre (NCSC) and the US National Institute of Standards and Technology (NIST) have published advice to reduce the risk of cyber attack, including user education.

At CSI, we offer a partnership that gives you a perpetual edge over cyber security threats. Our advisory, professional and managed security services are brought together by a methodology that puts the reduction of risk at the heart of everything we do and ensures successful delivery of the security outcomes that underpin your business.

Common Client Challenges

Businesses are under constant strain to meet regulatory compliance objectives, maintain customer operations and follow guidance to take advantage of new technologies - while keeping customer data secure. And it's not just your data that is at risk, your brand reputation, intellectual property and privacy are too. So it comes as no surprise that investment is required to deliver an effective phishing defence strategy that allows you to constantly track and deal with evolving threats while understanding your organisation's resilience to phishing attacks.

CSI Phishing Defence Service

CSI's Phishing Defence Service helps our clients to deploy, manage, optimise and leverage security awareness and phishing simulation techniques. We use the leading phishing detection and threat mitigation technologies in order to deliver maximum protection against business email compromise and ransomware threats contained within file attachments or malicious e-mail links.

The CSI offering can be tailored by selecting one of three service levels:

- **Defend** – user education, awareness and phishing simulation
- **Detect** – all 'Defend' services plus threat identification
- **Mitigate** – all 'Detect' services plus threat mitigation

GROW   SAVE   INNOVATE   PROTECT

CSI Phishing Defence Service

SERVICE LEVELS	DEFEND	DETECT	MITIGATE
User Education and Awareness			
Managed LMS based user education and awareness campaigns	✓	optional	optional
User attendance reports	✓	optional	optional
Phishing Simulation			
Managed and tailored phishing simulation campaigns	✓	✓	✓
Integrated reporter button allowing users to report phishing simulations / attacks	✓	✓	✓
Efficacy reports - identify high and low risk users and where to target future campaigns	✓	✓	✓
Integration with identity database	✓	✓	✓
Threat Identification			
Integration with identity database		✓	✓
Integration with CSI's Managed Detection and Response Service, providing instant notification of potential threats		✓	✓
Sandbox functionality to establish malicious files and URLs		✓	✓
Threat Hunting			
Proactive and integrated removal of live phishing threats from client mailboxes			✓
Integration of global phishing activity threat intelligence (subject to custom pricing)			optional

User Education and Awareness Programme

CSI's user education and awareness programme are run in conjunction with leading security partner Cofense. You can select the number of users and types of awareness campaigns to include from a long list of topics, detailed below.

- Spear Phishing Awareness
- Advanced Spear Phishing
- Malware
- Data Protection
- Safer Web Surfer

- Physical Security
- Business Email Compromise
- Malicious Links
- Password Security
- Mobile Devices

- Social Engineering
- Working Outside the Office
- Reporting Suspicious Activity
- Ransomware

Additional Services from CSI

- Managed Endpoint Protection
- Web Filtering
- Managed Detection and Response Services
- CSI Azure Services
- CSI IBM i Cloud Services
- CSI AIX Cloud Services
- CSI Cloud Services for Linux on IBM Power
- AI-optimised Cloud Infrastructure
- Backup and Recovery Simulator
- Professional Services e.g. consultancy, risk mitigation and roadmap reviews

COFENSE