

Email Security

# Webmart Case Study

Xeretec IT Works



"Our native Microsoft security wasn't enough; an additional layer of defence became essential for Webmart to secure their email environment"

- Marc Abbey, IT Infrastructure Engineer, Webmart

## About Webmart

Webmart is an integrated marketing agency founded in 1996. Webmart support organisations with their sustainable print and digital marketing campaigns, employing over 40 people, across two sites in the UK. Marc Abbey is a member of the five person IT team, managing Webmart's internal infrastructure and purchasing.

Prior to the Ironscales deployment, Webmart were paying a lot of money to Microsoft and the solution wasn't performing to the desired standard. Basic spam was coming through, threats were frequently bypassing defences and there were security concerns being flagged at board level. An additional layer of defence became essential for Webmart to secure their email environment.

"The relationship with my account manager just works and Xeretec have become a trusted supplier at Webmart because of it"

- Marc Abbey, IT Infrastructure Engineer, Webmart

Following a visit to a Security Expo, Ironscales caught Webmart's eye. Therefore, Webmart proceeded to look into the platform alongside three other solutions with Xeretec. The Xeretec team visited Webmart's office for a discovery session to benchmark the solutions following demonstrations of each technology.

Marc says, "Once we completed this process, it became clear that Ironscales was the right solution for our business. It looked next generation with its AI functionality and was priced very competitively".

## Drivers for Change

- > A solution that was proactive, not policy based and complemented Microsoft's native capabilities
- > A solution that provided spam filtering and protection against more sophisticated email threats that are often able to bypass defences by using backdoor techniques such as spoofing, social engineering, and fraud
- > Improved reporting capabilities and an email security solution that was easier to manage and maintain
- > The ability to retain their ISO 27001 certification and continuously improve their cyber security posture

## Solution



Ironscales Complete Protect



## Positive Outcomes

### The Community Element

“The community element is fantastic, if an email doesn’t hit the threshold for automatic remediation, it will sit in a user’s inbox with a banner for them to make a decision. If one user deems it to be malicious, it is then automatically removed from all other users inboxes if they received the same email.”

### Customised Phishing Simulations

A quarter of the business fell for a CEO impersonation simulation, showing the value for the continuous testing and real-time training. IT can see lots more people are now reporting simulations rather than falling victim and employees have become part of the process in keeping the company safer.

### First Class Support

Ironscales provides monthly calls to their customers to share insights into new features and how to get the most out of the platform. Webmart previously struggled with keeping up to date with Microsoft’s frequent and unannounced updates.

### Microsoft Teams Protection

Ironscales also secure Webmart’s collaboration platforms by automatically scanning and blocking malicious or suspicious links and attachments shared in Microsoft Teams.

### Detailed Reporting

Ironscales reporting provides Webmart with:

- > Visibility of the most targeted employees and who falls victim most frequently, allowing bespoke user training to be directed to relevant employees.
- > Digestible information for the board who have no familiarity with the platform. They can see each week that their investment is working.

- > The relevant information for auditors of ISO 27001, making it a very straightforward process for Webmart when documentation is requested.

## Ironscales in Action

### Webmart’s Report w/c 7th August 2023

- > 17,000 emails were scanned
- > 307 spam emails were removed
- > 43 incidents were logged
  - > 32x Phishing Attacks
  - > 1x Business Email Compromise
  - > 1x Credential Theft
- > 39 were automatically remediated
- > 4 required admin checks



**18**  
**hours**

IT total  
time  
savings

“I have a job to do that can’t involve just looking at everyone’s emails. Previously, I simply wouldn’t have had the time to complete this task, as it would have taken over 2 days of my working week.”

- Marc Abbey, IT Infrastructure Engineer, Webmart



## About Xeretec

We have a 35-year history of delivering contract and lifecycle services for customers that range from Global Household brands across the World to family run businesses in the local community. Our focus is on delivering a complete technology experience designed to provide tangible business benefits, no matter how big or small you are.

Our selection process handpicks a range of solutions and service options in addition to offering off the shelf technology products. We provide bespoke solutions addressing digital workspace and communications, through to process automation.

**Want to learn more?**  
**Get in touch**

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