



Vaco Boosts Email Security and Productivity While Cutting Support Calls by 20%



INDUSTRY

Business Services

HEADQUARTERS

Brentwood, Tennessee USA

COMPANY SIZE

10,000 employees

OVERVIEW

Vaco is a global professional services organization with three integrated service offerings consulting, managed services and talent solutions. With nearly 10,000 employees in 45+ offices worldwide, Vaco partners with organizations to drive growth by addressing both strategic and operational needs. Its expertise spans key areas, including artificial intelligence, cybersecurity, digital transformation, finance and accounting, and more. Vaco has worked with 56% of the Fortune 500, providing agile, intentional solutions that help organizations overcome challenges and seize new opportunities. Get to know them at vaco.com.

OUR SOLUTION



Harmony

Secure Users & Access



Our experience with Check Point products has given us a lot of faith in them overall. We have big plans to expand in other areas and new products with Check Point in the future.

Lee Kaiser, Vice President of Infrastructure and Governance at Vaco



CHALLENGE

For most companies, the resume is the primary tool for evaluating candidates. As Lee Kaiser, Vice President of Infrastructure and Governance at Tennessee-based professional services organization Vaco, explained, most resumes are shared via email. That makes opening those resume attachments one of Vaco's most important security risks.

According to Techopedia, 3.4 billion phishing emails are sent daily, and those phishing attacks account for 90% of all data breaches. With just one click on the wrong attachment, an end-user can experience a malware infection, their credentials can be stolen, or they may become part of a ransomware attack. Protection of our customer data is one of our top priorities" Kaiser said.

Unfortunately, the email security product Vaco had been using wasn't living up to expectations. As Kaiser explained, the system blocked legitimate emails, causing users to call the technical support desk. In addition, the email security software wasn't providing the level of detailed reporting into the malicious activity it was managing to block. Kaiser and the security team sought a better way – one that could keep their email and cloud systems secure without disrupting legitimate email traffic.

SOLUTION

After thoroughly comparing and considering several email security platforms, Kaiser and his team chose Harmony Email & Collaboration. "It was a straightforward implementation," Kaiser recalled. He explained that the efficiencies gained, and the cost savings experienced have been more significant than the team expected.

"What surprised me most about moving to Check Point is that everything they told us Harmony Email & Collaboration would do, it did," he said.

Today, Harmony Email & Collaboration protects cloud mailboxes and Microsoft Office suites for Vaco and prevents malicious emails and attachments, including zero-day threats. Through advanced AI, Harmony Email & Collaboration reduces phishing emails and keeps Microsoft 365 Outlook secure by inspecting every message for malware and phishing attempts. "We use the Harmony Email & Collaboration throughout our applications, which have brought a level of protection to us that we needed," Kaiser said.



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OUTCOME

Harmony Email & Collaboration has increased email security while dramatically decreasing the number of legitimate emails that were previously and erroneously blocked as spam, thus hindering productivity. That alone led to a drop of 20% in their support tickets. “That translates to real hard dollars saved for us,” Kaiser said.

According to Kaiser, that reduction in support tickets equated to the work conducted by three to four full-time staff. That staff can now focus on securing and supporting other areas within Vaco’s business. Additionally, Harmony Email & Collaboration enabled their security operations center to take complete control of email security.

Kaiser also explained how Vaco has utilized Harmony Email & Collaboration in additional ways. The first is the transparency the portal provides in terms of security events within their environment. “The portal has allowed a quick analysis and remediation of issues that come through or are flagged as suspicious,” Kaiser said. “We have a clear dashboard of what’s been detected and what needs to be addressed.”

“There’s also potential cost savings from eliminating shadow IT by limiting or blocking websites,” Kaiser said. “Our experience with Check Point has been top-notch from start to finish. That includes the testing, the setup, and the changeover, which went incredibly smooth. The product does what Check Point says it will do, if not more,” Kaiser said.

Kaiser added that between the weekly comprehensive reports and the transparency of events provided by the portal, Vaco can make more intelligent cyber security decisions. “It gives us a true threat landscape. We were missing something from our previous vendor,” he said. With the information provided by Harmony Email & Collaboration, the security team can build awareness and remind the staff that Vaco faces constant threats and that it is essential to remain vigilant.

Kaiser’s positive experience with Check Point has laid the groundwork for more Check Point solutions. Kaiser explained, “Our experience with Check Point’s products has given us a lot of faith in them overall. We have big plans to expand into other areas and new products with Check Point in the future.”

ABOUT CHECK POINT

Check Point Software Technologies Ltd. (www.checkpoint.com) is a leading AI-powered, cloud-delivered cyber security platform provider protecting over 100,000 organizations worldwide. Check Point leverages the power of AI everywhere to enhance cyber security efficiency and accuracy through its Infinity Platform, with industry-leading catch rates enabling proactive threat anticipation and smarter, faster response times. The comprehensive platform includes cloud-delivered technologies consisting of Check Point Harmony to secure the workspace, Check Point CloudGuard to secure the cloud, Check Point Quantum to secure the network, and Check Point Infinity Core Services for collaborative security operations and services.

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