KnowBe4 PhishER

CASE STUDY

PhishER Spotlight – University of Oklahoma

Learn how KnowBe4's PhishER platform, teamed with new-school security awareness training, has helped the University of Oklahoma instill a culture of security across faculty, staff and students.

Randy Moore runs IT cybersecurity training, education and awareness for the University of Oklahoma (OU). Across three campuses, Moore is responsible for deploying security awareness training content to 4,000 faculty, 8,000 staff and 36,000 students; almost 50,000 people in total.

In addition to experiencing successes with KnowBe4's security awareness training and phishing platform, Moore recently worked with his security incident response team to incorporate KnowBe4's PhishER platform into his overall strategy. PhishER is a lightweight Security Orchestration, Automation and Response (SOAR) platform that prioritizes user-reported emails based on threat level.

"With a large number of users, I think PhishER is essential to provide feedback and automate responses," Moore says.

The OU incident response team uses PhishER to sort through thousands of emails users report using the Phish Alert Button (PAB). PhishER's machine learning capabilities, PhishML, allow emails to be automatically categorized as threats, spam or legitimate, saving Moore's colleagues precious time to address actual threats.

"We have 50,000 mailboxes, [so] whenever we're under attack, it just happens really fast, and speed in our response is really important," Moore says. "Automation was essential because of the volume that we deal with."

"Over the initial six-month period after PhishER was brought online, the platform ripped nearly 150,000 malicious emails from users' inboxes before they even had a chance to click on them..."

PhishER Proves To Be a Time Saver

Over the initial six-month period after PhishER was brought online, the platform ripped nearly 150,000 malicious emails from users' inboxes before they even had a chance to click on them, Moore says. PhishER's PhishRIP™ email quarantine feature looks at any user-reported message, searches for similar messages across mailboxes, and takes them off the board.

Additionally, Moore and his incident response colleagues have used PhishER to set up automated email responses to users after they have reported an email using the PAB. Users love these messages, Moore says, which tell them whether an email they report was a real phishing attempt, spam or legitimate communication.

Some users receive legitimate email from as many as 20 different sources, Moore says, so having PhishER provide backup and automated confirmation of a user's choice to report is vital.

"With a large number of users, I think PhishER is essential to provide feedback and automate responses," Moore says.

KnowBe4, Inc | 33 N Garden Ave, Suite 1200, Clearwater, FL 33755 | Tel: 855-KNOWBE4 (566-9234) | www.KnowBe4.com | Email: Sales@KnowBe4.com
