



“PhishHunter has given us true peace of mind.”

Maria Vance
ITSS Director
Pacific Union College

The Challenge

Pacific Union College’s team was under persistent advanced threats. “The only way we knew we’d been phished is if email stopped working,” said Maria Vance. Once phishers compromised faculty or students’ Exchange Online accounts, they’d then launch spam to the Internet from those mailboxes. So much spam that email slowed and then stopped flowing through PUC’s tenant. “This would happen about once a month to 3-4 users,” said Vance.

The Solution

Pacific Union College has employed PhishHunter, Enabling’s custom configurations of Office 365 Cloud App Security, Advanced Threat Protection, and Azure Active Directory. Coupled with user training about skeptical emails requesting wire transfers, PUC has made attackers back off. PUC also upgraded to Enabling’s BreachHunter managed service to stay ahead of new threats.

The Results

Before

“Email had to be broken before we even knew, or we’d hear from users that they hadn’t received email they were expecting. It was then that we took action and would see some accounts creating a lot of traffic. We’d then disable the account and change the password.”

Time to respond: Up to two days (during which email was slow). “Things started getting worse and we had to eliminate such long periods of downtime.”

Amount of Time spent on email security: 8 hours / week

Now

“Email service has not slowed or stopped since we’ve used PhishHunter.”

“Now our admin can monitor and instantly change the password on a compromised account. We’re proactive, reviewing a short list each day and taking action right away on suspicious behavior.”

Amount of Time now Spent: 2-3 hours a week