

Saint Anselm College Defends Students, Clergy, and Staff from Targeted Phishing Attacks

AT A GLANCE

Company

Saint Anselm College

Website

www.anselm.edu

Industry

Higher Education

Challenge

- ▶ Protect Users from Growing Number of Phishing Attacks

Environment

- ▶ Microsoft Outlook
- ▶ Limited Resources
- ▶ Targeted, Trusting, and Easily Accessed Population

Why GreatHorn?

- ▶ Best Return on Investment
- ▶ Robust Remediation Capabilities
- ▶ Dynamic Security Protection
- ▶ Ongoing Engagement Support



Saint Anselm College is a private Catholic, Benedictine liberal arts college founded in 1889 in Manchester, New Hampshire. It has a total undergraduate enrollment of 2,000 students, supported by over 500 faculty and staff. Saint Anselm's mission is to provide all its students with a distinctive liberal arts education that incorporates professional and career preparation opportunities. It does so in a learning community that encourages the lifelong pursuit of the truth.

Because of Saint Anselm College's commitment to transparency and truthfulness, school-provided emails are easily accessed by the public. While that kind of open access is helpful for many who need to contact the school's faculty and staff, it also enabled bad actors to erode email users' trust via unwanted phishing attacks. The number and frequency of attacks became so disruptive that the school's former systems administrator spent 70% of her time dealing with email phishing issues. With email use and data sharing on the rise, the school needed to consider a more systematic, automated, and targeted approach to thwarting email attacks before they reached users' inboxes.

Multifaceted Email Security Challenges

When Steven McDevitt became the Chief Information Officer at St. Anselm College in 2018, he analyzed the school's information technology processes and saw a gap in the school's approach to email security, requiring a need to shift from reactive to proactive. Because it was easy to find staff's emails, they were a common target. Yet, they were far from being attackers' only targets.

Students

Most students coming to Saint Anselm's are accustomed to using Google Drive, which many of the student's high schools provided. And many students entering college would not have experienced covert phishing attacks. Therefore, they come with an automatic sense of trust that their college-provided email would provide them with that same level of security their high school email provided.

Students were falling victim to a variety of scams. One of the more insidious scams was perpetrated by a bad actor who sent emails to students inviting them to apply for a job as a company brand ambassador. A number of students responded to the invitation. Very professional-sounding correspondence was sent back and forth between the attacker and the students. The attacker ultimately invited them to "complete the hiring process" and submit

information for a simple background check; the students' send them their social security numbers, dates of birth, and other personal information and they never heard from the attacker again. The attacker left with new stolen identities.

Clergy

In addition to faculty/staff and students using the school's email, Saint Anselm Abbey, a Benedictine monastery of 30 monks, who are members of the Order of Saint Benedict, is associated with the college. They live in the monastery located on Saint Anselm's campus and work in the college. Sadly, they too have fallen victim to email scams targeting clergy. One particular email caught the attention of several monks. They believed a priest in Kenya was contacting them to help him raise money to rebuild a local school that had burned down. The scammers even built a fake website about the affiliated church, which lent credence to their tale. So, when the scammers asked that the monks send them \$10-\$25, the monks obliged. Monks, as a general rule, are very trusting people.



"Using GreatHorn for three years, we experienced 90% reduced risks to our community from email scams. Bulk remediation is amazing and among its greatest features."

-Steven McDevitt,
CIO, Saint Anselm College

Urgent to Act

Saint Anselm needed a user-friendly, simple solution with best-in-class customer support and deep security expertise. Improving the college's security posture and reducing the inherent risk within the community's email usage was in demand. A top priority for the chosen email security solution is to detect and remediate all kinds of phishing, ransomware attacks, and scams that start through email. Knowing that 94% of breaches originate from emails targeting people, the search for an effective email management solution commenced in 2018. Finding a comprehensive system solution was the goal.

Another key consideration in the selection criteria for an email security vendor is ease of implementation with seamless integration and ongoing support to assist in the research and response of identified risks. Given a need for efficiency within Saint Anselm's team, the email security vendor needed to provide comprehensive support and the ability to create customized risk-management policies tailored to the unique needs of the Saint Anselm community. The solution needed to be quick to configure without requiring constant tuning and adjustment. And, with the administration's team's time being stretched thin, communication between their team and the vendor needed to be focused and accurate. GreatHorn's solution met the demands of Saint Anselm's challenges - beyond Saint Anselm's own expectations.

Remediation and Education Combats Phishing Attacks

Since GreatHorn was implemented over three years ago, Saint Anselm College's email system's security has completely transformed. Upon implementation of GreatHorn, the quarantine process targeted real attacks with extraordinary accuracy, and popular crypto scams vanished. Impersonation emails from the college president and cabinet members were nearly eliminated. Automated smart banner alerts and access to effective education tools, as well as other automation, greatly reduced risk. Account takeovers have been nearly completely eliminated. The "Block Senders" list is highly effective, and GreatHorn's bulk remediation is a prized feature.

By incorporating GreatHorn's Extended Monitoring services, McDevitt's team was able to leverage GreatHorn's expertise. A dedicated GreatHorn Customer Success Manager became an extension of their team, managing the day-to-day activities and achieving the most comprehensive email security posture. The original systems administrator, who spent 80% of her time mitigating email issues, retired, but with the implementation of GreatHorn, her position was recast into a position with other system responsibilities. Implementing GreatHorn is a manifestation of proper stewardship of time and funds.

When buying software, its value is often exemplified by what the buyer sees. In this case, GreatHorn's value to Saint Anselm College is entirely defined by what they don't see. And the faculty, staff, students, and monks prefer it that way. The GreatHorn Cloud Email Security Platform has provided Saint Anselm's with a valuable return on their investment and a defensible security posture their community can count on.

Get the Facts Sooner with a Free Trial. Learn more at www.greathorn.com