

Dynacomm

Company Intro

[Dynacomm](#) is a Cape Town-based MSP serving 100's of business customers across South Africa, with a sweet spot in the 40 to 200 user range. Founded in 2001 as an open-source solutions provider, Dynacomm has evolved through every major shift in enterprise IT, from on-prem infrastructure to cloud-first operations to the current wave of AI-driven security. Its lean team operates as both a fully managed provider and a co-managed partner, depending on client needs. Dynacomm's commitment is straightforward: **put the client's security posture first, and never answer a compliance questionnaire for an environment we can't stand behind.**

The Problem

Dynacomm's customers had reached the limits of what Microsoft Defender could protect them from. Spoofing, impersonation, and BEC attacks were slipping through native Microsoft 365 security, and the only layered defense available was the generic external-sender warning banner, which employees had long since learned to ignore. The problem was acute in financial services, where Dynacomm was seeing what Brett Wener, Owner and Managing Director, described as unprecedented targeting in recent weeks. Attackers were using social engineering to gain mailbox access, bypassing native MFA controls, then quietly creating forwarding rules, marking contacts as safe senders, and siphoning information before anyone noticed.

Dynacomm evaluated alternatives, including Titan HQ and other layered email security tools. The "showstopper" was integration architecture. Any solution that required MX record changes introduced unacceptable risk to mail delivery. Dynacomm's team had lived through the era of MX-based spam filters silently dropping legitimate mail, and once Microsoft sees an altered MX record, support becomes the customer's problem. Dynacomm needed a solution that plugged into Microsoft 365 natively and gave analysts the transparency to explain any verdict in plain language.



"You can't run around wearing a Microsoft-exclusive hat. There are products out there that do what Microsoft promised they could do, but so much better. IRONSCALES is absolutely one of them."

Brett Wener
Owner and Managing Director, Dynacomm

The Solution

IRONSCALES met the integration requirement on day one. API-native deployment into Microsoft 365 meant no MX record changes, no delivery risk, and no disruption to the customer's existing mail flow. Dynacomm could set up protection for a new tenant in minutes, and Adaptive AI began building a communication baseline and social graph for each client immediately, learning how users actually communicate so it could flag the anomalies that Defender was missing.

Challenges

- **Advanced phishing bypassed Microsoft Defender**, exposing customers to BEC, impersonation, and credential theft attacks that native M365 security could not catch.
- **MX-based email security introduced delivery risk**, making every rerouting tool an unacceptable trade-off for a small team supporting 100's of customers.
- **Financial services clients faced escalating targeting**, including a recent significant loss, with compliance and cyber insurance requirements demanding real controls rather than documentation.

Solution

- **API-native integration with Microsoft 365**, deploying into customer tenants in minutes with no MX record changes or delivery risk.
- **Themis autonomous remediation**, classifying, clustering, and acting on threats so Dynacomm analysts stop spending hours on manual triage.
- **Built-in security awareness training and phishing simulation**, replacing standalone SAT tools and giving clients defensible answers to compliance questionnaires.

Results

- **209.5 hours per month saved** with IRONSCALES automated phishing remediation and user-reported email triage.
- **100% IRONSCALES product adoption** across Dynacomm's customer base since deployment.
- **Transparent AI verdicts**, giving analysts and clients a clear, explainable reason behind every warning banner and remediation.

The platform also let Dynacomm consolidate. For Brett, the SAT integration was immeasurably valuable because the human element remains the weakest link in most breaches, and being able to schedule randomized phishing campaigns against the employees most at risk gave Dynacomm a concrete answer to the compliance and cyber insurance questionnaires his clients receive every year. The transparency of the AI reasoning mattered too. When a warning banner appears on a message, Dynacomm analysts can explain exactly why, rather than pointing at a black-box verdict.

The combined effect is a consolidated, security-first managed service that Dynacomm now leads with. Clients running expiring Microsoft Defender licenses are being migrated to IRONSCALES on renewal, with no discussion required.



"We can no longer in good conscience offer Defender any longer, knowing that IRONSCALES, a far superior product, exists"

Brett Wener
Owner and Managing Director, Dynacomm

The Outcome

With IRONSCALES, Dynacomm transformed their business:

- **Rapid Deployment:** API-native integration into Microsoft 365 means new customer tenants are protected in minutes, with no MX record changes and no delivery risk.
- **Stronger Protection:** Adaptive AI catches the impersonation, spoofing, and BEC attacks that Microsoft Defender routinely misses, closing the gap that drove Dynacomm's initial search.
- **Operational Efficiency:** Themis autonomously classifies, clusters, and remediates threats, eliminating the manual triage work that previously consumed analyst hours.
- **Consolidation Savings:** Built-in security awareness training and phishing simulation removed the need for a separate SAT vendor, simplifying the Dynacomm managed services stack.
- **Service Expansion:** IRONSCALES is now Dynacomm's default security-first offering, when clients ask about additional protection around phishing and impersonation threats.
- **Client Trust:** Transparent AI reasoning lets Dynacomm analysts explain every warning banner and verdict in plain language, a meaningful differentiator in financial services accounts.

The partnership has given Dynacomm a defensible security-first position in a market where MSPs are under increasing pressure to answer compliance and cyber insurance questionnaires with real controls, not just documentation.

90-Day Metrics



145,380

Incidents Processed



8,567

Phishing Emails



116,424

Spam Emails



209.5 Hours

Analyst Hours Saved

IRONSCALES is one of the best things I've seen in the last decade as far as value for money and proper, effective security solutions go.

Brett Wener
Owner and Managing Director, Dynacomm

Learn more about Dynacomm at www.dynacomm.net



Learn how working with IRONSCALES makes us Safer Together.

[Learn More ↗](#)

Everything is just a click away, from initial installation to threat identification and removal.