

CASE STUDY

Interlaced



IRONSCALES



INTERLACED™

INDUSTRY

Managed services

HEADQUARTERS

San Diego, USA

CLIENTS

100+

MAIL STACK

Google Workspace +
M365

DEPLOYED

2020

Company Intro

[Interlaced](#) is a US managed service provider founded in 2009 with a focus that set it apart from the start: Mac and Apple support, at a time when few MSPs specialized there. The company was acquired in 2017 and today operates within the Evergreen Services Group portfolio (Lyra Technologies Group), a group spanning roughly 125 MSPs. Headquartered in San Diego with a second office in Nashville, the team sits across the country and supports fast growing, cloud-based businesses in B2B SaaS, digital marketing, PR, and direct-to-consumer brands, with a notable footprint in Los Angeles.

The Problem

Before layering in dedicated email security, Interlaced relied on the native protection built into Google Workspace and Microsoft 365, supplemented by early email security tools. Those platforms are backed by large security teams, but as Amelia Kao describes it, they are built to catch known threats, not the behavior and patterns behind modern attacks. Credential harvesting, BECs, and socially engineered scams still get through.

Generative AI widened the exposure. Attackers now send grammatically clean, highly tailored messages assembled from open-source intelligence, and Interlaced's roster of early-stage and pre-revenue startups is among the most targeted with these advanced phishing attacks.

The operational problem was a big concern for leadership. Amelia joined from another MSP that ran a competing tool requiring a full MX record cutover. That deployment was disruptive for end users and noisy for technicians, who released legitimate mail from quarantine one message at a time, generating constant client frustration and consuming the team's time.

"What I liked so much about IRONSCALES was the fact that it could run through an API rather than requiring a full MX cutover. That is huge for our clients."



Amelia Kao
CEO, Interlaced

The Solution

Interlaced deployed IRONSCALES and has run it since 2020. The capability that stood out, and the one Amelia validated when she stepped in as CEO, is the API-native integration. IRONSCALES connects directly to Google Workspace and Microsoft 365 with no MX record change, removing the disruption and quarantine-release work of gateway-based tools. What the business needed was protection that closed the detection gap left by Google and Microsoft without reintroducing the friction and manual toil that made a gateway approach so costly to run.

Challenges

- **Attacks past native filtering.** Credential harvesting, BEC, and socially engineered scams reached inboxes through Google Workspace and Microsoft 365.
- **AI-written lures.** Generative AI raised the quality of attacks against a client base of early-stage and pre-revenue startups, among the most targeted.
- **Gateway friction.** A prior tool required a full MX cutover, disrupting users and forcing technicians to release legitimate mail one message at a time.

Solution

- **API-native deployment** across Google Workspace and Microsoft 365 tenants, with no MX record change.
- **Adaptive AI** behavioral detection layered on top of native filtering.
- **Client-level reporting** Interlaced brings into every QBR.
- **A price-to-protection ratio** that fits pre-revenue and early-stage clients.

Results (First 90 Days)

- **15.2M emails inspected** across the client base.
- **285,670 phishing emails detected**, 1 in every 53.
- **64,584 impersonation attempts** caught, 1 in every 236.
- **48,734 spam emails** detected and removed.
- **4,433 threats blocked** per day.

Deployment was fast, and the experience was clean for both clients and technicians. End users can see why a message is risky and act quickly when a legitimate email is held, without routing every decision through the help desk.

Two things have kept Interlaced on the platform. First, the price-to-protection ratio fits a client base of budget-conscious startups, letting Interlaced deliver a high level of security at a point that works for pre-revenue companies.

Second, the reporting is easy to showcase. Amelia can log into the console, pull client-level reports, and see exactly what IRONSCALES is blocking, which arms her client success managers with concrete value to bring into their next QBR.



"When it's working well, it's silent. Most of our clients don't even experience IRONSCALES because it's doing its job in the background, and that's by design."



Amelia Kao
CEO, Interlaced

The Outcome

With IRONSCALES, Interlaced strengthened both its security posture and its client relationships.

- **Frictionless deployment:** API-native integration removed the MX cutover, the disruptive user experience, and the manual quarantine-release work of a prior gateway tool.
- **Deepest product adoption:** IRONSCALES is Interlaced's most deeply adopted product, live across 55% of the customer base.
- **Stronger protection:** a behavioral layer catches the AI-generated, socially engineered attacks that land on top of Google Workspace and Microsoft 365 native filtering.
- **Value clients can see:** console-level reporting shows clients exactly what is being blocked, turning security into a concrete talking point in every QBR.
- **Analyst time reclaimed:** 12,320 hours of manual triage offset by automation across the 90-day window.
- **Team confidence:** across a portfolio of roughly 20 products, IRONSCALES draws some of the strongest enthusiasm from Interlaced's team.

The partnership has become foundational to how Interlaced sells and delivers security, with a stated goal of reaching 100 percent client adoption. Email security is now a standard, differentiated layer of the managed service and a business-building tool Interlaced brings to client and prospect events.

90-DAY METRICS

15.2M

EMAILS INSPECTED

285,670

PHISHING DETECTED

64,584

IMPERSONATION ATTEMPTS

12,320

ANALYST HOURS SAVED

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The reporting and the ability to jump in and see numbers we can share with business partners is great, because they only see the results of all that work.

Amelia Kao
CEO, Interlaced

Learn more about Interlaced at interlaced.io