

# LeafTech

## About LeafTech

LeafTech is a Denver metro area MSP that was founded in 2007. They manage about 250 clients nationwide and about 3,500 mailboxes. They are a security-focused partner that provides network monitoring and responsive support along with recommending the best strategy that suits their clients' business and budgets.

## The Problem

LeafTech has been utilizing IRONSCALES since 2018, but once the pandemic hit in 2020, their services as Managed Service Provider were critical in helping their clients pivot to fully remote staff. Not only did the working landscape change but so did email security with Business Email Compromise (BEC) threats significantly increasing. Add in the introduction of AI, and these threats have gotten very advanced and can be deployed quicker than ever. With threats becoming more advanced and more prevalent, LeafTech found that training their customers became cumbersome and not effective.

LeafTech needed a solution that could adapt to the growing landscape and continue to protect its clients as they grow—all while helping them increase their revenue.

“The visibility into mailbox activity as well as the auto classification tools actually give us a lot of detail and insight into what kind of incidents people are seeing, what they are not necessarily conscious of or aware of and reporting, which then helps drive our training efforts as well as ultimately letting us push for additional use of that report phish button, additional tickets and reporting.”

Jacob Baughn

*Director of Technical Services at LeafTech*

## Challenges

- Rise in BEC and credential theft attacks that would inundate their remediation team.
- Saw an increase in incidents that required multiple full-time (FTE) roles that they did not have the budget for.
- Lack of creating custom phishing simulation testing and training courses that would deliver immediate value to their clients.

## Solution

- AI-powered incident response would greatly reduce remediation time.
- Quick and easy implementation to their clients that will not disrupt workflows.
- Security awareness training and phishing simulation testing that will help their clients get user engagement and can be automated and deployed easily.

## Results

- Saved 4x the amount of time resolving unclassified incidents, which has saved LeafTech about 2 FTEs to handle just incident responses.
- Easy to set up customizable and automated trainings have helped LeafTech move away from cumbersome hour-long training sessions to short snippets that are key in actually getting user engagement.

## The Solution

When LeafTech addressed their email security challenges, they found IRONSCALES to be the solution that solved their challenges. One standout feature was the AI auto-classification feature, which has helped them reduce their unclassified incidents and created time savings for them to focus on other needs of their clients.

In addition, the ability to create custom training for their clients would help with user engagement and rapid feedback to create a proactive approach to user awareness around new and evolving phishing threats.

“We actually can get more towards proactive incident management using IRONSCALES to understand where the threats are coming from, identifying trends in what people are receiving, and how they’re responding to them.”

Jacob Baughn  
*Director of Technical Services at LeafTech*

## Outcomes

OutcomesImplementing IRONSCALES as their anti-phishing and security awareness training solution has been transformative for the LeafTech team and their email security for their customers has lead to:

- **Reduction in Incidents and Time Savings:** Saved 4x the amount of time resolving unclassified incidents, which has saved LeafTech about 2 FTEs to handle just incident responses.
- **Transparency Into Incidents Clients See:** Easy to set up customizable and automated trainings have helped LeafTech move away from cumbersome hour-long training sessions to short snippets that are key in actually getting user engagement.
- **AI Effectiveness:** Robust auto-classification tool that has been a key differentiator for LeafTech.

LeafTech manages about 250 clients nationwide and having IRONSCALES has helped them scale their operations, provide advanced phishing protection, and security awareness training that actually make an impact with their clients-all while saving LeafTech time and increasing their revenue.

**“Using IRONSCALES has had a drastic impact on our team in the reduction of the number of incidents we receive on a daily basis.” Jacob Baughn - Director of Technical Services at LeafTech**

Learn more about LeafTech at [www.leaftechit.com](http://www.leaftechit.com).



Learn how working with IRONSCALES makes us Safer Together.

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