2023
Key SOES findings
in South Africa over the last 12 months

Email

Email usage continues to rise at **86%** of companies

↑ **44%** said it was a significant increase – higher than all other countries and against a global average of **29%**

68% have experienced an increase in email-based threats

Collaboration Tools

93% agree that collaboration tools are essential to the well-ordered functioning of their companies

70% say collaboration tools are posing significant new security risks

61% expect to be harmed in 2023 by a collaboration-tool-based attack
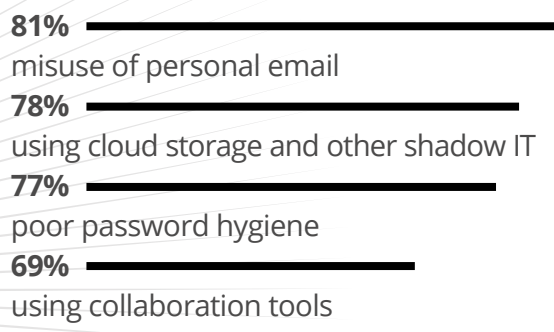
Cyber Awareness

8 out of 10 believe their company is at risk due to inadvertent data leaks by careless or negligent employees. A quarter said the risk was extremely high

52% said insufficient employee awareness of cyber threats would be their organisation's biggest security challenge in 2023

South Africans were also concerned about employees making serious security mistakes in the following activities:

81%
misuse of personal email
78%
using cloud storage and other shadow IT
77%
poor password hygiene
69%
using collaboration tools

Encouragingly **28%** train their staff on an ongoing basis

Cyber Defences

97% either have a system to monitor and protect against email-borne threats or are actively planning to roll one out

97

94% think they need stronger protections than those that come with their MS 365 and Google Workspace applications. **58% strongly agreed (against a global average of 34%)**

93% are using DMARC or plan to use it to thwart email spoofing and encouragingly **38%** have already deployed it

93

Cyberattacks

Two thirds say cyberattacks are growing increasingly sophisticated

52% were harmed by a ransomware attack

92

92% have been targeted by email-based phishing attacks

50% saw an increase in attempts to misappropriate their email domain

Budget

72% say they need to spend an average of 13.5% more on cybersecurity – the highest percentage globally

Cyber Insurance

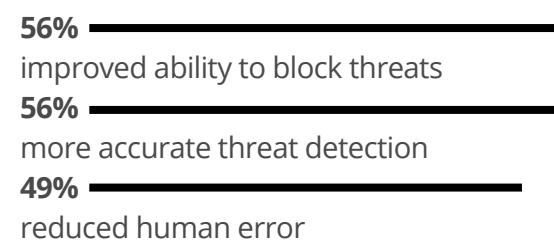South Africans are divided on the value of cyber insurance policies

56% see them as worthwhile additions | **39%** don't see it as a comprehensive safety net

↑ South Africans are most likely to increase investment in the following to address reduced reliance on cyber insurance:

59% DMARC protections
56% Email security

54% Use of APIs within cybersecurity
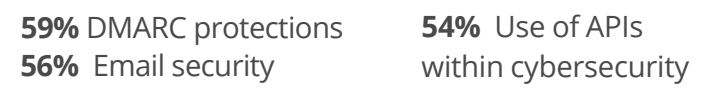
AI and Machine Learning

More than half are currently using AI and machine learning. This increases to **93%** when including companies who plan to use it

The three main benefits are:

56%
improved ability to block threats
56%
more accurate threat detection
49%
reduced human error

94% agree that AI systems that provide real-time, contextual warnings to email and collaboration tool users would be a huge boon

32% said that the benefits of such a system would revolutionise the ways in which cybersecurity is practiced– by far the highest globally

mimecast

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