mimecast®

aruma.

Mimecast helps Aruma protect email security on a limited budget.

As a not-for-profit that also handles very sensitive patient health information, Aruma needed to find a cybersecurity partner that could work within their budget constraints while still properly protecting its data.

By deploying Mimecast, in a period of just one year, Aruma prevented malicious content from reaching users 16,434 times, including 200 malicious files, 12,138 unsafe URLs, 2,158 counts of malware, 1,928 impersonation attacks, and a staggering 93,978 spam emails

Aruma found in Mimecast a partner that could not only work within their budget and provide the necessary security, but also delivered excellence.

> " By working with Mimecast, Aruma can ensure that it continues to deliver excellence and support thousands of Australian adults and children with disabilities."
>
> **Andrew Lamb, GM IT Delivery, Aruma**

As one of Australia's largest not-for-profit disability service providers, supporting almost 5,500 adults and children with a disability, Aruma has big responsibilities and big challenges.

According to Andrew Lamb, GM IT Delivery, "Leading an IT team in an emerging sector with complex regulatory and funding challenges, we must find new ways of solving the frequent problems we encounter."

One of its biggest challenges is funding, a perennial problem in the not-for-profit space. "Aruma operates in a sector where we have very limited control of our margins. Overheads therefore must be tightly controlled."

Another of its biggest challenges is cybersecurity. Aruma is dealing with highly sensitive data, including Patient Health Information (PHI), financial data, and internal communications. "Our customers and stakeholders rightly expect Aruma to protect the data we collect."

Finding a partner that could meet their cybersecurity needs while understanding their financial considerations would be a must.

As would be finding a partner that delivered excellence. "We do things well at Aruma."

In Mimecast they found all three.

The challenge

Funding is finite for any organisation, but it's especially acute in the charity space. "We're a large disability support charity with growing responsibilities to the sector. We have to ensure funding we receive goes toward supporting people with disabilities. But we operate in a sector where we have very limited control of our margins, and our customers and stakeholders rightly expect Aruma to protect the data we collect."

This funding challenge was balanced by the reality of their email situation; relying on the inherent controls in their emails wasn't going to be enough.

"It was clear in those early days, having moved to the Microsoft 365 environment, the inherent controls were not adequate. Spam was hitting my inbox in enormous quantities. Plus, our legacy tool set we'd used on our on-premises systems were outdated, and therefore something new was needed."

Aruma knew they needed to return to market and find a partner that understood their needs and constraints.

"Mimecast was an obvious choice once we completed our evaluation process. It's class leading; the customer success manager exploits the service to the fullest, they understand the not-for-profit struggle with administrative overheads, and they provide good guidance to tuning the platform, adapting and changing it."

Keeping Aruma safe

"We've been working with Mimecast since 2017. Mimecast has provided an important layer of security, filtering out malicious content through its secure Cloud Gateway, Targeted Threat Protection and Internal Email Protect that have kept Aruma safe."

Mimecast's Cloud Gateway leverages industry-leading AI to defend employees from sophisticated social engineering and business email compromise attacks. It blocks quishing attacks with QR code detection and deep URL scanning. Further, its customisable policies and configurations deliver the ease of use, reliability, and support that stretched IT and security teams demand.

"It provided an important productivity boost by allowing central IT and the end user to manage spam and graymail, massively reducing those frustrating interruptions."

Mimecast's Targeted Threat Protection provides business with protection from users clicking on malicious URLs, attachment protection, impersonation protection, and Internal Email Protect, advanced protection against threats in internal and outbound emails.

"Email was one of our most important communications tools, but also one most likely to be attacked. Targeted Threat Protection was the product we needed to protect our emails."

> ❝ It [Mimecast] means we can protect our brand and our reputation and our various stakeholders, including our customers, business partners and staff."
>
> **Andrew Lamb, GM IT Delivery, Aruma**

Continuing to expand the partnership.

Beyond these features, Aruma looked to take all the reasonable steps they could to protect themselves and their various stakeholders, including customers, business partners and staff. "If we can make changes that improve our security posture and assist others in making good choices when it comes to email security, we're upholding our leadership role in the sector and meeting our obligations to the vulnerable individuals we support."

This is why they continued to expand the partnership they have with Mimecast by investing in DMARC Analyzer.

"Mimecast DMARC Analyzer allowed us to gain control of our email domains, increase email deliverability, and put an end to spoofing attacks."

Attackers are increasingly using online brands as bait, using direct domain spoofing to trick your customers and partners into sharing credentials, sensitive information and even money, putting your brand and reputation at risk.

DMARC Analyzer allows Aruma to see and control who's sending email on their behalf with real-time insights.

"It means we can protect our brand and our reputation and our various stakeholders, including our customers, business partners and staff."

But it doesn't stop here. "The service grows as we grow, the technology scales really well and means we don't have to take on extra staff to maintain our cybersecurity. We haven't needed linear growth in the cybersecurity team while growing the rest of our organisation." On this front, Mimecast has helped Aruma scale up without scaling up budgets.

Results

"Mimecast has consistently delivered results and protected Aruma, its data and its customers. There are very few slip ups, a big reduction in background noise. I get few complaints from colleagues."

If it wasn't for Mimecast, across 2023, unsafe emails containing malicious content would have reached Aruma's users 16,434 times, including 200 malicious files, 12,138 unsafe URLs, 2,158 counts of malware, 1,928 impersonation attacks, and a staggering 93,978 spam emails.

Further, "Their customer success manager is one of the best we've experienced. They're sympathetic to our needs, they're responsive, proactive, with good thought leadership. We trust the service to be well delivered and adjust as we grow. We'd encourage organisations to do what Mimecast does."

By working with Mimecast, Aruma can ensure that it continues to deliver excellence and support thousands of Australian adults and children with disabilities.

> " **The service grows as we grow, the technology scales really well and means we don't have to take on extra staff to protect our cyber security. We haven't needed linear growth in the cyber security team while growing the rest of our organisation."**

Andrew Lamb, GM IT Delivery, Aruma