

# Aqua Expeditions combats phishing campaigns while improving security awareness and IT efficiency

**Aqua Expeditions is a luxury cruise company renowned for its boutique river and ocean voyages to remote and pristine destinations such as the Peruvian Amazon, Mekong Delta, East Indonesia, Galapagos Islands, and soon, the Seychelles and Tanzania.**

Known for its upscale accommodations, personalized service, and immersive itineraries – including snorkeling, diving, and cultural experiences – the company also prioritizes sustainability and responsible travel.

Nikki Tan, Global Head of Information Technology at Aqua Expeditions, oversees all IT operations for the 300-person company with a lean team of three. With over 25 years of experience spanning frontend and backend development, server management, and strategic IT leadership, Nikki plays a pivotal role in safeguarding the company's digital infrastructure.

## Customer Success Highlights

- 1 full week of IT/Security team hours saved
- 3,837 malicious emails stopped
- 85% of employees changed behavior following training

## The Problem

Aqua Expeditions was inundated with thousands of spam and phishing emails, including sophisticated whaling attacks **impersonating executives** to solicit fraudulent payments.

These emails attempt to get employees into a panic thinking that their bosses need payments sent immediately on their behalf.

Additionally, the company needed to meet **cyber insurance** requirements, which included robust email protection, phishing defense, and comprehensive security training.

## The Solution

After analyzing what would be the best solution to address the most issues, Aqua Expeditions decided on a full **secure email gateway** that is paired with a full **training program**. By integrating the training program, the solution automatically records needed employee data and delivers weekly reports. While Aqua Expeditions has a smaller IT team and budget, they were able to deploy a Mimecast solution that made sense for both their organization and their budget.

When asked what about Mimecast appealed to her and the Aqua Expeditions team, Nikki commented, "Mimecast has been one of the more well-known email security companies. It didn't take long to decide once I realized their solution was going to work well and scale. I did compare Mimecast to other solutions, and it fit all the boxes we needed."

Nikki added, "The Mimecast team is great. They are professional and the solution is worth the money we paid for it. Mimecast professional services made it easy to go through the implementation of the solutions step by step. Mimecast has been great compared to other implementations I have experienced. It did take us a little while and a few presentations to management to get the budget for the Mimecast solution approved, but the Mimecast team was with us throughout the journey."

"At the end of the day," Nikki continued, "tech solutions need to be about more than just the tech – they need to be about people."

## The Results

The Mimecast solution is integrated fully with Aqua Expedition's Microsoft Office 365 full-cloud system, allowing the company's transactions with trip partners and other third parties to continue seamlessly while helping to reduce the volume of phishing and other spam being delivered to users' inboxes.

"Microsoft has many great solutions in their Office suite," Nikki observed,

“...and exchange is a great defender, but it's not good enough on its own. It's not focused on email security in depth.”

Nikki Tan - Global Head of IT, Aqua Expeditions

It's a good baseline to start with, but this is where Mimecast comes in and helps with inbound and outbound emails and better reporting functions.

“Also, Mimecast's AI and libraries set it apart from what Microsoft offers.”

Nikki added, "The number of malicious emails our users are receiving in their inboxes has been greatly reduced thanks to Mimecast. Emails with malicious links not being delivered to users has made our environment much safer and our users much happier."

The solution's reporting features have saved Aqua Expedition's IT team valuable time, enabling them to focus on other areas of the business. In addition, the built-in ability to stop phishing campaigns has also saved a full week of the IT/Security team's hours.

“Another major benefit,” Nikki explained, “is in moving from a very manual to a much more automated training platform. We now have a dashboard that gives us insight into where everyone is with their training, and we’re able to easily work with the HR department to keep everything on track via reporting. It is very convenient. Plus, users simply getting an email when it is time to review a potentially malicious email or to watch a new training session is very personal but at the same time, it is hands-off when it comes to our IT team’s time. This allows our users to be much more proactive instead of reactive when it comes to cybersecurity.”

When asked about training having an actual impact on user activity, Nikki stated, “A full 85% of employees indicated that they changed something they do in their daily lives to make them more secure after watching just the first three training videos.”

Confidence in the system’s silent, continuous protection has allowed Nikki’s team to focus on broader strategic goals.

## The Future

Though newly implemented, Aqua Expeditions is already exploring further collaboration with Mimecast. “**Human risk management** remains a priority,” Nikki said. “With a small team, we’re focused on building a culture of security through training and cross-departmental cooperation.”

Nikki added, “While no solution can guarantee 100% prevention, Mimecast’s technology and training have made a meaningful difference. We now have a stronger safety net.”