

Workers' Comp Management Startup Builds a Safety Net With Mimecast Email Security Cloud Integrated

5 minutes

Total time to deploy

755 threats

Detected in 4 months

84 blocked

71 phishing and 13 malware attempts

“

If you want the most cost-effective solution right out of the gate, if you want the most efficient solution ... Mimecast Email Security Cloud Integrated is definitely the one.”

Josh Tomsik, Information Technology Administrator, ForzaCare

Business Case

As an emerging startup in the benefits management industry, ForzaCare must pay close attention to its cybersecurity posture in order to maintain regulatory and contractual requirements in a field frequently targeted by cybercriminals. When the basic protection built into ForzaCare's email gateway proved insufficient, the company sought an email security solution that could provide better safeguards for its small user base.

Results

Using Mimecast Email Security Cloud Integrated (CI), ForzaCare was able to deploy full email protection within minutes of deployment. The cloud-based solution, tailored for small businesses, gave ForzaCare all the protection large enterprises have with Mimecast's flagship Email Security product — without cutting corners. Email Security CI is also scalable, which was important to this new company with big plans for growth.

Data Points

- In a little over four months running Mimecast Email Security Cloud Integrated, ForzaCare detected 755 threats in nearly 40,000 emails scanned.
- Among the threats blocked were 71 phishing attempts and 13 attempted malware intrusions.
- Email Security CI has freed ForzaCare's one-man IT department from spending the bulk of his time on email issues.

“

I was worried that Mimecast's gateway-less option would not be sufficient or give us enough tools. But everything we needed was included in the Cloud Integrated solution. It was just like it was tailored for our usage.”

Josh Tomsik, Information Technology Administrator, ForzaCare

The healthcare and health insurance sectors often find themselves in cybercriminals' line of sight. These bad actors have recently attacked hospitals, insurers, and benefits managers, aiming to breach the private health and financial records held by those organizations. For the IT and InfoSec professionals guarding that data, [email security](#) has been a constant concern.

Workers' compensation management company ForzaCare knows this reality firsthand. “All of our data is very sensitive and requires all of our contracts to have a significant number of security requirements around [data at rest and in transit](#),” said Josh Tomsik, ForzaCare's information technology administrator.

ForzaCare was founded by a group of industry veterans as a “purpose-driven company” focused on offering integrated services to manage workers' compensation claims. The Mesa, Arizona-based company works with insurers, third-party administrators, employers, government agencies, and other parties to manage care and costs when an employee is injured on the job.

ForzaCare soft-launched in December 2022 with a lean IT team — Tomsik joked he is “a one-man band” — but the requirements for data privacy and security are equal to that of any large organization. Industry regulations, such as the

Health Insurance Portability and Accountability Act of 1996 ([HIPAA](#)), and [SOC 2 certification](#) compliance have long required companies that handle health records to maintain data security standards. Many business partners, such as employers and benefits managers, include security requirements as part of their contracts as well.

When ForzaCare officially opened for business in January 2023, it relied on the security protections built into its [Microsoft Exchange 365](#) email platform. But it soon became clear that the platform could not protect ForzaCare's sensitive information base from the potential volume of email-borne threats.

“We sat on [the decision] for a couple of days, and each day I changed and tweaked the settings to get a little bit stronger every time,” Tomsik recalled. But even when the protections were set at the highest strength, users were still complaining about the amount of fraudulent emails getting through the filters.

“From that moment, I knew that the Microsoft 365 security was not going to be enough to satisfy our business needs,” Tomsik said. “It may have been enough for that check mark on a form or any type of security contract, but our users were definitely not satisfied with it.”



[Click here](#) to learn more about Mimecast's complete suite of security solutions.

For more information about ForzaCare, [visit its website](#).

A 'No-Brainer' Decision

Tomsik had already partnered with Mimecast during his tenure at another company, where he also had worked with ForzaCare CEO Marijo Storment, so he was familiar with Mimecast's Email Security Cloud Gateway flagship solution. Both administrators and users "had nothing but success using it," he said.

But now that Tomsik was at a smaller company, with only 12 users at the time, he knew Email Security Cloud Gateway would not be the practical choice. Still, he reached out to Mimecast, where SMB account executive Riley Grant steered him to the [Mimecast Email Security Cloud Integrated](#) (CI) solution. The product offers the protections of a secure email gateway but targets small and midsize North American and U.K. businesses that use Microsoft 365. Email Security CI features [artificial intelligence](#)-powered threat detection and blocking, real-time threat intelligence, and simplified administration.

Working Right Out Of The Box

ForzaCare's deployment of the product was smooth, efficient and practically automated in the company's existing Azure cloud environment, said Tomsik, who was able to set up the application and integrate it into Exchange automatically.

"From an integration and set-up standpoint, it was seamless and also very fast," he said. "I was able to start working inside of the Cloud Integrated solution the same day, so I was super impressed with the seamless integration."

"I just thought it was the bee's-knees type of deal," Tomsik said. "As soon as I was told that a solution was viable for our size of company with Mimecast, it was a no-brainer."

Tomsik said he was initially concerned that the product might be a "Mimecast Lite," without all the necessary tools and provisions he was used to. But to his delight, he was met with the same user-friendly dashboards, along with features he did not expect to find in a product tailored for SMBs, such as the ability to sandbox suspect items.

A [30-day free trial](#) sealed the deal. Tomsik was able to verify that Email Security CI was no lightweight version of Email Security Cloud Gateway, but a full-defensive suite.

"I didn't want to just contract out without even looking at it or seeing it, so the trial was very important," he said. "That is when it was made known to me that the feature set was completely compatible with what I needed. I was absolutely ecstatic in regard to the abilities we have in the Mimecast Email Security Cloud Integrated solution."

In just over the four months following ForzaCare's deployment of Email Security CI, the solution has screened nearly 40,000 email communications and flagged 755 potential threats. Among those threats, the solution blocked 71 phishing attempts and 13 attempts to deliver malware — a significant hit rate for a company with a user base of 49 devices.

"The detection engine for phishing, impersonation attachments, and URLs has done absolutely the job it's needed to," Tomsik said.

Shortly after the deployment, Tomsik reached out again to Mimecast, in search of a security awareness training tool that would comply with the education requirements of HIPAA and some of its contracts. He investigated a number of options, mindful that **Mimecast Security Awareness** Training might be out of scale for his user base, which had grown to 32 in the first five months of the company's operation. Again, Mimecast came through: Account manager Kyle Weiss steered him to a new integration of awareness training with Email Security CI.

"Kyle was absolutely fantastic," Tomsik said. "He really went to bat for us in regard to the training awareness program."

Tomsik gave the security awareness training program high marks for going beyond the usual video/quiz format of most training solutions. He also gave it props for incorporating humor and real-time exercises to make the learning stick.

Ready to Scale

Tomsik said he plans to add to his staff soon, including hiring an in-house app developer. In the meantime, he has been the only one running ForzaCare's IT and security. Before the Mimecast deployment, his time was consumed with allowing and blocking emails and auditing email trails — time he now has back thanks to Email Security CI.

"I love working in the environment, but the less time that I have to spend administering it for ForzaCare, the better," he said, joking that Mimecast's solution has made him look like a world-class admin in the eyes of his users. Scaling up as the company has grown has been easy, too.

"We've had nothing but positives so far," Tomsik said. "The efficiency and cost effectiveness has made this the solution to go with, hands down."