

CUSTOMER STORY

Linkforce trusts Proofpoint to keep industrial processes secure and running smoothly

Challenge

- Protect critical infrastructure from email threats
- Strengthen company culture around cyber risk
- Maximise efficiency for IT team

Solution

- Proofpoint Threat Protection (Email Security)
- Proofpoint ZenGuide™ (formerly Proofpoint Security Awareness Training)
- Proofpoint Email Fraud Defense (EFD)

Results

- Proofpoint Threat Protection discovers and stops phishing and other risks
- Proofpoint ZenGuide empowers employees with proactive knowledge to stop threats

The organisation

In industrial environments, the integrity of the network infrastructure is not only key to smooth operations but also other priorities, such as worker safety. Linkforce specialises in repairing, maintaining and replacing all components of industrial mining plants and equipment. Even a brief cybersecurity breach can put people and projects at risk, so Linkforce turned to protection from Proofpoint.

The challenge

Keeping industrial processes and data safe

Founded in 2007 as a small crew of shutdown specialists, Linkforce has steadily grown into a leading integrated maintenance, engineering and project services delivery business with locations throughout Australia. With a workforce of more than 3,000, a fleet of modern vehicles and advanced facilities, and deep industry expertise, Linkforce delivers positive outcomes for clients. Its customers span the mining, industrial, telecommunications and energy markets. The organisation relies on a lean, agile team to keep its infrastructure running at its best.

Like other enterprise organisations, Linkforce strives to keep its infrastructure secure from constantly evolving cyberthreats. For years, the company has used Proofpoint Threat Protection for a multilayered defence against business email compromise (BEC), credential phishing, ransomware and account takeover. But the company also understands that people play an important role in minimising risk. To further strengthen its security posture, Linkforce turned to its partner, Lumen IT.



The solution

Toward a stronger culture around cyber risk

After evaluating several options, Linkforce decided to augment its Proofpoint solution with Proofpoint ZenGuide™. Designed to cultivate a culture of mindfulness, this educational programme equips employees and other stakeholders with the knowledge and skills they need to identify, understand and mitigate cyberthreats.

With the implementation services from Lumen IT, Linkforce was able to execute a rapid, highly successful deployment. They chose Proofpoint ZenGuide because of its ability to smoothly complement their other Proofpoint solutions.

'Integrating ZenGuide with the rest of the Proofpoint stack, and the intelligence data from incoming emails, was what really sold it to us,' said Todd Bayley, enterprise architect at Linkforce.

Close collaboration between Lumen IT and their clients made the deployment smooth and set the stage for a rapid return on the investment.

'The ZenGuide deployment was one of the best we have done as the Linkforce team worked diligently and swiftly to stand up the platform and start regular training and phishing,' said the Lumen IT representative. 'They needed to make a change to the cyberculture, and they have done this very well.'

The Linkforce team later attended a workshop on DMARC run by Lumen IT and purchased Proofpoint Email Fraud Defense to assist with moving to P=Reject for ensuring authenticity of emails. Linkforce also uses Proofpoint Archive, a cloud-based archiving solution that simplifies legal discovery and end-user data access.

'Proofpoint Archive is primarily used for shared mailboxes,' said Todd. 'We have a lot of very large shared mailboxes, so we try and keep them for a small amount of time, as well as for legal discovery, which we use it for quite regularly.'

'We only need to log into the Proofpoint platform on a weekly basis because we can count on it to do its job. It doesn't take much effort to keep it running.'

**TODD BAYLEY,
ENTERPRISE ARCHITECT,
LINKFORCE**

The results

Safer email communications and more efficient IT

By making Proofpoint ZenGuide a key part of the Linkforce security strategy, the company has quickly unlocked substantial benefits. And it's not only in minimising security threats, but in improving users' behaviour.

'Proofpoint ZenGuide is pretty simple,' said Todd. 'Every month we send out a new training to the entire company, and we've had a lot of people who have given very good feedback. I actually enjoy the ZenGuide training and the phishing simulation that is part of our monthly cadence as well.'

'The results and engagement from training and phishing simulations shows that Linkforce is treating cyber resilience as a high priority and working to build strong capabilities across their entire workforce,' said the Lumen IT representative. 'The training completion rates improved solidly following deployment. And more important, Lumen IT measured a drop in click rate for phishing.'

The Proofpoint solution is also playing a key role in helping the organisation move forward on its DMARC compliance journey. Proofpoint Email Fraud Defense provides visibility, tools and experienced consultants to help Linkforce implement and manage its DMARC deployment.

Proofpoint Threat Protection is continuing to provide robust protection as well, capturing the latest threats while helping the IT team work more efficiently.

'We use Proofpoint Threat Response Auto-Pull (TRAP), which is included as part of the bundle,' said Todd. 'One of the main benefits for us was that it was a big improvement for minimal extra cost. We'll often come in in the morning and see that TRAP has removed something beforehand. In the past, the threat would have been sitting in people's mailboxes until we remediated it, whereas with TRAP it's already gone.'

Linkforce's leadership is pleased with the latest deployments and is looking forward to continuing to build on the platform. The company's executive management team has endorsed the cyber awareness journey with Proofpoint and Lumen IT as key partners in the Linkforce ecosystem.

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