SOLUTION BRIEF

Argus Mail Query

Empower your users to prevent email threats

Consider the following scenario for your users: they receive an email that looks suspicious, and would like someone else to review it before opening it. What's the best way to get in touch with your IT department, and what's the most efficient way to communicate with them on this? Is it too much to bother them about just one email? Maybe it's easier for everyone if they just open the email – what's the worst that could happen? Sound familiar?

This is a common concern raised by many IT security teams. Even with the best awareness program in place, malicious emails can be incredibly difficult to identify and differentiate from legitimate emails. All organisations want their employees to be vigilant and critical to emails from both known and unknown senders, but often lack an efficient way for users to get a second opinion on emails they find suspicious.

Argus Mail Query enables your users to quickly and easily report suspicious emails to be analysed by security experts and automatically receive a clear verdict if the email is safe to open. If the email is deemed unsafe the user will be asked to delete the email.

Argus Mail Query benefits

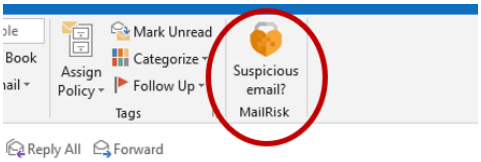
- Enable users to easily submit suspicious emails from within their email client
- Automate the analysis process and provide feedback to the user
- Raise awareness as users find the interaction to be motivating and useful

How it works: a user receives a suspicious email

1. User receives automated advice on handling suspicious email
2. If still uncertain, user performs one-click submission for advanced analysis
3. Email is automatically analysed by Argus, and if required, manually reviewed by security experts in mnemonic's 24/7 SOC
4. Safe or malicious verdict is sent to the user. (optional) Email automatically removed from all inboxes, deleted or quarantined.

Intuitive user experience

An add-in for Outlook is centrally deployed to all users' email clients. The add-in works equally well in Outlook on both PC, Mac, webmail, iOS and Android.



Users submit suspicious emails with a single click.

Advanced analysis powered by Argus

User-submitted emails receive a comprehensive analysis from the proprietary Argus Analysis Engine. Argus leverages machine learning, behavioural analytics and threat intelligence from over 200 sources to determine if an email is malicious. When automatic analysis doesn't provide a conclusive verdict, security experts in mnemonic's 24x7 Security Operations Center manually investigate the email to make a final determination, which is automatically relayed back to the user.

We recommend this service to all organisations that want to engage their users to build a stronger internal security culture.

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