

3 simple ways to ensure email security in the post- COVID-19 era



ManageEngine 
Exchange Reporter Plus

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Introduction

Amid COVID-19, there has been a rapid surge in the number of email-related cyberattacks. The Cybersecurity and Infrastructure Security Agency (CISA) has warned individuals to stay vigilant and exercise caution in handling any email with a COVID-19-related subject lines, attachments, or hyperlinks.

As more and more businesses around the world look to extend work-from-home policies, organizations need to be more careful than ever about email-borne threats.

In this e-book, we will discuss the reason behind the prevalence of email-borne threats, and three simple ways in which you can fortify your organization's email security.

Why email-borne threats will grow rampant post COVID-19

Email-related cyberattacks are nothing new and have been on the rise for some time even before COVID-19. According to the FBI, business email compromise (BEC) attacks have accounted for more than half the losses due to cyber crime last year, affecting 23,775 victims with a shared \$1.77 billion in reported losses.

The main reason for email-related cyberattacks remain prevalent over years is due to their inherent lack of sophistication when compared to other types of cyberattacks.

To make things worse, the uncertainty COVID-19 has brought upon people's lives has only amplified the situation by making things more convenient for hackers. People are more vulnerable now than ever, and hackers know that it is easier to exploit the vulnerabilities of human behavioral traits, such as trust, over software vulnerabilities.

1

Detect spam and malware



2

Be vigilant about mailbox permission changes



Three simple ways to ensure email security

Spam emails are unsolicited messages that contain malicious links or attachments that, when clicked, will inject malware into your network. All it takes is one unsuspecting employee to click these malicious links—the next thing you know, your organization's network is infiltrated with malware that can potentially paralyze your organization. This is why it's crucial to detect spam and malware trying to reach your mailboxes.

With Exchange Reporter Plus, ManageEngine's web-based analysis and reporting solution for Microsoft Exchange Servers, you can:

- ✓ View the list of top spam recipients over a specified period
- ✓ Detect malicious emails, and list the sender and recipient names, time emails are received, and more.
- ✓ View details about spam messages such as sender, recipient, and more.
- ✓ View the list of top malware recipients over a specified period

One of the firm indicators of a compromised mailbox is an unauthorized mailbox permission change—either intentionally or through unwarranted privilege escalations. In either case, spotting the undesirable change early and thwarting it could be the difference between a sabotaged infrastructure or a quickly quarantined malicious user.

With Exchange Reporter Plus, you can:

- ✓ Track changes to mailbox permissions.
- ✓ View the list of shared mailboxes in your organization and the rights users have over them.
- ✓ Examine the permissions users have over particular folders in user, room, and shared mailboxes.
- ✓ View the access rights users and groups have over mailboxes.

3

Audit mailbox activities



The increased number of employees working remotely has warranted the need to streamline internal communications and securely disseminate sensitive business data—especially since most business communications are now happening via email. Since emails often contain business-critical data, you certainly don't want them in the hands of an unauthorized user.

This is why it's crucial to closely monitor the activities performed on your organization's mailboxes.

With Exchange Reporter Plus, you can:

- ✓ View details about emails deleted or moved across folders within mailboxes.
- ✓ Track changes made to mailbox properties.
- ✓ Monitor the mailbox activities of owners, administrators, and delegates.
- ✓ Audit non-owner mailbox logons.

Exchange Reporter Plus is an analysis, monitoring, and change auditing solution for Exchange Online and Exchange Servers. It features over 300 unique reports on various Exchange entities such as mailboxes, public folders, Outlook Web Access, and ActiveSync. Customize reports to track room mailbox usage, break down email response times, and locate messages based on keywords in their content. Configure alerts in Exchange Reporter Plus for instant notifications on critical changes that require your immediate attention.