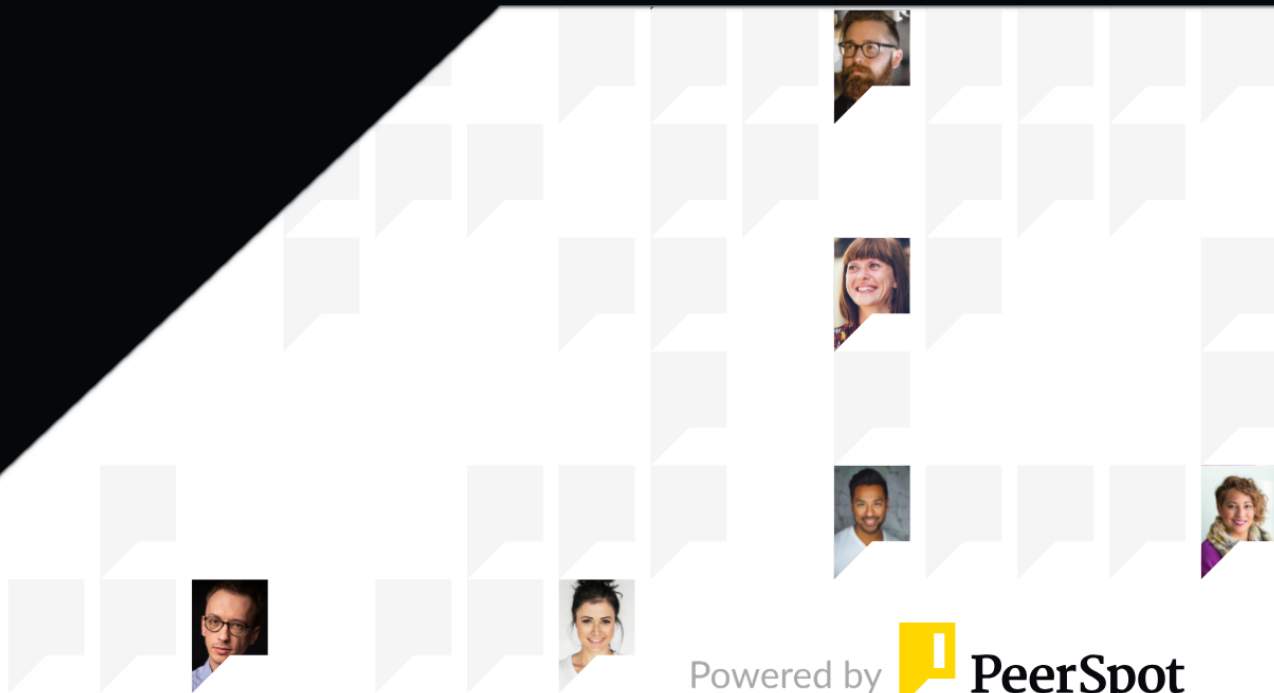


aws marketplace

IRONSCALES

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



IRONSCALES

IRONSCALES Recap

IRONSCALES delivers cutting-edge AI-driven email phishing detection and prevention, seamlessly integrating with Microsoft 365 for enhanced security.

IRONSCALES, with its advanced AI capabilities, focuses on email security by detecting phishing threats, mitigating business email compromises, and preventing impersonation. Its integration with Microsoft 365 strengthens spam filters, automatically responding to suspicious emails. The platform is used globally for threat inspection, quarantine, and end-user incident reporting. Staff training is enhanced through simulated phishing campaigns, offering an extra layer of protection beyond Microsoft's spam filters. Areas for improvement include better Google Suite integration, pricing adjustments, and enhanced reporting features.

What features make IRONSCALES stand out?

- **AI Phishing Detection:** Advanced algorithms for identifying phishing threats.
- **Microsoft 365 Integration:** Seamless enhancement of email security within Microsoft systems.
- **Mobile App:** Manage email threats on the go.
- **Anti-Phishing Training:** Simulated campaigns for staff education.
- **Multi-Organization Management:** Centralized administration for multiple entities.

What benefits and ROI should you consider?

- **Time-Saving:** Automated detection and response to threats improve efficiency.
- **Comprehensive Security:** Offers an additional protection layer beyond standard spam filters.
- **Ease of Use:** Intuitive integration and user-friendly design streamline operations.
- **Risk Reduction:** Minimizes potential email security breaches through proactive threat management.

In finance, IRONSCALES plays an essential role in safeguarding sensitive data from phishing attacks, ensuring compliance with industry standards. Educational institutions use IRONSCALES for training faculty and students on recognizing phishing attempts, thereby enhancing overall cybersecurity awareness. IT sectors leverage its capabilities for managing complex threat landscapes.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“IRONSCALES has positively impacted my organization by making email security simple in terms of controlling mails, understanding where the threats are, and protecting the organization itself.”



Verified user

Email Security Analyst at a computer software company with 51-200 employees



“The best features of IRONSCALES are that most alerts are validated through AI, which reduces the fatigue of alerts that need to be worked on by the team handling the alerts investigation part.”



Verified user

SOC LEAD at a tech vendor with 10,001+ employees



“It is a totally stable solution.”



William Cochran

Senior Systems Engineer at Accurate Corrosion Control, Inc.



“The solution captures a bit more of the unknown, quantifies it, and applies intelligence to it to pick out and stop a lot of phishing emails that come through.”



Hemeshen Govender

Technology CyberSecurity at Oryx industries



“The report function through Gmail is probably the most valuable feature. The next most valuable features are simulation and training.”



Scott V.

IT/Marketing at Mason Law and Planning Group, LLC



“There is buzz around phishing awareness training. When I make a campaign, all of a sudden people in our organization are talking, thinking, and wondering about it. Therefore, it keeps people on their toes. That is perfect because it does exactly what we want it to do.”



Natty Davidman

IT Manager at LAVI Light Rail Operation & Maintenance



“The biggest benefit is that we get fewer phishing and spam emails, so using IRONSCALES has made our environment much safer.”



Verified user

Endpoint Cyber Security Analyst at a tech company with 51-200 employees

What users had to say about valuable features:

“What I appreciate most about IRONSCALES is that it detects not only actual phishing attempts but also potential preliminary phases of phishing. Some attackers plan their strategy by sending non-offensive emails designed to capture users' attention. IRONSCALES excels at analyzing the intention, not just the content itself, but the sender's attempt to gain user attention. When attackers employ social engineering and prepare their real attack, IRONSCALES effectively detects these intentions. This is a particularly valuable feature..”

Verified user[Read full review](#) 

Systems Engineer at a tech services company with 10,001+ employees

“With the tool, users can report things that they think are phishing activities, meaning it allows IRONSCALES to take another look at it and then determine the final disposition, which is a good feature. More importantly, we just kind of let it run and do its thing, and then the tool comes up with two to three possibilities. If something is clean, we never hear from IRONSCALES. If it is spam, it will be categorized as spam. If an email is considered to be a phishing email, it'll categorize it as a phishing activity. If an email is spam or comes under the phishing category, the tool will pull the email out of the inboxes so that it is not available..”

William Cochran[Read full review](#) 

Senior Systems Engineer at Accurate Corrosion Control, Inc.

“The solution captures a bit more of the unknown, quantifies it, and applies intelligence to it to pick out and stop a lot of phishing emails that come through. The solution improved our response to phishing attempts. IRONSCALES has a virtual assistant and some AI intelligence that's applied to it. That was the main differentiator between IRONSCALES and Microsoft.

The solution's AI automation clearly identifies phishing emails and gives you an overall indication of why it found the mail to be malicious. It does the whole analysis for you to see why the email was deemed a phishing email. The solution's response time is better than that of our previous tool. The solution's user interface is pretty straightforward and user-friendly..”

Hemeshen Govender

Technology CyberSecurity at Oryx industries

[Read full review](#) 

“The best features of IRONSCALES are that most alerts are validated through AI, which reduces the fatigue of alerts that need to be worked on by the team handling the alerts investigation part. Only a small number of alerts require manual review.

IRONSCALES is a useful tool that detects every malicious file delivered to our customer domain emails. It safeguards against phishing emails and malicious files that are inbound to our customer services.

IRONSCALES reduces processing time significantly. There can be multiple alerts where the team handles and reviews them. The SOC team participates in bridge calls to investigate all emails delivered in the sandbox, and if required, we keep them in junk or contaminate them after analysis..”

Verified user

SOC LEAD at a tech vendor with 10,001+ employees

[Read full review](#) 

“The best features IRONSCALES offers are the investigation tabs, headers, and correspondence history, which stand out the most for me.

The investigation tabs are valuable for my work because reporting goes a long way in terms of playbooks and having a full investigation. The investigation tab knows exactly how to put the information in a way that makes it very easy for reports to get done fast.

Security awareness training is a big part of IRONSCALES. The platform offers a broad spectrum in terms of what campaigns can be run for security awareness for users as well as reporting back on how users interact with their mails and understanding where the vulnerabilities lie.

IRONSCALES has positively impacted my organization by making email security simple in terms of controlling mails, understanding where the threats are, and protecting the organization itself..”

Verified user

Email Security Analyst at a computer software company with 51-200 employees

[Read full review](#) 

“The feature I use the most is the main relay. IRONSCALES was designed around that, but phishing simulation management is also a handy tool that I don't see often. Combining these features enables a user to be more comfortable with the simulations.

For example, one of IRONSCALES' features is an Outlook extension that lets you report phishing emails and other stuff that looks malicious. In our training, we encourage our colleagues to click this button to report as many emails as possible. Reporting suspicious emails should become part of our employees' everyday routine. The training campaign usually helps us catch our colleagues outside their comfort zone to see if they're paying attention to all these suspicious emails they receive. AI and machine learning are essential components of the product. It automatically can identify phishing emails and classify them according to several factors. I'm not sure how it works, but there's a ranking system that ports onto every sender and email we receive. This artificial intelligence can conduct a thorough search that's sometimes better than humans.

The automated detection and response feature handles most of the job. I only need to classify a few emails manually each day. Artificial intelligence does everything else automatically for me. Without this technology, we would have to sort 1,000 emails each day manually. IRONSCALES cuts that down to maybe 50.

The IRONSCALES mobile app is convenient to use outside working hours. It's not my primary tool, but it's nice not to need to open your laptop whenever you would like to classify something. You can use the app to check up on the system. .”

Verified user[Read full review](#) 

Endpoint Cyber Security Analyst at a tech company with 51-200 employees

Other Solutions Considered

“I would advise that it is a necessary tool when comparing to other email security tools. If we are getting it for a lesser quotation, organizations should have this AI-automated email security which saves time and money..”

Verified user

SOC LEAD at a tech vendor with 10,001+ employees

[Read full review](#) 

“A team investigated other platforms before choosing IRONSCALES. We settled on it because it is interactive and user-friendly for certain types of analysts. The fact that there are always ongoing updates and products being added is a bonus..”

Verified user

Email Security Analyst at a computer software company with 51-200 employees

[Read full review](#) 

“I have used a security gateway from Forcepoint, which was a lot more complicated to maintain and set up. Forcepoint decided to discontinue its solution for email gateway, and then it decided to introduce another solution in the market that includes AI..”

Verified user

Systems Engineer at a tech services company with 10,001+ employees

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“We did a side-by-side comparison of Microsoft and IRONSCALES. Microsoft generally has a lot of features, but for me, Microsoft is behind in terms of the more advanced and smarter solutions. I wouldn't recommend using Microsoft as a main filter for email protection. IRONSCALES performed better in terms of what it was catching than Microsoft..”

Hemeshen Govender

Technology CyberSecurity at Oryx industries

[Read full review](#) 

“The company previously used Microsoft ATP, which required a lot of manual work. I was told that they used to spend a lot of time manually sorting the emails by phishing, spam, etc. The company switched to IRONSCALES because they wanted something to help automatically sort stuff and get faster results..”

Verified user

Endpoint Cyber Security Analyst at a tech company with 51-200 employees

[Read full review](#) 

“We've looked at a few. We looked at Agari, and we looked at Darktrace. Darktrace's sales team was pretty scammy. It was incredibly expensive. It was way out of our price range. Agari seemed fine, but it wasn't quite as polished. It didn't seem as polished and didn't fit our needs as well..”

Orion Trist

Systems Administrator at The Public Library of Cincinnati & Hamilton County

[Read full review](#) 

ROI

Real user quotes about their ROI:

“The email security management costs take up a large portion of our IT security budget because everybody needs security in our company. We really have to watch out for trying to keep our users in a safe zone..”

William Cochran

Senior Systems Engineer at Accurate Corrosion Control, Inc.

[Read full review](#) 

“We have absolutely seen a return on investment. It has automatically caught malicious links and emails sent directly to our fiscal department, which has theoretically saved us a big deal..”

Orion Trist

Systems Administrator at The Public Library of Cincinnati & Hamilton County

[Read full review](#) 

“In security, it is very difficult to quantify the return on investment because it is based on something not happening. However, it definitely has value in terms of improving awareness and reducing my time looking at things..”

MatthewGreen

[Read full review](#) 

Information Security Analyst at a sports company with 1,001-5,000 employees

“When it comes to cybersecurity it's hard to pinpoint an ROI, but I would say that, based on what this product has done for our company, there's no way it hasn't saved us money..”

Scott V.

[Read full review](#) 

IT/Marketing at Mason Law and Planning Group, LLC

“We have easily seen a return on investment. According to one of our reports, in the past 30 days, we've saved over two and a half hours of time. If a company can just equate that to what my time costs, what our users' time costs, and the amount saved, there is just incredible ROI..”

Jesse A.

[Read full review](#) 

Information Technology Lead at SSI Strategy

“We have definitely seen an ROI. The amount that we pay for licenses is definitely way less than what we would pay if we are hit by a ransomware attack. So, it definitely provides a return on investment.

We were able to realize its benefits immediately after the deployment. We started analyzing emails and getting alerts right from the time it was activated. You have to do a bit of tuning for the threshold, but the effect was immediate. We didn't have to wait even a bit for it to be effective. .”

Tamunoibiton Adoki

Information Security Officer at a financial services firm with 201-500 employees

[Read full review](#) 

Use Case

“The main use cases for IRONSCALES demonstrate its artificial intelligence capabilities because it utilizes AI to detect phishing and has specialized engines for detecting both phishing and spam, making it very efficient at these tasks..”

Verified user[Read full review](#) 

Systems Engineer at a tech services company with 10,001+ employees

“The tool runs on an API, and it communicates with all of our users' inboxes. The tool is just for keeping spam in check and, more importantly, to deal with the dangerous phishing emails out of our users' hands. It can see if it lets something pass and it goes to the inbox, then after 20 minutes, if it gets new information that it is a potentially dangerous email, the solution will yank it right out of the user's inbox..”

William Cochran[Read full review](#) 

Senior Systems Engineer at Accurate Corrosion Control, Inc.

“IRONSCALES provides email security for my previous customer environment, which is a big inventory customer. The entire email security is monitored by IRONSCALES. It monitors all activities including invoices, customer domain communications, phishing emails, suspicious emails, and VIP member communications. We investigate suspicious mails in IRONSCALES..”

Verified user[Read full review](#) 

SOC LEAD at a tech vendor with 10,001+ employees

“We are using it for email security. Microsoft's built-in spam and phishing filter was completely inadequate. We were looking at tackling spear phishing and phishing in general for the organization, as well as educating our staff through targeted phishing campaigns and training.

Our email provider Microsoft doesn't supply anti-phishing functionality as part of our licensing with them. They provide antivirus and anti-spam. We don't pay for their advanced protection features.

In terms of deployment, it is a SaaS platform. It connects to the Office 365 API..”

Orion Trist[Read full review](#) 

Systems Administrator at The Public Library of Cincinnati & Hamilton County

“My main use case for IRONSCALES is the UI and the convenience of having detailed information available to me.

A specific example of how I use the UI and detailed information in my day-to-day work is that it provides correspondence history with all the mails being sent and also the way it passes the headers. It's very easy to read and make out where exactly vulnerabilities lie.

IRONSCALES' platform makes it very easy and user-friendly. For the technical part, there's always a further drill down that can be done for information..”

Verified user[Read full review](#) 

Email Security Analyst at a computer software company with 51-200 employees

“Phishing emails and spam are challenges companies of all sizes face. IRONSCALES acts as a second layer on top of the Microsoft mail relay we use. It scans every email coming into our organization and automatically checks the validity. We also check manually in some cases.

While we mainly use it for the mail relay, IRONSCALES can also act as a phishing campaign simulator. We can send simulated phishing emails to our colleagues to test their readiness.

Our entire organization uses IRONSCALES across many locations worldwide in South America, Asia, Europe, and North America. All sites use the system to protect the mailboxes and just act as a mail relay. We have about 8,000 users..”

Verified user[Read full review](#) 

Endpoint Cyber Security Analyst at a tech company with 51-200 employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“It was already in place when I joined. In terms of maintenance, it doesn't require any maintenance from our end. All we have to do is integrate our Outlook email server with IRONSCALES, and that's it. .”

Tamunoibiton Adoki

[Read full review](#) 

Information Security Officer at a financial services firm with 201-500 employees

“The company we get IRONSCALES from is not big enough to sell the product directly.

The solution can be deployed in a day.

One person can deploy the solution..”

William Cochran

[Read full review](#) 

Senior Systems Engineer at Accurate Corrosion Control, Inc.

“Though I wasn't here when IRONSCALES was deployed, I saw the system requirements and a basic guide to implementing the system. It was straightforward.

After deployment, it doesn't require much maintenance. It does everything automatically as well. IRONSCALES supports older versions of Exchange and local Exchange servers that require manual updates of the add-ons they use to protect the mailboxes, but we don't use those services..”

Verified user[Read full review](#) 

Endpoint Cyber Security Analyst at a tech company with 51-200 employees

“The product is easy to set up as it is an API-based solution. With IRONSCALES, you don't have to do anything on the platform. You just need to do the integration and the connection with Office 365 tenants, and that is it.

I rate the product's setup phase as a ten out of ten.

The solution can be deployed by one person from IRONSCALES, who will create the tenant for me. Then, I do the rest of the setup process, which includes three or more steps, but it can be done in minutes.

The solution can be deployed in 15 to 30 minutes. .”

Verified user[Read full review](#) 

Systems Engineer at a tech services company with 10,001+ employees

“It was very simple. There were a few basic steps, and that was it. When you log into the IRONSCALES site, you set up your tenant, and you set up your domain. After that, you just have to authorize the bot in your mail tenant. Once that's done, it automatically scans your tenant for applicable mailboxes, and you tell it what you want it to do. That's it.

There are five steps to the whole process. The trickiest one is making sure that it has grabbed all mailboxes when it did its pass to make sure it has all the right accounts. As we add employee accounts to our system, it automatically grabs them and sets them up dynamically. So, there are no extra steps that we have to do. After a mailbox is removed from our tenant, it'll automatically get purged from IRONSCALES by itself. It doesn't require a lot of hand-holding..”

Seth Wasserman

[Read full review](#) 

Vice President of Information Technology at MENIN HOTELS LLC

“I was involved in the deployment from the beginning, from the architecture design and gathering requirements to the final setup. When I first deployed it, I was working in China, so anything that relies on Google wasn't going to work. It works in Hong Kong, but it doesn't work in mainland China because of the Great Firewall. This was eight years ago when IRONSCALES was extremely new. When I originally deployed it, we wanted to get this to every user. At the time, we didn't have the option to deploy this through Microsoft Office 365. We had to go to every machine or a software installer to deploy it. That took a little more time. It didn't prevent the project plan, but it was an issue because installing the wrong extensions in Outlook can crash the program. This was back in the day, but now it's easy.

When we didn't have the Microsoft Office 365 plugin capability or an API mailbox layer, it probably took us about a week to test it because we had to install it on all the computers. With the Office 365 capabilities, we could probably do it in a day or two because it's all tied to Office 365, and we can define it according to the group.

IRONSCALES doesn't require us to touch the client assets anymore. We had to install it one by one in the past, but now we only need to have administrative rights on Office 365 and we can just deploy it as a new application. We can select a few users or deploy it to all users..”

Verified user[Read full review](#) 

Director, Information Security at a pharma/biotech company with 501-1,000 employees

Customer Service and Support

“I rate IRONSCALES support 10 out of 10. They provide support in less than 24 hours. I have never had a problem with them, and they always solve my issues. .”

Verified user

Endpoint Cyber Security Analyst at a tech company with 51-200 employees

[Read full review](#) 

“Customer support for IRONSCALES is outstanding. I've never had to wait more than a day for feedback from support, and they're very interactive with our users as well as our analysts..”

Verified user

Email Security Analyst at a computer software company with 51-200 employees

[Read full review](#) 

“The technical support offered is very good. The tool's support team attends very quickly to the support tickets raised. The technical support is very good at resolving issues..”

Verified user

Systems Engineer at a tech services company with 10,001+ employees

[Read full review](#) 

“We haven't had an issue so far. So, we haven't contacted their support. During implementation, we got full support from them, and we loved the support we got. We have no issues with their support. I would rate them a nine out of ten..”

Tamunoibiton Adoki

[Read full review](#) 

Information Security Officer at a financial services firm with 201-500 employees

“I can't rate the support of IRONSCALES because our support comes through the company we got the tool from, and it is called Constant Edge. Constant Edge is a reseller of the tool to SMBs because IRONSCALES doesn't want to get caught up with just 100 user licenses since it is just too small for it to worry about. Constant Edge has done an incredible job of providing support to our company. Constant Edge also provides our company with Proofpoint..”

William Cochran

[Read full review](#) 

Senior Systems Engineer at Accurate Corrosion Control, Inc.

“I rate IRONSCALES support nine out of ten. I think they've improved greatly. I've been with them since the beginning and worked with all the founding members of the company. There's one person I still work with who is pretty high up in the company now. She created most of the documentation. I work with many of the same salespeople and support.

Many years ago, they had no U.S. office, so we had to contact them in Israel, and there was a significant time difference. They opened an office in Atlanta, and they've developed an official knowledge base. They also have a customer portal and designated customer success managers. .”

Verified user

[Read full review](#) 

Director, Information Security at a pharma/biotech company with 501-1,000 employees

Other Advice

“IRONSCALES has a pretty smart technology, which is different from the traditional gateway kind of technology.

Overall, I rate the solution an eight out of ten..”

Hemeshen Govender

Technology CyberSecurity at Oryx industries

[Read full review](#) 

“I rate IRONSCALES nine out of ten. Some improvements to the campaign management might bring it up to ten. It's a great system. I would recommend it if you only need a mail relay. On top of that, there are additional advantages of using the system, like the campaign manager that complements the mail relay. .”

Verified user

Endpoint Cyber Security Analyst at a tech company with 51-200 employees

[Read full review](#) 

“The automated alerts generated are integrated into our [SIEM](#) solution. We can create logics according to our investigation in our [SIEM](#) solution from logs pulled from IRONSCALES to SIEM solution via API call. We monitor all triggered alerts in the same solution.

The user interface could be more user-friendly and attractive to use. I rated this solution 9 out of 10 overall..”

Verified user

SOC LEAD at a tech vendor with 10,001+ employees

[Read full review](#) 

“My advice to others looking into using IRONSCALES is to exercise caution as to how the platform works. Everything is not obviously as it seems. The product uses AI and the information that's provided. Looking at it at face value shouldn't be your final classification. It's a tool that we use to better our understanding of email security, and it's not a one and done situation. People starting to use IRONSCALES should really look into understanding email security and using it as a tool becomes a necessary part of proceeding with email security.

IRONSCALES is a really good platform, and it's ever-growing. This is just the start of what they are able to do with the AI, especially with Themis, and also the way it's structured, and that overall understanding of email security and how certain events should be handled.

I rate IRONSCALES 9 out of 10..”

Verified user

Email Security Analyst at a computer software company with 51-200 employees

[Read full review](#) 

“The automated response capabilities are very accurate for detecting suspicious activities and suspicious languages used by the attackers.

The only people needed when using the tool are to take care of the console and an analyst. In some cases, some incidents require an analyst to complete the analysis of the email. I don't create incidents that can be automatically resolved by AI. I create incidents that need a review from an analyst. The only people who need to be aware of the incidents and where such details should not be classified is when it comes to analysts. I don't need to do any maintenance process for the tool every day. Everything is available as a service, so I don't need to do anything to maintain the platform apart from dealing with the non-classified incidents.

The tool uses a lot of AI technologies to detect the accuracy of the email, especially to filter out phishing emails. It not only detects phishing emails but also provides a preview of who the attackers are before we receive the real phishing email. It is not just to detect phishing emails but also to detect the intent of the attacker in creating a phishing email.

I rate the tool a nine and a half out of ten..”

Verified user

Systems Engineer at a tech services company with 10,001+ employees

[Read full review](#) 

“The AI engine is, like anything else that is similar to machine learning, so it is going to get smarter as time goes on. In our company, we put a lot of time into the tool to see if it detects something that is clean, making sure that it understands that it was not a malicious email. The tool has become pretty darn smart at this point.

If there is a situation where I need to manage the tool, I would say that there is an AI engine for the product, Themis Copilot, for Microsoft Outlook. When the tool pulls an email, it says that even though it pulled it out, it cannot give it a final disposition, so I won't know if it is spam or phishing activity. In that case, you

need to go in and manually let the tool know that a particular email is spam, is associated with some phishing activity, or is clean. The tool tries to improve the accuracy of the machine learning and AI aspects. Occasionally, the tool requires some manual intervention.

IRONSCALES has gotten smarter as our company has trained the machine learning and improved the AI engine, and it has reached to the point now that it is set and forgotten. We visit the tool maybe once a week just to make sure that there are no emails that haven't given a final disposition.

I recommend the tool to others, along with Proofpoint.

I rate the tool a nine out of ten..”

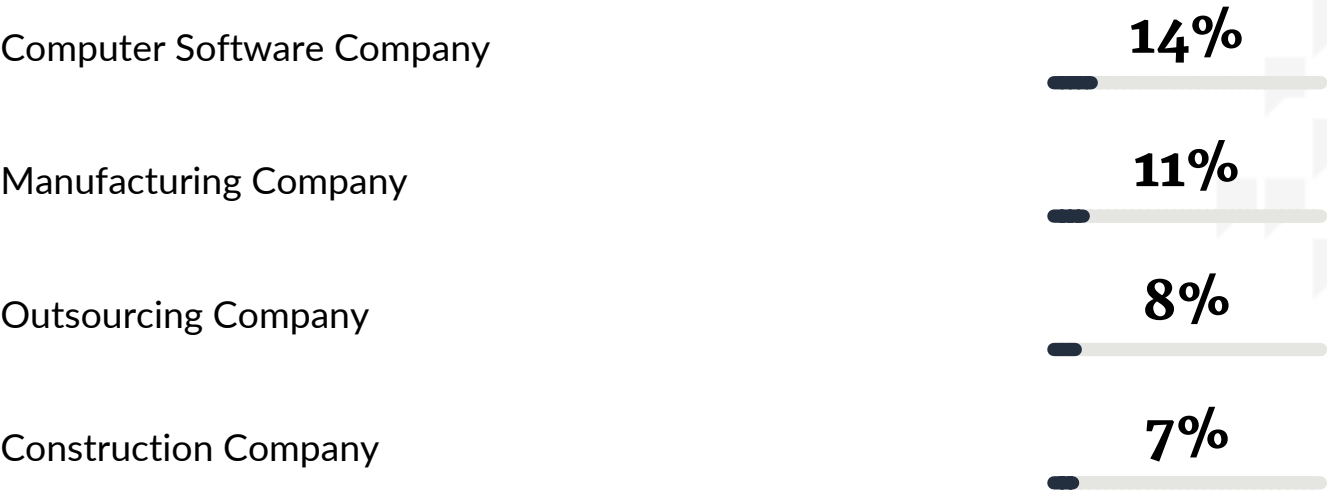
William Cochran

Senior Systems Engineer at Accurate Corrosion Control, Inc.

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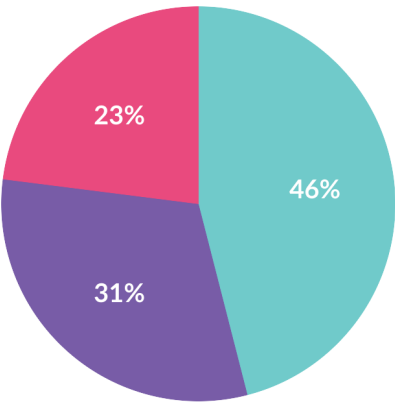
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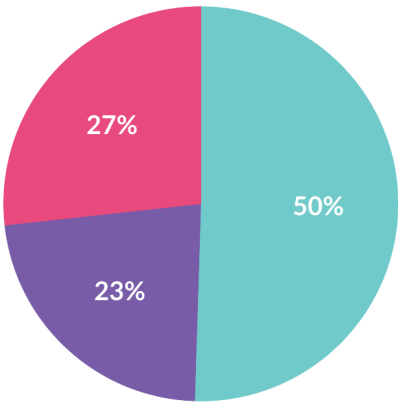


Company Size

by reviewers



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 Large Enterprise  Midsized Enterprise  Small Business

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