



# Combilift use Egress Defend to protect their expanding workforce from email threats

Combilift | 🏭 Manufacturing | 👤 700 employees | 📍 Annahagh, Monaghan, Ireland | 🛡️ Egress Defend



## The challenge

Combilift are the world's largest manufacturer of multidirectional forklifts, exporting to over 85 countries and with more than 60,000 trucks in use worldwide. Headquartered in Ireland, Combilift are rapidly expanding, with their team already approaching 700 employees across the United States and Ireland. In recent years, they've taken their growth to the next level by opening a 46,500 square meter manufacturing plant – the largest single plant under one roof in Ireland.

Inbound email threats are a risk they couldn't afford to let jeopardize their growth. Adaptability and customization are key customer offerings for Combilift, so it's vital their employees are kept secure while handling sensitive customer conversations over email. According to Combilift's IT Manager, Fearghal McCorriston, their current email security provider was missing one key aspect.

It was able to block spam email and provide basic security scans, but nothing was being done to prevent people from clicking malicious links or downloading risky attachments. In addition, quarterly phishing tests showed that too many users were still engaging with dangerous emails, putting the company, its network, and its data at risk.



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Fearghal McCorriston,  
IT Manager, Combilift

## The solution

Combilift needed an improved solution they could roll out globally and quickly, so they reached out to Egress for an Egress Defend proof-of-concept. The Combilift team found the POC set-up to be seamless, with most of the work being set up in one call between the two teams. After just one hour of setting up and testing, Combilift were happy with the results and decided to push forward with deploying Defend to all global users.

Fearghal found the deployment process hassle-free, saying: "Egress Defend was very simple to implement. The straightforward implementation meant that we did not have to manually install software on PCs, which was great." In contrast, the other solutions evaluated would have required a cumbersome deployment to reach hundreds of Combilift devices.

He was also aware of the potential increase of administrative overhead and says that was a key factor in choosing Egress: "We could have gone with a solution that would aggressively block. I didn't want to do this because it would block legitimate emails and create even more administrative work for the IT team, who would have to continually maintain and update the static rules."

## The results

Installing Egress Defend meant that Combilift's team could spend less time worrying about spotting phishing emails and focus on doing what they do best – helping clients customize the ideal Combilift to meet their specific needs. Defend's combination of machine learning, social graphing, and natural processing technologies ensured that even the most sophisticated phishing threats were being caught and neutralized.

Fearghal also explained how Defend's 'real-time teachable moments' have boosted cybersecurity knowledge across the Combilift team: "Egress Defend scans links and tags emails, making information available to the end-user. This information helps raise awareness among our staff and also helps them learn what to look out for. If a user sees an anti-phishing banner in an email, they can click on it, and it explains to them why the email was flagged. Feedback has been great."

The IT team at Combilift now have increased confidence that every employee is protected by Egress Defend. On-site employees at their new manufacturing facility, sales and support staff on the road, and fully remote workers are all able to maintain their excellent levels of service while being protected from the sophisticated phishing attacks which would have evaded previous email security solutions.



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Egress helps protect unstructured data to meet compliance requirements and drive business productivity. The company's AI-powered platform enables users to control and secure the data they share.

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