

Leading medical distributor Numed eradicates phishing threats with OnDMARC

Numed is a leading medical distributor providing innovative diagnostic and waiting room equipment to the primary and secondary care sectors. With over 30 years' experience supplying the medical industry, Numed is now in the process of branching out and extending its business to supplying dental and veterinary surgeries.

Putting Cybersecurity at the top of the waiting list

Numed employs 46 workers based in the UK, all of whom conduct the majority of the company's business with the NHS via email. As a result, Numed was faced with the need to fully guarantee three key concerns:

- 1) Compliance** Numed needed to be fully compliant with the prerequisites of the UK Government's Minimum Cyber Security Standards Framework. This framework requires all Government bodies, including the NHS, and its partners to have DMARC deployed in a protection mode so as to safeguard data and information transmitted over email.
- 2) Brand reputation** The reputation and standards expected by - and of - Numed needed to be upheld at all times. Protection should be guaranteed, in particular with the increasing likelihood of sophisticated spammers.
- 3) Deliverability** Numed wanted to ensure that emails from legitimate senders would go straight to a recipient's inbox and not their spam folder.



"We were very clear in what we were looking for in a DMARC partner: we needed a cost-efficient solution that didn't skimp on usability or effectiveness. We were particularly impressed by the level of support offered by OnDMARC's support team, and once we had completed the free trial, it was clear we'd found the product to match our requirements."

Nick Kenyon, Head of Operations, Numed



Highlights

- Numed provides diagnostic and waiting room equipment to the medical industry and NHS
- By partnering with OnDMARC, Numed reached full protection on its main email domains in just 2 weeks
- Numed near-doubled its email deliverability from 50% to 98-100% with OnDMARC

Finding a partner, not a supplier

Numed wanted to demonstrate to the NHS that the team was innovative and always one step ahead; it wasn't just about finding a DMARC supplier but a true partner. Even more importantly, the interface that this partner offered needed to translate the complex DMARC reports and configuration issues into clear and concise graphs and actions.

At the same time, however, it was important that the proposed solution did not come tied to onerous and expensive support contracts. For a company that aims to help the NHS reduce costs, taking on a solution that would increase its own costs was not an option.

Numed reviewed multiple solutions in the market and after opting to take advantage of a free trial of Red Sift's OnDMARC, Numed's Head of Operations Nick Kenyon decided that it was "a no brainer"- Numed had found the perfect solution to meet the organization's needs.

Alongside this, Numed had access to a Customer Success team who were always on hand to answer any queries or questions. The "fantastic" team were able to demystify what can at times seem like a complex process and make the journey to reject as smooth as possible. In just two weeks, the company reached full protection for its main domains, and doubled deliverability of its outgoing emails.

With OnDMARC's support, Numed was able to ensure compliance with Government-mandated standards, boost deliverability and protect its brand reputation in an industry where trust and confidentiality are fundamental.

The journey to full protection

Numed was already aware that it was susceptible to spam emails and spoofing. Armed with the widespread knowledge that hackers are continuing to grow more advanced and indiscriminate about their victims, Numed wanted to ensure that the organization was protected against an inevitable attack.

However, the vast size and scale of the problem only became fully clear once DMARC had been implemented. One of the most shocking realisations was the unprecedented amount of spoofing coming from a parked domain. While Numed expected to see some fake emails coming from the main domain, seeing them come from unpublicised and unused parked domains came as a surprise. With OnDMARC they were able to quickly put a stop to this and send those emails straight to p=reject.

OnDMARC was also able to uncover that on Numed's primary domain there was a subdomain the company was unaware existed. With the guidance of OnDMARC's Customer Support team, Numed was able to lock this subdomain down until the exact source could be pinpointed and verified. After ensuring the legitimacy of the domain OnDMARC could then help with SPF and DKIM configuration, making sure it became a trusted source. By giving Numed a clear insight into the landscape of how emails were sent, it was able both to improve the company's email deliverability and also gain a deeper knowledge and understanding of its inbox. Numed also made good use of OnDMARC's Investigate feature which was used in speeding up time to p=reject, with the company's top 5 domains reaching p=reject in just 2 weeks.

"We were astounded by the speed and ease with which we reached full protection. OnDMARC made the process simple and accessible, and uncovered vulnerabilities we could have never found by implementing DMARC on our own. I'd recommend OnDMARC to any company looking for an email security solution."

Nick Kenyon, Head of Operations, Numed



ONDMARC

OnDMARC is built on the Red Sift platform. Red Sift is a London based Platform as a Service (PaaS) offering businesses and individuals a secure way to collate, compute and visualize data from millions of individual signals to easily implement and optimize cybersecurity solutions. **Get in touch today** to find out more about how you can use OnDMARC to combat phishing and boost email deliverability.

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