Phishing Analysis that's 5x Faster:

How MSPs are Winning their Time Back

More emails, more potential attacks, busier users, and less time to manage it all. Your MSP security teams are busy and facing a new wave of threats. Disconnected tools and processes make the job harder. The good news? Phishing analysis is getting easier.

Here's how...

So many messages, so little time

Even as more collaboration platforms draw your end-users away from the inbox as primary means of communication, they still spend a lot of time there. A large portion of emails are spam, some are scams, and the remainder are useful and important. But as the volume of messages grows, users get overwhelmed. And as an MSP, you probably know what happens next...

"Infinite workday" is a term coined by Microsoft in reference to the average user receiving 117 emails per day.

The Challenges

That increased message volume is unfortunately rarely matched by increased user vigilance. In fact, it's the opposite.

1

While your users are always worried about clicking on the wrong thing, they often lack the time or expertise to dig in and investigate. **Increased message volume + more distractions + inability to differentiate spam from scam = more reported emails.**

2

These reports come into you and/or your busy technicians. Whoever is handling them may not have the tools, insights, or time to understand both the problem and the fix. **This complexity means more escalations.**

3

More escalations means **you and your staff are wasting too much time resolving reported emails,** and lack the time to be more strategic and proactive.

The Solution

There are lots of opportunities to improve how you secure your clients' business, **but few of them have the same impact as Phinbox IQ.**

Your MSP faces the same challenges as other businesses when it comes to IT wishlist vs. budget reality. Resources are limited, so risks have to be carefully prioritized.

This is why making email triaging more efficient, effective, and less insane is so important. Here's how we help with just that:

1

Training that teaches users to identify a clear difference between spam and scams.

2

A dashboard that provides all of the information you need to analyze a reported email, without needing a high level of expertise (aka anyone can do it).

3

Integrations that keep everything right in your help desk and allow you to block malicious domains across *all* tenants.

What is Phinbox IQ?

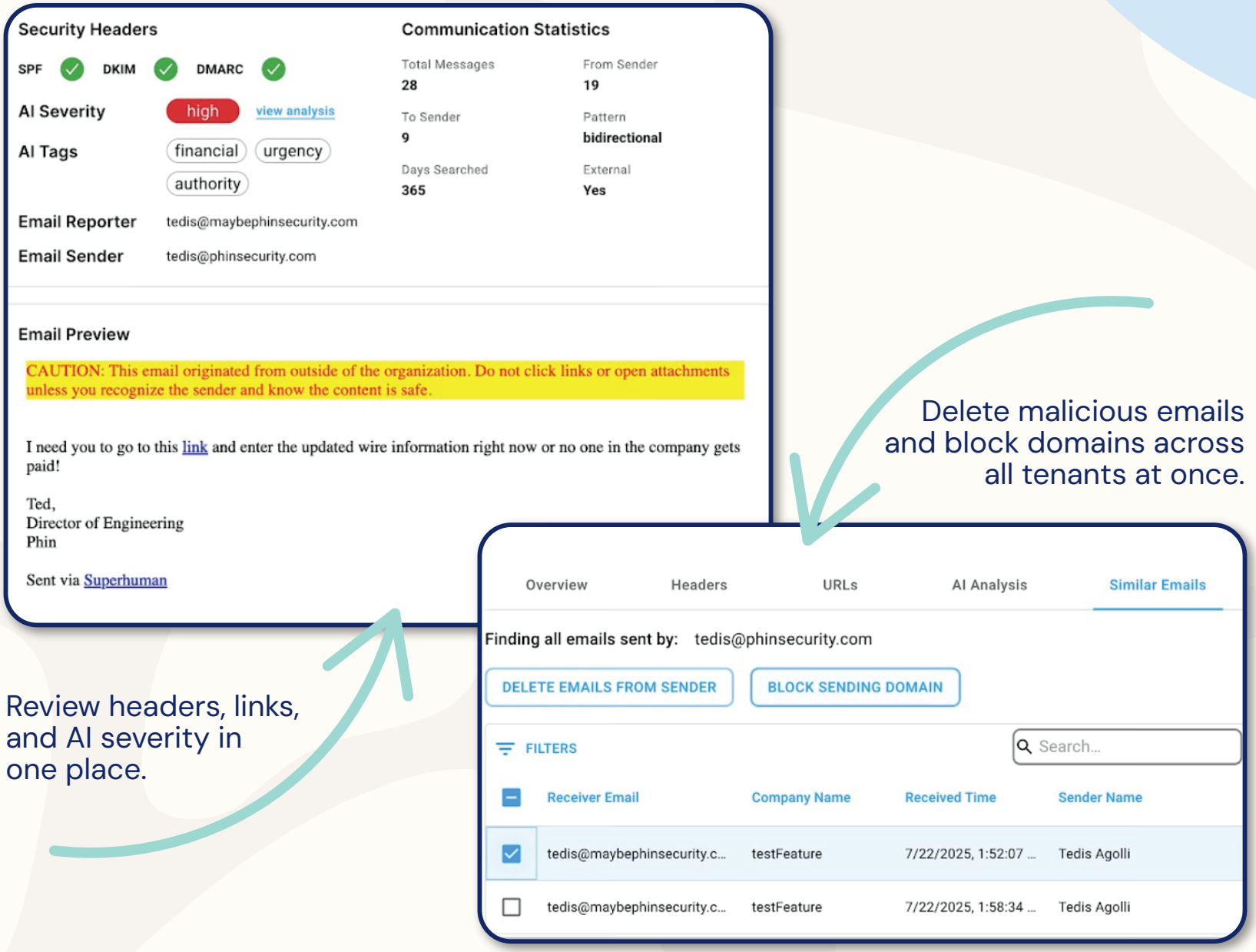
Driven by recurring pain points and direct user feedback, we started a collaborative journey to create something better. It's already a game changer for MSPs currently using it.

"The techs noticed a huge decrease in time spent not having to search several different websites to give a good analysis of what's going on. Equipping us with a synopsis sooner also reduces the time to getting end users an answer so it speeds up time to value for our clients."

— Kathy Bennett, Senior Service Desk Engineer Team Lead at CCB Technology

How it works

- ConnectWise Manage and Phin work together so reported emails show up as enriched Service Desk tickets, ready for action.
- Technicians use the Triaging Pod inside ConnectWise to instantly see headers, check links, and review AI-driven risk scoring.
- Bulk search and cross-tenant remediation let teams find one threat and remove it from every Microsoft tenant at once.
- Everything happens inside the ConnectWise Manage web interface, removing tool-switching and manual scripting from daily triage routines.



Review headers, links, and AI severity in one place.

Delete malicious emails and block domains across all tenants at once.

Proof is in the pudding

The beautiful thing about fixing email triage, or at least making it significantly better, is how it pays off immediately as well as adding even more value over time.

- **Dramatically fewer escalations:** empowering L1 techs to solve more on their own
- **Far fewer human errors:** more accurately separate the spam from the scam
- **Faster response:** teams are decreasing response times from 15 minutes to 3

Read Case Study

"My L1s can handle stuff that used to get escalated to me. This lets me focus on other things... You've reduced the human error rate, not just on the end user side, but also on the engineering side."

— Joel Chambers, Escalation Specialist at Certified CIO

CERTIFIED CIO

Start triaging 5x Faster:

Smarter phishing analysis sets both your MSP and your clients up for greater success and stronger security readiness. Teams become more effective and efficient, and everyone is better protected against threats.

Learn More about Phinbox IQ