The State of Email Security 2021

Key Findings in South Africa
Over the last 12 months.

The Digital Workforce Is Under Attack

Organisations saw the volume of email-related attacks increase:
- phishing with malicious links or attachments
- 84% said the volume increased
- 98% have a cyber resilience strategy in place
- 65% have either deployed, were in the process, or looking to roll out various email security systems
- 37% are using AI and machine learning to bolster their email defences

The Post-COVID Threat Landscape

- 57% of respondents indicated that their companies are:
  - 86% already making use of DMARC
  - 30% in the process of implementing the protocol
  - 35% plan to do so over the next 12 months
- 99% are using collaboration tools like Slack or Teams
- 72% are concerned about having an archived business record of conversations from these tools
- 47% had a rise in malicious email spoofing
- 38% saw an increase in brand impersonation via counterfeit websites
- 50% would be concerned if bad actors spoofed their company's email domain (versus 78% in 2020)

Is Cyber Resilience Keeping Up with the New Dangers?

- 67% agree that there is room for improvement
- 6/10 currently have safeguards in place
- 38% of companies were hurt by their lack of cyber preparedness (up from 58% in 2020)
- 98% have a cyber resilience strategy in place
- 57% of Microsoft 365 users think their companies need additional email security
- 41% of respondents indicated that their companies are:
  - 88% held M365 email security in high regard
  - 67% also agree that there is room for improvement
  - 12% of respondents indicated that their companies are:

Cybersecurity Awareness Training: More Critical Than Ever

- 1/3 provide ongoing cybersecurity training
- 74% believe that risky employee behaviour is putting their company at risk
- 77% have been hit by an attack that spread from a compromised user to other employees
- 46% have a plan in place for online brand protection

A New Urgency for Online Brand Protection

- 38% saw an increase in brand impersonation via counterfeit websites
- 47% had a rise in malicious email spoofing
- 94% believe that email is a critical threat vector
- 96% believe that email is the primary vector for ransomware
- 86% believe that email is the primary vector for business email compromise
- 88% believe that email is the primary vector for account takeover
- 6% believe that email is the primary vector for click fraud and ad fraud

Securing the Enterprise in the COVID world

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