



Customer Story



 Score 9 / 10

“Automated Email and Incident Response Solution!”



Why This Reviewer Needed KnowBe4 PhishER:

“We use KnowBe4 PhishER as part of our email analysis when users report emails to the team and also to have some visibility into what users report and how often they report. PhishER, in my opinion, is an industry leader when it comes to email analysis and remediation tools. Some business problems this product addresses is the need to free up team resources for reviewing emails on a daily basis and creating additional flexibility within the overall workflow.”



How This Reviewer Uses KnowBe4 PhishER:

“Our organization has implemented PhishML, PhishRIP, PhishFLIP to help automate remediation of known threats from our users' mailboxes. We found these capabilities to be very useful and helpful with our education and remedial efforts. This platform has a solid interface which allows users to understand its functionality. Additionally it is easy to integrate with other security products which makes it appealing for organizations in most industries.”



What This Reviewer Likes Most About KnowBe4 PhishER:

“PhishER has definitely saved our team and organization by utilizing the machine learning functionality within the solution. What used to take 30 minutes or more now takes less than 5 minutes. The benefits our organization experienced are freed up team resources, increased confidence levels when determining real threats, and overall improved security posture throughout the organization. As this works alongside the security education platform, we are able to use PhishFLIP to turn active phishing attacks into safe templates for learning opportunities.”



What This Reviewer Has Achieved with KnowBe4 PhishER:

When asked about ROI, this reviewer said PhishER allowed them to achieve

- “Freed up team resources with automation
- Real time data on email reporting
- Resolve incidents in a timely manner
- Response and communication capabilities”



Verified User



Vetted Review



Verified Reviewer

Employee in IT

Mechanical Or Industrial
Engineering Company

- Enterprise
(501-1,000 employees)

Reviewer's Advice

“KnowBe4 PhishER is well suited to an organization or team who would like to automate the guess work of determining if an email is phishing, spam mail, or safe to interact with. This reduces manual work and allows a team to be productive and work on other projects.”

[Read the full review](#)

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