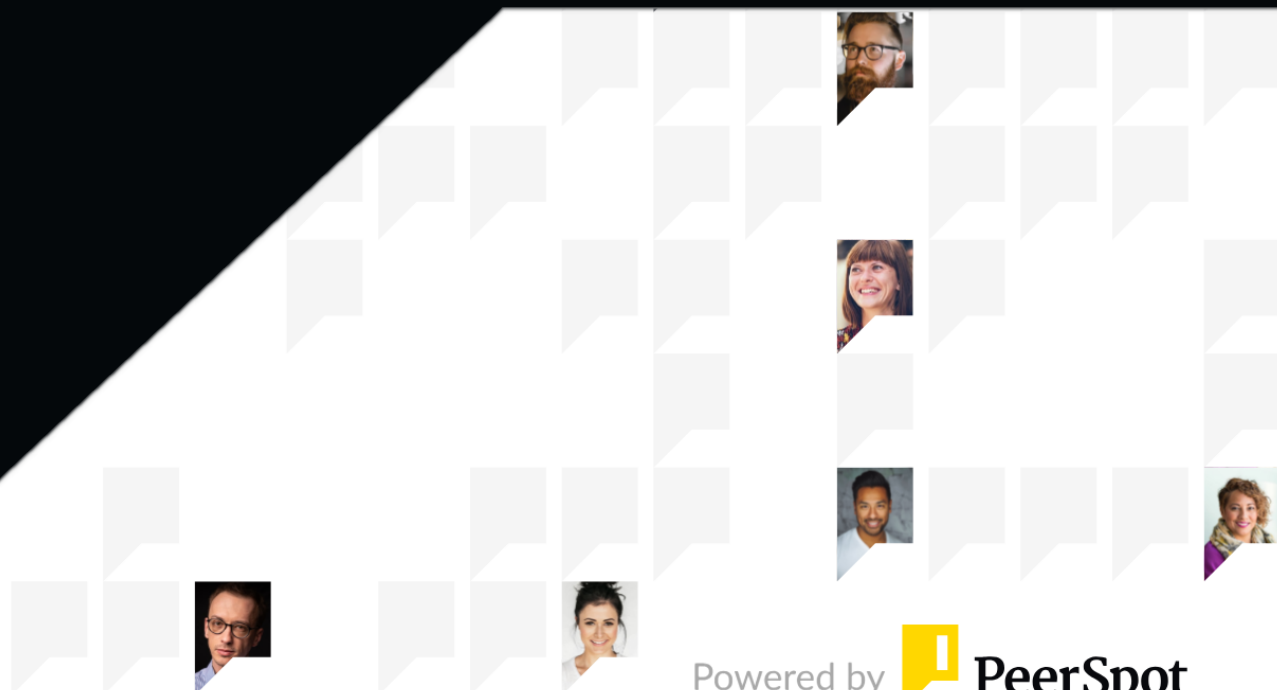




Perception Point Advanced Email Security

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Perception Point Advanced Email Security

Perception Point Advanced Email Security Recap

Perception Point Advanced Email Security is a comprehensive solution designed to protect organizations from advanced email threats. Leveraging cutting-edge technology, it offers multi-layered defense mechanisms to detect and block sophisticated attacks such as phishing, malware, and ransomware.

With its advanced threat intelligence capabilities, it can identify and neutralize zero-day threats in real-time. The solution also provides robust data loss prevention features, ensuring sensitive information remains secure. Its user-friendly interface allows for easy management and monitoring of email security, while its seamless integration with existing email platforms ensures a hassle-free deployment process.

Perception Point Advanced Email Security is a reliable and efficient solution that safeguards organizations against the ever-evolving landscape of email-based threats.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Perception Point Advanced Email Security has helped address specific email threats within my organization.”



GraftonCole

IT at a retailer with 11-50 employees



“After integration, the tool is very easy to use. I had a problem with scripts for one customer, but my team did the integration for other customers without issues. So, I think I made a mistake in my integration. Both inline and API work fine.”



Fabio Amorim Araujo

Founder at Envisionare Solucoes em Tecnologia



“Perception Point Advanced Email Security has a correct price point and offers very good email filtering capabilities.”



Verified user

Works



“Scalability-wise, I rate the solution a ten out of ten.”



Jijin Joseph

Technical Director at Channelnext



“One is the hardware-assisted platform that provides more insight into the threat scenarios. And the other is their instant response team's availability, 24/7, for identifying and responding to incidents. These are the two main things that everyone likes.”



Belgin Abraham

Chief Executive Officer at Channel Next



“Another feature that we really like, one that was introduced a few months back, is the way it categorizes threats into groups, such as Emotet, Qbot, Formbook, and the like. It's not only telling you that something is malware, but it's also giving you insight into what kind of malware... You understand what you are facing and whether you are a target for a specific group of threats...”



Guy Fridman

Head Of Security Operation And Response at a hospitality company with 1,001-5,000 employees



“The most valuable features of the solution are the ones that are related to finding impersonation attacks and detecting attempts to steal credentials. In scenarios where attackers get you to follow URLs to a malicious site that looks similar to a good site, and then ask for the user credentials to try to steal them, it is very useful.”



Verified user

Director of Office 365 Services at a manufacturing company with 10,001+ employees

What users had to say about valuable features:

“I like the fact that Perception Point Advanced Email Security possesses the knowledge and the visibility to figure out what exactly my problems are or what kind of attacks or threats I face. It is a super easy tool that offers me a very easy console to use since it helps me to have a better clarity and understanding of the product..”

Jijin Joseph

Technical Director at Channelnext

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“The most valuable feature is the technical support services. They are doing a notable work. We can easily send requests to resolve issues in case of malicious attacks. Their response time is good. Additionally, the user interface is accessible. Even users from non-technical backgrounds can easily understand the status and nature of emails, whether they're spam, phishing, or malicious. This user-friendliness stands out as a significant positive point..”

GOUTHAM KRISHNA P S

Senior Information Security Analyst at channelnext

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“Our customers use the solution for email security in a gateway. The solution is used to block malicious items hidden inside a document or PDF file. Perception Point Advanced Email Security could also analyze affected links embedded inside PDF documents.

The solution is also used to block the email gateway. Perception Point Advanced Email Security is similar to IRONSCALES..”

StephenEboda

Sales Account Manager at CyberDome

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“After integration, the tool is very easy to use. I had a problem with scripts for one customer, but my team did the integration for other customers without issues. So, I think I made a mistake in my integration. Both inline and API work fine.

The features that help detect threats in emails are easy to use. For example, finding out if emails are spam or malicious is simple in security operations. If they're not spam, it's easy to refresh the customer database. The detection and response capabilities are very good, especially for zero-day threats..”

Fabio Amorim Araujo

Founder at Envisionare Solucoes em Tecnologia

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“Their portal is very convenient, very easy to use, and very good for managing. The portal also provides a great investigation process, where we can open a ticket for each email that we think should get a second opinion. Their Incidence Response team will respond.

The solution can pull emails that have already been marked as malicious from the mailboxes. Their security engines are very effective at stopping malware and potential attacks before they reach a user's mailbox. They have the best detection engine.

When it comes to the scale of scanning, the solution looks at each email, the body and each attachment, to try to detect potential malicious links or macros. It scans everything. We feel very comfortable with that. It will not miss any email. Other companies' security engines sometimes decide on their own what should be fully scanned and what should not. With Perception Point, this is not the case. Everything is fully scanned..”

Verified user

IT Infrastructure Manager at a manufacturing company with 10,001+ employees

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“They run us through about seven layers of protection, and the reporting is excellent. I found it to be very effective.

“It has a very high level of protection with Perception Point Advanced Email Security. They continually modernize their surveillance. They use a lot of AI. They run it through several layers of detection, deep packet inspection, which takes a lot of horsepower. I just think it is a good system.

“Perception Point Advanced Email Security has helped address specific email threats within my organization. I get weekly reporting, and by doing that, I can go and talk to these people directly and make them aware of how many attacks they had and where the attacks are coming from and not only the source of the email, but what category of emails that they are receiving. With the combination of KnowBe4 PhishER, I think it is a good security process that we have in place..”

GraftonCole

IT at a retailer with 11-50 employees

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Other Solutions Considered

“I have previously used IRONSCALES. When comparing IRONSCALE and Perception Point Advanced Email Security, they are very similar. However, IRONSCALE is less expensive..”

Alon Hodir

Chief Information Security Officer at a computer software company with 51-200 employees

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“My company's clients were using some other solutions like Mimecast, IRONSCALES, and Proofpoint in the past, but my company later managed to replace them all with Perception Point Advanced Email Security..”

Jijin Joseph

Technical Director at Channelnext

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“We have used Mimecast before. Their user interface was complex and complicated to navigate. During the POC, it was evident that Perception Point could detect and prevent certain malicious emails that Mimecast had missed.

We switched to Perception Point as it has better reviews than other competitors in email security scenarios..”

GOUTHAM KRISHNA P S

Senior Information Security Analyst at channelnext

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“We were thinking about Proofpoint. The big advantage of Perception Point is the Incident Response service. There is no product in the market that provides that kind of service. Also, although they were small when we started with them two years ago, we believed in the company and its vision. And it has proven itself. We have seen the outcome. Microsoft is 100 or 1,000 times bigger than Perception Point, but Microsoft misses so many threats that Perception Point catches. When it comes to advanced malware, there is a 20 percent difference, and that's a huge number..”

Guy Fridman

Head Of Security Operation And Response at a hospitality company with 1,001-5,000 employees

[Read full review](#) 

“Our main email security solution is Microsoft Defender for Office 365. During the Perception Point PoC, we put the two products alongside one another, and we did see better results for some malware campaigns with Perception Point. There were some campaigns in which Defender for Office didn't catch things and Perception Point did.

We didn't really look for false positives. We were looking more to see if Perception Point could complement our detection stack. There were some things, legitimate domains that we were using, that Microsoft blocked and Perception Point didn't. If Perception Point had been our primary product, it probably wouldn't have blocked them. But in a similar way, Perception Point also blocked some stuff that was not actually malicious.

Perception Point has a very good engine for image recognition, like logos, and it was able to stop some phishing. Anyone could see they were phishing attempts, but somehow, Defender for Office 365 sometimes didn't catch them. Perception Point did, every time..”

Verified user

[Read full review](#) 

Senior Security Engineer at a computer software company with 1,001-5,000 employees

“We tried to use IronPort and Microsoft. We selected Perception Point because we liked their engine for detecting malicious emails. We also liked the GUI and the easy setup. Besides the effective security, which was a major part of our decision, we also thought that the total cost of ownership of the product would be better for us, as we are a very small team. Another factor was that it included SharePoint protection and that was an extra feature not available in other solutions that were just anti-spam systems.

It's hard to compare the detection rate among these solutions because all of them are doing a good job.

The best part of Perception Point was that the system is already configured for best practices. It does the job as well as it can be done. When we tried other solutions, they had to be configured down to the smallest details. And if there are any changes in the environment, we would always have to be ready to change the system configuration. Again, because we're a small team, we felt that it would be better for us to go with a system that is configured optimally..”

Verified user

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IT Infrastructure Manager at a manufacturing company with 10,001+ employees

ROI

Real user quotes about their ROI:

“The pricing compared to the value Perception Point brings is super-competitive. They're not the cheapest in the market, but the value and the quality of the product are superior to anything else in the market, so we don't mind paying more for it. The value for money makes total sense for us..”

Verified user

Principal at a financial services firm with 11-50 employees

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“We have absolutely seen a return on our investment. Cost savings and technology-wise, the HAP module is the feature that gives us the biggest ROI. It is implemented in hardware and not available in a lot of systems. It is incorporated directly into our data center for multilayer protection..”

Sameer Babu

Senior System Administrator at UAS International Trip Support LLC

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“We cannot measure it financially, but there has been return on the investment. My employees don't need to deal with alerts or phishing messages coming into their inboxes. This is where the return on investment comes in. My SOC team doesn't need to address every phishing or spam email. This saves us time so employees can continue with their work.

Perception Point Email Security has helped save about four hours a week for our SOC, which is nice..”

Mr. Sivan


Chief Information Officer at a legal firm with 201-500 employees

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“I believe we have seen ROI. We are catching emails, important emails to our VIPs. We run reports facilitated by Perception Point on the numbers, but they also provide summaries that we highlight at the end of every month about emails attacking VIPs or impersonating VIPs. We can see that if an email had not been caught it could have been really malicious. From that point of view, the return on investment is there. Even one email that gets through is already one too many, but there is no 100 percent solution. When we see that, on top of Microsoft, Perception Point is catching 25,000 to 30,000 emails, that is a good number for us. As a percentage of the volume of email that we receive overall, those numbers are small, but they're quite big if we understand that there are 30,000 emails with potentially malicious implications for our users and our company..”

Verified user

Director of Office 365 Services at a manufacturing company with 10,001+ employees

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“The detection rate is very high with this product. None of our customers have complained about any major issues.

Whoever onboards with us is extremely happy. We have started getting the renewals for the solution.

The solution has helped to reduce the number of alerts received by our endpoint layer. Per mailbox each week, there are fewer than 10 alerts. So, in a month, there are fewer than 50.

It prevents about 100 threats of malicious content per mailbox a month..”

Jijin Joseph

Technical Director at Channelnext

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“People don't realize the benefit of it. When we get a new customer, we include this solution in our pricing. They don't even realize that we put it in. The first thing that our customers don't realize is they are not getting a lot of viruses or bad emails. The second is that they are staying up all the time. For example, with this other previous customer who didn't have it, they had somebody clicking a bad email almost every day. They were at risk of getting an infection, and then they had problems. We would then have to go clean it up. Their employees couldn't work because we were working on the computer where they clicked the bad email.

For people who don't have it, they will see the benefit when they do have it. It won't interrupt your business because everything runs smoothly. You never see the bad stuff.

It prevents downtime. A lot of our customers don't like it when their employees are not working because they are paying them to do nothing. If I have to work on somebody's computer for two hours, that is two hours when somebody is getting paid to do nothing. That is the thing that this type of solution helps with. It is really a waste of my time. Because if they had this solution, I wouldn't have to spend two hours cleaning it up..”

Neal Granick

Operations and Information Security at a tech services company with 1-10 employees

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Use Case

“We're using Perception Point Advanced Email Security for several purposes. In one customer, we use it for disclaimers, VIP users, SharePoint, Teams, and OneDrive personnel..”

Fabio Amorim Araujo

Founder at Envisionare Solucoes em Tecnologia

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“There are multiple use cases. There are those who are facing big-time, sophisticated attacks through emails. Those who are looking for not only email security but also security for other cloud collaboration channels. Both scenarios. We sold the Perception Point..”

Belgin Abraham

Chief Executive Officer at Channel Next

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“We're not yet clients of Perception Point. We have been running a PoC on their email security product for about two months. My managers are still going through some steps to see if we will finalize something with them..”

Verified user

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Senior Security Engineer at a computer software company with 1,001-5,000 employees

“We use the product to safeguard your organization's email communication from various threats, particularly targeting senior-level employees. The aim is to prevent phishing attempts, spam, and other malicious attacks that often target executives or individuals accessing sensitive information..”

GOUTHAM KRISHNA P S

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Senior Information Security Analyst at channelnext

“In the dealership group, we were running about 60,000 emails a month and we were finding that Perception Point Advanced Email Security was kicking back approximately 30 to 35% of those emails as either being spam, outright malicious, or POAs..”

GraftonCole

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IT at a retailer with 11-50 employees

“We route all of our inbound emails through Perception Point to have it scan for malicious files, malicious URLs, spam—all the attack vectors that can be used via email.

We're also using it as a sandbox, which is a new feature we started to use in the last two quarters. We use their API to send files and URLs for investigation to the Perception Point sandbox. Based on the verdict, we take action. If it's clean we keep it in the system, and if it's malicious we delete it from our system..”

Guy Fridman

Head Of Security Operation And Response at a hospitality company with 1,001-5,000 employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The deployment process is very easy. The documentation is helpful and clear for deployment and configuration. We don't need a lot of resources or people for maintenance. All our clients are in the public cloud..”

Fabio Amorim Araujo

Founder at Envisionare Solucoes em Tecnologia

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“The initial setup is super easy because, from the last year's end, I didn't even miss any renewals. All the clients renewed. So, ten out of ten. I would rate it a ten on ten, where one being difficult and ten being easy. .”

Belgin Abraham

Chief Executive Officer at Channel Next

[Read full review](#) 

“The initial setup of Perception Point, whether deployed on-premises or in the cloud, was straightforward and efficient. The installation and configuration process took approximately an hour, including onboarding and DNS settings. Compared to other email security solutions, it was a quick setup process, requiring minimal time..”

GOUTHAM KRISHNA P S

Senior Information Security Analyst at channelnext

[Read full review](#) 

“The product's initial setup was straightforward and can be done in 30 to 45 minutes.

Currently, my company helps others to deploy the product and their environments.

The solution is deployed on the cloud and on an on-premises model. .”

Jijin Joseph

Technical Director at Channelnext

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“The initial setup was straightforward and easy. It didn't take a lot of time. If you want to add some domains, the whole process takes a maximum of one hour. We worked with their customer success manager and he was very responsive to us and available most of the time. We have a large company with a lot of mailboxes and in the first few days of the integration we were in direct contact with him by WhatsApp, by emails, or by phone. The integration process went very smoothly.

We were able to move from Symantec to this solution in one week, and the time to value was from the moment we started to use Perception Point. .”

Verified user

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IT Infrastructure Manager at a manufacturing company with 10,001+ employees

“The way we set up the PoC, just required us to set up a tiny transport rule and that was it. I'm not sure, when you put it into production as your main solution, what that process would be like. For us, having it as a second solution, on top of Defender, it was very straightforward.

We didn't let Perception Point actually stop anything in the PoC. The stopping task was still left to our main production system which is Defender. Our approach in the PoC was that we wanted to see what they would detect beyond our current solution. If I had let Perception Point stop anything, it would have stopped some pretty important campaigns in terms of malware, credential harvesting, and the like. But right now, it's just in detection mode.

During the PoC we didn't really use or talk to the Perception Point Incident Response team. We had two contact points on their side, and one of them was working closely with their IR team, but my colleagues and I didn't interact with their IR team. I know that behind the scenes the IR team was active, at some points blocking things or analyzing things.

I was the primary person who set up and tested Perception Point, in my role as senior security engineer. And one of my colleagues, who is handling email in his role as a cloud operations engineer, was involved. We also had our manager who is our director of IT, and another colleague who is a security analyst involved..”

Verified user

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Senior Security Engineer at a computer software company with 1,001-5,000 employees

Customer Service and Support

“I did not use the support from Perception Point Advanced Email Security. However, we did use the support from the dealer we purchased the solution from..”

Alon Hodir

Chief Information Security Officer at a computer software company with 51-200 employees

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“Their technical support depends on the person I'm dealing with. I know the guys in technical support, and some of them are good and some of them have some tricky responses but, overall, they are pretty good..”

Eden Aharon

Security Engineer at Global-e

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“They provide good support. If we have a problem, we create a ticket in the Perception Point system. And if there is something that we don't think can be handled through the portal, we can call or email or WhatsApp our customer success manager and everything works. He replies very quickly..”

Verified user

IT Infrastructure Manager at a manufacturing company with 10,001+ employees

[Read full review](#) 

“Perception Point's team in general, whether it's the support people, the management, or the sales folks that were engaged with us, have been very good. Often, when a company is at the PoC stage, they engage with you and try to demonstrate that they're good, but once you have signed a contract that might fade away. That has not been the case with Perception Point. They are very responsive and very attentive to our requests. The support has been very good..”

Verified user

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Director of Office 365 Services at a manufacturing company with 10,001+ employees

“Because Perception Point is not such a big company right now, I found that they are very responsive. The account team, the team that we did the PoC with, was very friendly. They answered all of our queries and they were always there. Even if we didn't directly communicate with the IR team, the person that we were in touch with, who had connections with the IR team, was always available. He was always giving us a heads up telling us, "We caught this campaign," or asking us if we needed anything. They were very friendly, responsive, and professional.

We didn't communicate with the support team. The account team took care of anything we needed. But they were excellent..”

Verified user

[Read full review](#) 

Senior Security Engineer at a computer software company with 1,001-5,000 employees

“Their support has been fantastic. We get very quick responses. With another vendor, I had to wait a week sometimes for an answer, which was crazy.

I have had a couple customers get mail bombed, getting 10,000 emails a day. It is impossible for somebody to check their email when they are getting that many. I had to reach out to Perception Point support.

I have the cell phone of one of the top guys on the technical side. If I can't get a hold of somebody on their main number, then I can text or call him. I have had to a couple times. He gets somebody on his team to help slow down these mail bombs. I don't know if that is part of their Incident Response Team, but they have definitely done a good job when we have had some email emergencies.

Sometimes, their support is not 100% perfect. I would rate it as 9 or 10 out of 10..”

Neal Granick

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Operations and Information Security at a tech services company with 1-10 employees

Other Advice

“I would suggest believing in the solution's technology and believing in the right partners who are supporting the implementation of the solution.

Overall, I would rate the solution a ten out of ten. .”

Belgin Abraham

Chief Executive Officer at Channel Next

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“Some features related to the user interface need improvement. While the pricing for email security alone remains reasonable, their additional offerings for collaboration apps like Teams, Zoom, and other web security vendors might entail a slightly higher cost.

I rate Perception Point Advanced Email Security an eight out of ten..”

GOUTHAM KRISHNA P S

Senior Information Security Analyst at channelnext

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“To those who plan to use Perception Point Advanced Email Security in the future, I would like to say that it is all about selecting an appropriate partner with the right side of knowledge to help you deal with your issues and help you with the support part whenever required.

I rate the overall product a ten out of ten..”

Jijin Joseph

Technical Director at Channelnext

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“Perception Point Advanced Email Security is deployed on-cloud.

Perception Point Advanced Email Security is a good solution to try. It's easy to deploy, highly scalable, and really granular. It's a solution users can use that will really help the organization.

Overall, I rate Perception Point Advanced Email Security a nine out of ten..”

StephenEboda

Sales Account Manager at CyberDome

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“The solution is very easy to use. We don't have any difficulty with transactions. Finding information, customizing configurations, and getting support or documentation is simple. I don't have any negative points to mention. I would recommend this solution to others. On a scale of one to ten, I'd give it a ten.


It's amazing for us—the protection, the analysis time compared to Microsoft 365, and the pricing are all good. We're using both solutions—spam and protection channels. Recently, we presented two-week results to a customer, and they liked

them and wanted to buy the solution. Our feedback is positive.

We're developing a strategy to increase sales of the solution. When we deliver executive summaries to customers, we present good news about our company and discuss how Perception Point Advanced Email Security can help improve their security..”

Fabio Amorim Araujo

Founder at Envisionare Solucoes em Tecnologia

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“That is part of their service with Perception Point Advanced Email Security or what we pay for.

“I use the detailed reporting feature with Perception Point Advanced Email Security every week. That's what I use to inform people because with a lot of this reporting, you'll find they tailor certain people within a company, upper managers, finance people, etcetera. Therefore, you keep them informed as to where their attacks are coming from. You'll see the attacks hitting numerous people within the dealership, and so you make them aware that email from here is malicious. Half the time they never see it because [KnowBe4](#) filters it out or Perception Point Advanced Email Security does.

“It is essential that Perception Point Advanced Email Security integrates with our existing infrastructure for me because it's part of our cybersecurity requirements for our cybersecurity insurance coverage. There are certain companies that are highly recognized within insurance companies that you should use, so Perception Point Advanced Email Security is one.

“I think it's a good product as is, and I know they're continually improving their AI detection. I think as it is, Perception Point Advanced Email Security is a really good product. I'd recommend it to everybody.

“For what it does, I think pricing for Perception Point Advanced Email Security is fair. You pay on a per-user basis, so I think the pricing is fair for what you get. You log into the portal, and you can do filtering, you can see who got hit with what, where the threats are coming from.

“On a scale of 1-10, I rate this solution a 10..”

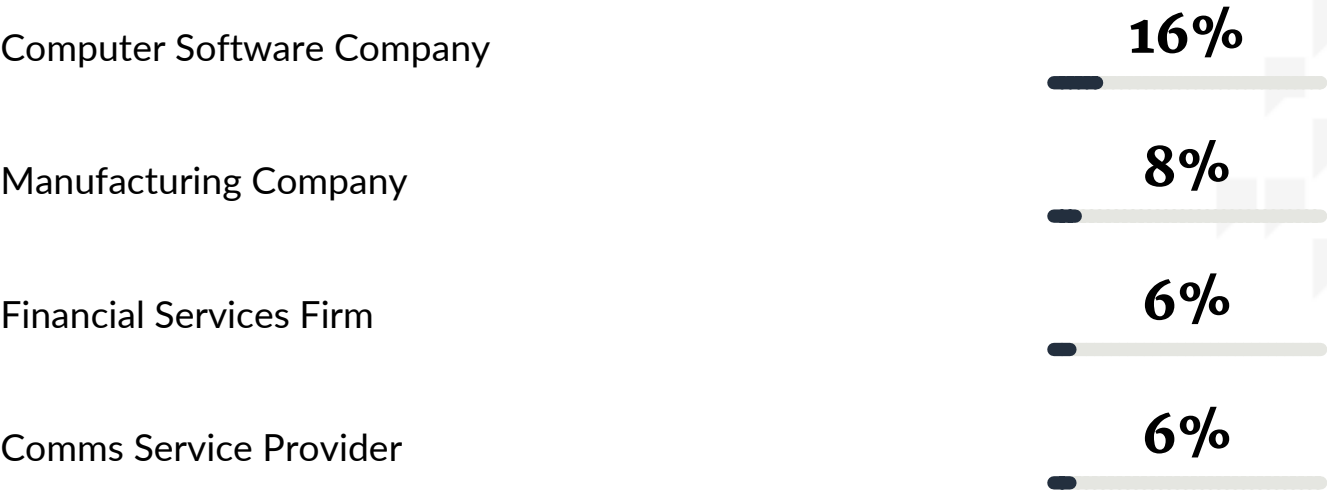
GraftonCole

IT at a retailer with 11-50 employees

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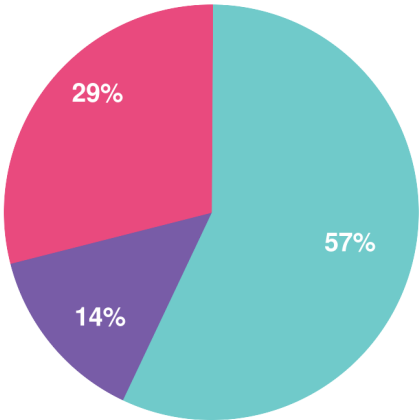
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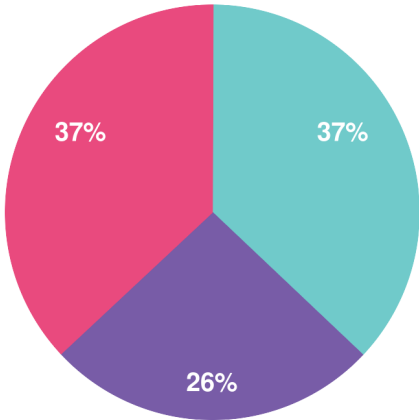


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by reviewers



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