Highspring Strengthens Email Security, Protects Brand, and Cuts IT Support Tickets Up to 30%



INDUSTRY
Professional Services / Talent

HEADQUARTERS
Brentwood, Tennessee

OVERVIEW

Highspring is a leading global professional services organization with three integrated offerings—Consulting, Managed Services, and Talent Solutions. Vaco by Highspring specializes in delivering tailored Talent Solutions. Our expertise includes Accounting and Finance, Business and Digital Transformation, Risk and Compliance, Information Technology, and more. With more than 10,000 employees across 45+ offices worldwide, we give partners the agility to thrive, address challenges, and seize opportunities in a rapidly changing world.

OUR SOLUTION

Workspace Security

Exposure Management

CHALLENGE

For a professional services firm like Highspring, the professional resume is central to their workflow. Most of those resumes move by email, often as attachments. That makes opening those attachments one of the organization's most significant and consistent security risks. "Our biggest vulnerability is Email attachments," Lee Kaiser, CISO at Highspring, said.



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Phishing remains the leading way attackers break in: Verizon's 2025 Data Breach Investigations Report finds 60% of breaches involve a human element such as a click, a reply, or a mistake. The median time to click a phishing link is 21 seconds. With one wrong attachment click, an end user can trigger malware infection, credential theft, or ransomware.

Because Highspring runs a fully virtual operation with no on-premises infrastructure, the browser is effectively its perimeter. Any weakness there puts Microsoft 365, SharePoint, Teams, and OneDrive directly at risk. “It’s all accessed through a browser; we have no on-premises anything,” Kaiser said.

The email security implementation they previously relied upon wasn't living up to expectations. The system kept blocking legitimate emails, including one-time passcodes and authentication messages. These false positives sent users to the IT help desk seeking a remedy. "If you're logging into your airline app and they send you an email with a six-digit PIN, that would get flagged as not legitimate and sit in quarantine. By the time IT got around to it, the one-time password would expire. Staff had to start the whole process over again," Kaiser explained.

Beyond the productivity drain, the legacy email security lacked the reporting depth the security operations team needed to understand and act on the threat landscape.

Highspring's threat exposure extended beyond email. As a firm in the recruiting and staffing space, it faces a high volume of brand impersonation attacks: fraudsters routinely send emails impersonating recognizable recruiting brands to deceive job seekers. When Highspring went through its recent corporate rebrand, transitioning its parent company identity from Vaco to Highspring, ensuring emails from the new corporate domain reached clients and candidates reliably became a business-critical challenge.

Kaiser and the security team sought a security platform that could secure email, protect the brand, avoid creating productivity barriers, and support the rebrand without disrupting outbound communications.

SOLUTION

After comparing several email security platforms, Kaiser and his team chose Check Point Email Security. The evaluation included a proof-of-value test: the team deployed Check Point alongside the incumbent and measured what the existing system was missing. The gap between what Check Point offered, and Highspring's legacy security product proved substantial. Highspring deployed Check Point Email Security via a straightforward API connection directly to its Microsoft 365 tenant. None of that setup required on-premises infrastructure, complex configuration, or a dedicated engineer to manage it day to day. "The product is very intuitive," Kaiser said.

Check Point Email Security now protects Highspring's cloud mailboxes and the full Microsoft 365 environment, including Outlook, Teams, SharePoint, and OneDrive, by blocking phishing emails, malicious attachments, and zero-day threats through AI-powered inspection. "We use Check Point Email Security throughout our Microsoft environment. It's brought a level of protection to us that we needed," Kaiser said.

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Critically, Check Point Email Security's DMARC and DKIM enforcement capabilities proved essential during Highspring's corporate rebrand. As the company transitioned to its new domain, Check Point ensured outbound emails were properly authenticated, the new domain was warmed correctly, and communications reached clients and candidates without disruption. "DMARC and DKIM needed to be in place so that when we went through that rebrand, emails were getting out," Kaiser said.

Because Highspring's workforce accesses virtually every business application through a web browser, browser security is a foundational layer of defense. Highspring deployed Check Point Browser Security for content filtering, blocking access to adult content, gambling sites, and other categories inappropriate for corporate devices. "Everything comes into us over the Internet, so we must secure that traffic," Kaiser said.

Highspring also chose Check Point Brand Protection, part of Check Point's Threat Intelligence portfolio, following a demonstration at Check Point CPX, Check Point's flagship cyber security summit and expo. The product monitors for fraudulent use of the Highspring and Vaco brands, including executive impersonations, spoofed websites, and fake recruiter emails designed to deceive job seekers. "I'm very interested in protecting against executive impersonations and spoofed websites. All of that is starting to get very realistic," Kaiser said. Check Point Brand Protection gives both the security team and the marketing organization visibility into brand threats that originate entirely outside Highspring's own infrastructure.

OUTCOME

Check Point Email Security has significantly strengthened Highspring's email security posture while driving measurable operational savings. By eliminating the false positives that plagued the previous Email security product, Highspring reduced IT support tickets by 25% to 30%. "What surprised me most about moving to Check Point is that everything they told us Check Point Email Security would do, it did," Kaiser said.

"That translates to real hard dollars saved for us," Kaiser said. Based on Kaiser's assessment, that reduction equated to the output of three to four full-time employees, who are now free to focus on higher-value security activities. The Check Point Portal's executive dashboard gives Kaiser and his team clear, immediate visibility into security posture, presented in straightforward red, yellow, and green status indicators that matter most to leadership.

Analysts benefit from granular event data, enabling fast analysis and remediation of flagged activity. "It gives me the information that I need," Kaiser said. For those who work with it daily, the platform's ease of use speaks for itself. "No one comes and complains to me about Check Point, such as saying it's not fit for purpose or too hard to work in," Kaiser said.



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The deployment of Check Point Browser Security and Check Point Brand Protection has extended protection across Highspring's full digital attack surface. With a workforce that depends entirely on browser-based applications, securing Internet access is as essential as securing email. And with brand impersonation a persistent threat in the recruiting industry, Check Point Brand Protection gives Highspring monitoring capabilities its previous stack could not provide.

Kaiser also noted the quality of Highspring's account team and Check Point's ongoing support as a key differentiator. "If you want security professionals running this, literally battle-tested professionals, then Check Point is your company," Kaiser said. "I'm totally satisfied," he added.

About Check Point Software Technologies Ltd.

Check Point Software Technologies Ltd. is a global cyber security leader protecting more than 100,000 organizations worldwide. Its mission is to secure enterprises' AI transformation. With a prevention-first approach and an open ecosystem architecture, Check Point helps organizations block advanced threats, prioritize exposures, and automate security operations across complex digital environments. The unified architecture simplifies protection across hybrid networks, multi-cloud environments, digital workspaces, and AI systems. Structured around four strategic pillars, Hybrid Mesh Network Security, Workspace Security, Exposure Management, and AI Security, Check Point delivers consistent protection and visibility across multivendor environments, enabling organizations to reduce risk, improve efficiency, and accelerate innovation without increasing complexity.

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