

SECRET WEAPON FOR REPUTATION: THE POWER OF CREDIBLE TAKEDOWN SERVICES

CUSTOMER STORIES

A SOCRadar customer, a prominent healthcare provider in the United States, faced a challenge along with life-saving tasks. It all began with receiving a notification about a phishing email. Threat actors, a sneaky twist, had crafted an email with a domain name (it ended with a '.cc' top-level domain) closely resembling our customer's official email address and tried luring recipients with attractive job offers.

Here's how SOCRadar's trusted reputation in takedown services empowered our team to swiftly address and resolve the issue;

The Takedown Journey with SOCRadar

Oct 26, 2023

05:00 PM Our customer opened a ticket with an 'urgent' topic and requested a takedown.

05:04 PM We informed our customer of the evidence required to continue the takedown process.

05:05 PM Our customer sent a takedown request from the platform, and the process started with the 'reported' status.

05:06 PM The takedown process status was set as 'in progress' from the platform.

To proceed with the takedown process, the customer needed to provide evidence.

Oct 27, 2023

07:40 PM Initial evidence was provided by the client. However, they did not meet the required standards for the takedown process.

Oct 28, 2023

08:04 AM We informed the customer that we would proceed with the takedown process based on the currently available evidence. However, we emphasized the need for the required evidence and reiterated our request for its prompt submission.

Swift action was taken to identify and contact the relevant authorities to promptly disable the phishing domain's mail service.

08:29 AM **Mission Accomplished!** - Our customer was informed that the takedown was completed.



REGION

US



INDUSTRY

Health Care



CHALLENGE

Phishing and impersonation



SOLUTION

Brand Abuse URL Mail Server Takedown

Key points:

The takedown process was

initiated in just **five minutes** after the customer's initial attempt of the takedown request.

Despite the initial evidence being insufficient to trigger the takedown process, thanks to the **credibility of the SOCRadar takedown service**, our team swiftly resolved the issue.

The takedown process was successfully completed

105 minutes after the evidence was provided