



CUSTOMER STORY

Global payments provider stops account takeover attacks with Proofpoint Prime



Challenge

- Block advanced, multistage attacks—not just email threats—that disrupt payment operations and damage customer trust.
- Keep a lean security team effective as investigation workloads increase.
- Reduce tools and spend by consolidating protection into one unified platform.

Solution

- Proofpoint Prime Threat Protection

Results

- Stopped a sophisticated, multistage account takeover (ATO) attack in minutes, before it disrupted payment systems or customers.
- Boosted security operations center (SOC) efficiency by eliminating false positives and cutting investigation time from hours to minutes.
- ROI achieved immediately: Proofpoint Prime's integrated ATO Protection paid for itself within 72 hours through faster detection and automated response.

The organization

Today's payment technology providers keep the digital economy moving. They process high-volume, high-value transactions across industries from healthcare to retail, facing constant pressure to protect customer trust. When one global payment solutions company needed stronger, faster defenses against account takeover and fraud, its security team turned to Proofpoint.

The challenge

Staying ahead of fast-moving, high-impact threats

For a global payment platform, even a short disruption can break customer confidence. Advanced attacks were evolving quickly, and account takeover had become a top concern. The company needed a solution that would detect and stop sophisticated threat activity early, reduce manual investigation and deliver measurable protection across its infrastructure.

The solution

Unified protection that finds what others miss

The provider selected Proofpoint Prime Threat Protection to strengthen defenses across email, cloud and collaboration tools through a single platform. Prime's integrated Account Takeover Protection uses Proofpoint threat intelligence and machine learning analytics to identify suspicious access attempts, multifactor authentication (MFA) changes, and mailbox rule updates. Analysts can see exactly which accounts are affected and respond from a single, unified view.

By consolidating capabilities under Prime, the team gained stronger protection while staying within budget. Just days after deployment, their upgraded protections were put to the test—and delivered.

"We set up Account Takeover Protection on a Friday, with guided help from Proofpoint," said the company's Associate Vice President of Security

Engineering. "As part of the process, we decided to set up some key detections to automatically remediate and page out to the on-call list.

The following Monday, on a call with our compliance team, multiple alerts went out for the account takeover and suspicious login rules. We walked through the alerts, thinking that they might be a false alarm. But we quickly realized the issue was much more serious."

"[As part of Proofpoint Prime Threat Protection], we set up Account Takeover Protection on a Friday, with guided help from Proofpoint. The following Monday, on a call with our compliance team, multiple alerts went out for the account takeover and suspicious login rules. By helping us stop this first threat, [Proofpoint Prime Threat Protection] with Proofpoint Account Takeover Protection paid for itself in under 72 hours."

**Associate Vice President,
Security Engineering**



The results

Detection and response that proves its value quickly

Within days, Proofpoint Prime detected and contained a sophisticated, multistage ATO attack that had bypassed traditional defenses. The attacker had hijacked a user session after redirecting them to a malicious site via SEO poisoning. The login page looked legitimate, even prompting for number-matching MFA.

With enhanced detection, the team identified the attack right away. "The user saw a normal Microsoft login page, including a prompt for number matching MFA, then completed the MFA challenge," said the Associate Vice President. "The attacker passed the session back through a VPN in the U.S. and successfully logged in and tested their access 30 seconds later.

Proofpoint Account Takeover Protection detected the attack, killed the session tokens, and fixed everything in under 15 minutes. As we continued to monitor this user, we saw the attacker return about five hours later from another VPN based in the U.S. Fortunately, since the account and MFA sessions had been revoked, they failed to authenticate." Their managed detection and response

(MDR) provider also spotted the threat, but the team was able to respond faster using the automated workflows they'd enabled

"Our MDR solution spotted the threat after other organizations had already fallen victim to it," said the Associate Vice President. "But this was a little more than six hours later, and one hour after the attacker tried to use the compromised credentials. We were even able to provide some additional context to the MDR team when they reached out. By helping us stop this first threat, Proofpoint Account Takeover Protection paid for itself in under 72 hours."

With Proofpoint Prime Threat Protection, the payment technology provider now has the speed, visibility and automation it needs to protect customers and maintain trust in a rapidly evolving threat landscape.

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