

# Good Morning,

Each month, we take a look at a key cybersecurity trend and what this means for your organisation.

## AI-Enhanced Phishing: The Tells Have Gone

For most UK SMEs, the top cybersecurity concern should be phishing and business email compromise.

The numbers back it up: AI-generated phishing leapt from 4% to 56% of reported cyber-attacks, with a 54% click rate versus 12% for manually written emails. And the follow-up "verification" call can now be a cloned voice built from minutes of public audio.

We used to tell people to watch for bad grammar and odd phrasing. That advice is now actively misleading as AI writes in flawless English, references your job title and recent LinkedIn activity, and mimics a colleague's tone.

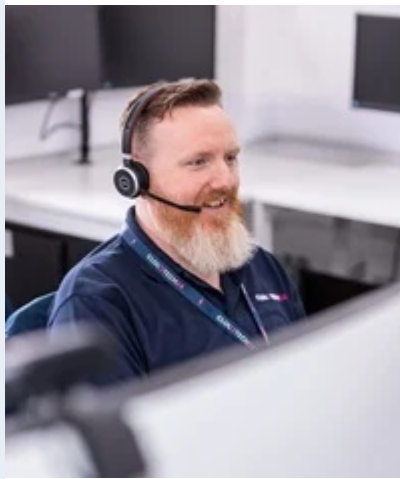
There are steps you can take to reduce your risk, take a look at our quick win and mistakes to avoid.



### Top Tip - Verify out-of-band, every time

**Any request to move money or change bank details gets verified on a known, pre-saved number or channel.**

Never use a number supplied in the email or by the caller. Agree a simple internal challenge phrase for high-value approvals. It costs nothing, takes 60 seconds, and defeats both the perfect email and the perfect voice.



## Want to know more?

Read our blog post on AI powered phishing

[CLICK HERE to read the article](#)



### Common mistakes to avoid

**Training people to spot typos** - Update your phishing awareness content - the old red flags are gone.

**Trusting a voice or a face** - Neither is identity verification any more.

**Relying on gateway filtering alone** - Sophisticated lures are designed to get past it, so a managed email security service with mailbox-level detection is vital.

**Failing to have a safe way to report suspicious emails** - If your team don't have the confidence, along with an easy and safe way to report concerns, you lose your early warning.

## How we can help

CloudTech24's managed email security service works at mailbox level and assesses every email in real time. It uses AI and behavioural detection to catch the lures that slip past traditional gateway filtering and is monitored by our in-house security team 24/7/365.

[Contact our expert team for details](#)



## Exciting partnership with Nebula

**CallSwitch One - More than just a VoIP phone system.**

We are excited to announce that we have partnered with Nebula and are now able to offer a 24/7/365 managed service for their CallSwitch One VoIP phone system and communications platform.

CallSwitch One includes a range of advanced call handling and management features, such as integrations with CRM platforms and Microsoft Teams, SMS messaging, AI call transcripts and summaries and reporting. All of this can be managed centrally through the secure administration dashboard, and deployed through mobile, desktop, and web applications.

We look forward to a successful partnership and delivering an industry-leading solution to our clients.

## Last Month's Monitoring Stats

733

Real world security events handled by our team

2,143

Phishing emails caught and remediated

2.1m

Vulnerabilities remediated by CT24 specialists

30 mins

Average time to fix

Good

Customer satisfaction

1683

Tickets closed for clients

