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Users' inboxes are cleaner, and we're protecting them from malicious actors trying to trick them. We worry a lot less about phishing now.

**Garrett Brown**  
Network Systems Administrator

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# CITY OF NAPA DEFEATS PHISHING

with complete email identity  
solution from Valimail

## BACKGROUND:

### Protect inboxes from spoofing with a complete email identity solution

The City of Napa is the seat of California wine country and home to more than 76,000 residents. The city employs hundreds of full- and part-time employees and volunteer staff across departments like Police, Fire, Housing, Utilities, Parks and Recreation, and Public Works.

Many employees and volunteers work in the field rather than from a central office, so email is the primary mode of communication, and email security is a key priority. One area the IT team thought they could optimize further was domain spoofing and domain and user impersonation.

Garrett Brown, Network Systems Administrator at the City of Napa, was familiar with DKIM, SPF, and DMARC and wanted a solution that would give his team time back and get the job done without disrupting email.

## RESULTS

Time to **DMARC Enforcement**

**5 days**

Emails **Authenticated**

**47k**

Suspicious Emails **Blocked**

**100s**

Mailboxes **Protected**  
From Phishing Attacks

**100s**

**PRODUCT:** ENFORCE

**INTEGRATIONS:** Microsoft 365, Office ATP

**INDUSTRY:** Government



# TRUST YOUR EMAIL

## **CHALLENGE:**

### **Stop emerging phishing attempts without disrupting legitimate email**

Phishing threats were increasing in frequency and sophistication, a trend that accelerated during the COVID-19 pandemic.

Brown wanted to protect employees. He also needed a solution that would reduce staff workload through automation, fit a constrained budget, streamline DMARC deployment, and provide ongoing management so the team could focus on higher-value priorities.

Finally, implementation had to be quick and work within the city's existing Microsoft 365 environment without disrupting legitimate mail. Because email is the communications backbone for field employees, volunteers, and multiple municipal departments, the solution also had to preserve delivery while blocking spoofing and phishing.

## **SOLUTION:**

### **Automated DMARC that establishes a zero-trust sender-identity layer**

Brown and his team found that Valimail outperformed the competing solutions. With Valimail Enforce implemented, the City of Napa achieved its goal of DMARC enforcement (p=reject) in only five days.

In addition, Valimail Enforce provided the City of Napa with a custom domain analysis, revealing:

- Emails sent “from” the City of Napa that actually originated from foreign countries
- Emails sent from legitimate services but failed to authenticate correctly
- Hundreds of inbound emails had been sent from unverified domains

Valimail's partnership with Microsoft also meant Enforce seamlessly integrated with Microsoft 365 and Office ATP. That allowed the team to fine-tune Office ATP's anti-phishing policies, reducing false positives to near zero and optimizing employees' inboxes.