

Inhance Technologies Strengthens Email Security with Abnormal AI

Global manufacturer relies on Abnormal to stop advanced email threats, automate personalized phishing simulations, and reduce inbox clutter.

Founded in 1983, Inhance Technologies transforms plastics and other polymeric materials to deliver higher performance for customers across agriculture, healthcare, consumer products, fuel systems, automotive, and industrial markets. Headquartered in Houston, it operates 14 facilities worldwide and is committed to recyclable, environmentally responsible barrier packaging.

The Inhance Technologies Email Security Challenge

Inhance faced an enormous challenge: improve security across a global workforce with a lean team. The company had deployed an API-based email security solution to secure its top vector for attacks, but employees still received advanced business email compromise (BEC) attempts. Inhance also had invested in a quarterly security awareness training (SAT) program, yet it required significant time and effort to build campaigns and manage training. For a small team led by Ed Perez, IT Operations and Security Lead, Inhance's current solutions proved ineffective and unsustainable. Inhance needed a new approach to secure email for a workforce that spanned the United States, Brazil, Germany, and Australia.



Industry
Manufacturing

Headquarters
Houston, TX

Protected Mailboxes
220+

Customer Key Challenges

- Weekly CEO and VP impersonation emails reached employees.
- Manual quarterly security awareness training strained a small team.
- Non-technical users facing highly convincing AI-written phishing attacks.

Abnormal Solution

- Inbound Email Security autonomously stops advanced email threats, including business email compromise.
- AI Phishing Coach automates and delivers personalized phishing simulations and just-in-time coaching.
- Email Productivity limits inbox noise by learning user preferences for graymail and managing it autonomously.

"For us, email is the number one vector for attacks. We did a trial with Abnormal because we kept seeing those advanced attacks make it to our users. Abnormal detected what was being missed. So we said, 'let's switch over.'"

Ed Perez
IT Operations and Security Lead



Customer Case Study

1.9K

advanced attacks
remediated per month

2.5K

spam emails remediated
per month

30.1K

graymail messages
sorted per month

The Abnormal AI Solution

Inhance Technologies deployed the Abnormal Behavior Platform, replacing its previous email security and security awareness tools. The company relies on Inbound Email Security to learn normal communication patterns, precisely detect anomalies, and autonomously stop advanced threats. AI Security Mailbox automates the triage of user-reported messages, AI Phishing Coach autonomously creates and delivers personalized phishing simulations based on defanged real-world attacks, and Email Productivity filters graymail based on user preferences to limit distractions in the inbox.

Why Inhance Technologies Chose Abnormal AI: Stopping Subtle Executive Impersonation

Inhance chose Abnormal following a successful proof of value that validated its potential to enhance security and streamline operations. Since deployment, Abnormal's Inbound Email Security immediately detects and stops the sophisticated BEC attacks that had previously reached employee inboxes. Meanwhile, AI Phishing Coach delivers personalized phishing simulations and just-in-time coaching to Inhance's globally distributed workforce. This has automated the process of administering security awareness training, providing Perez and his team much-needed capacity to devote to other high-value security priorities. Additionally, Abnormal's Email Productivity continues to provide significant time savings for executives and employees, effectively filtering graymail so users can "focus on what matters most."

Securing a Global Organization, Today and Tomorrow

For Inhance Technologies, Abnormal AI delivers lasting value through a partnership that strengthens security today while helping the organization prepare for what comes next. With stronger protection, less manual overhead, and a more consistent way to build employee awareness over time, Inhance is building a more effective, sustainable approach to defending against increasingly sophisticated, human-targeted threats.

"With our old program, I used to log in once a quarter and have to relearn how to navigate, build the training. AI Phishing Coach runs on its own. I get the reports that users are getting tested, if they pass or fail. They get the training automatically. It's helped dramatically."

Ed Perez
IT Operations and Security Lead

Abnormal Products in use:

- Inbound Email Security
- AI Security Mailbox
- Email Productivity
- AI Phishing Coach

abnormal.ai >