Abnormal

The Real ROI of Replacing a SEG with Behavioral AI

Abnormal AI delivers behavioral AI that protects people, simplifies security, and proves its ROI.

Modern organizations are facing a new wave of advanced, socially engineered threats—business email compromise, credential phishing, and increasingly, AI-generated attacks—designed specifically to evade traditional email defenses. As these threats grow more sophisticated, legacy secure email gateways (SEGs) struggle to keep pace.

To better understand the real-world impact of moving away from SEGs, Abnormal commissioned independent research from the [AimPoint Group](). The study surveyed and interviewed cybersecurity leaders at enterprises that had fully removed their SEG after adopting the Abnormal platform, offering direct insight into the outcomes of this transition.

Operational Impact

59% Reduction in Administration Effort

Organizations using SEGs needed 1.4 FTEs per 1,000 mailboxes for administration. After moving to Abnormal, that fell to 0.6 FTEs.

91% Faster Incident Response

Abnormal reduces both the number of user-reported messages and the time to investigate them, saving $17,074 annually per 1,000 mailboxes.

92% Reduction in False Positives

SEGs generated false positives in 41% of investigations. Abnormal reduces this to 8%, saving $993 per 100 alerts.

$703K in Annual Productivity Savings

Abnormal's graymail filtering gives time back to every employee, not just the security team, saving organizations an average of 70.4 hours/day per 1,000 employees, or $703,513 annually.

Investigating and Responding to User-Reported Emails
(All Figures are per 1,000 Protected Mailboxes)

	SEG	ABNORMAL	REDUCTION		Annual Cost
Reported Emails Weekly	21.8	5.1	16.7	77%	
Minutes to Investigate/Respond	15.3	6.1	9.2	60%	
Hours Spent per Week	5.6	.5	5.1	91%	
Cost per Week ($65/Hour)	$362	$34	$328	91%	
Annual Cost	$18,827	$1,753	$17,074	91%	

Reported Emails Weekly × Minutes to Investigate ÷ 60 = Hours Spent per Week × Cost per Week ($65/Hour) = Annual Cost
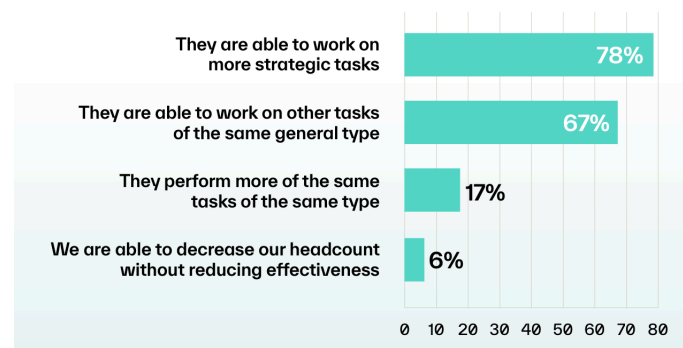
Time Reallocated to Strategic Work

Only **6%** of organizations reduced headcount. Most reassigned staff to high-value initiatives such as threat analysis, mobile security, and policy development.

"Nobody wants to manage a SEG. We took the people who had been doing that and created a new team for mobile security. They loved the change."

— Director of Information Security, Fortune 500 Retail Company

How the time saved by email and security team members was reallocated

They are able to work on more strategic tasks	78%
They are able to work on other tasks of the same general type	67%
They perform more of the same tasks of the same type	17%
We are able to decrease our headcount without reducing effectiveness	6%

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See Abnormal in action. **Request a demo.**

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