

Suncoast Christian College Strengthens Email Security with a Modern, API-Driven Approach

Queensland Christian school uses behavioural AI to protect student and staff mailboxes from advanced, targeted email threats.



Industry
Education

Headquarters
Woombye, Queensland,
Australia

Suncoast Christian College is a vibrant contemporary Christian independent school located on Queensland's Sunshine Coast. The College provides an authentic faith-based education combined with modern curriculum, focusing on student wellbeing and holistic development. The College aims to inspire students to grow in faith, character, and academic resilience, making a positive impact on the world. This vision extends to the College's digital environment, where secure, reliable, and modern technology underpins teaching, learning, and community engagement.

The Suncoast Christian College Email Security Challenge

Prior to adopting Abnormal AI, Suncoast Christian College utilised a secure email gateway (SEG) to support its Microsoft 365 environment. While this model effectively mitigated a high volume of common threats, the evolving nature of email-based attacks—particularly impersonation and credential phishing—prompted the College to further strengthen its security posture. At the same time, opportunities were identified to reduce reliance on manual processes and simplify the user experience. Digest-based workflows and held-mail portals, while functional, contributed to inbox complexity and user fatigue.

As a result, the College sought a more adaptive, streamlined approach that could enhance protection, simplify operations, and deliver a more intuitive experience for staff and students.

Customer Key Challenges

- Advanced impersonation and credential phishing attempts were bypassing gateway controls.
- Manual investigation workflows diverted ICT resources away from strategic initiatives.
- Held-mail digests added inbox noise and encouraged users to bulk-release messages.

Abnormal Solution

- API-native solution that integrates with Microsoft 365 without changing MX records or mail flow.
- Behavioural AI that automatically detects and remediates impersonation, phishing, and malware for both staff and student mailboxes.
- Email Productivity learns user preferences and moves graymail into a dedicated promotions folder, cutting down on inbox clutter.

"Protecting our students from malicious content is non-negotiable. Abnormal gives us a proactive layer that keeps unwanted and malicious email out of inboxes before it becomes a problem, so staff can focus on teaching and students can focus on learning."

Joshua Whysall
ICT Manager



Customer Case Study

667+

advanced attacks
stopped per month

39K

graymail messages
sorted per month

1.5M

emails analysed per month

The Abnormal AI Solution

Suncoast deployed Abnormal for Microsoft 365, bringing API-native, advanced protection into its email environment. As an API-native platform, Abnormal complements Microsoft 365's native security capabilities rather than replacing them. Abnormal established a baseline of how the College communicates, enabling detection of phishing, impersonation, and malware that signature-based controls are not designed to catch. Working with the Abnormal deployment team, the ICT department then transitioned off its legacy SEG in a staged, low-risk cutover allowing mail to flow natively through Microsoft 365.

Why Suncoast Christian College Chose Abnormal

For Suncoast, Abnormal offered a clear shift from static rules and digest-driven workflows to behavioural AI that understands how the College communicates. Rather than relying on users to manage held-mail portals or weekly digests, Abnormal's Email Productivity automatically filters graymail, placing promotions into a dedicated folder while keeping important messages in the inbox. This reduces fatigue and improves response times. Extending the same standard of protection to student mailboxes was a priority for the College, given that young users face the same threat landscape as staff without the same training or context. The deployment and ongoing support from Abnormal has been genuinely collaborative.

Modern Email Security That Puts Students and Staff First

By evolving from a traditional gateway-centric model to a modern, API-enhanced architecture, Suncoast has strengthened its security posture while simplifying day-to-day operations. Staff and students benefit from reduced exposure to malicious content, while the ICT team can focus on strategic initiatives that support the College's broader vision. This approach provides a strong foundation for ongoing security maturity, aligned with Suncoast's commitment to delivering a world-class digital environment.

"We aspire to be a world-class school, and that requires world-class technology and security operating seamlessly behind the scenes. Abnormal is more than an AI platform—it is a trusted partner. Their collaborative approach enables us to work through challenges together and achieve meaningful, practical outcomes."

Joshua Whysall
ICT Manager

Abnormal Products in use:

- Inbound Email Security
- Email Productivity

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