Vishing and SMiShing Protection

Protect against voice and SMS-based phishing attacks 24/7.

Vishing and SMiShing attacks exploit the trust customers have in phone-based communications in order to steal personal and financial information. Vishing attacks take advantage of Voice over IP (VoIP) features to send automated voice messages that impersonate legitimate businesses and request information that can be used for identity theft. SMiShing attacks work in similar fashion, posing as legitimate SMS text messages from a trusted source in order to induce victims into divulging sensitive information.

The information stolen by vishing and SMiShing scams is used to carry out fraud. In addition to these direct losses due to fraudulent transactions, these attacks lead to higher customer support costs, brand damage and the loss of customer trust.

Vishing and SMiShing attacks may be launched independently or in coordination with sophisticated phishing campaigns. These attacks are difficult to detect and stop before they cause harm. Most businesses find out about vishing and SMiShing attacks long after their customers have fallen victim to the scams -- if they find out about the attacks at all.

Quickly detect and shut down vishing and SMiShing attacks 24/7/365.

PhishLabs Vishing and SMiShing Protection services detect and shut down vishing and SMiShing attacks. We actively monitor the cybercrime underground, including fraud and identity theft forums, to find attacks being coordinated. We detect suspicious phone call and text message campaigns quickly and analyze them to trace the source.

If the call is not from a legitimate organization associated with the client, we rapidly take action to shut down the call-back numbers and/or malicious web sites used in the scam to prevent victim information from being divulged and captured. This renders the scam ineffective, minimizing the risk of identity theft and fraudulent transactions. It also protects the integrity of our clients’ legitimate voice and text communications while preserving the value of their brand and customer trust.

Service features

24/7/365 detection and mitigation of vishing and SMiShing attacks
Pursuit of shut down for the call-back numbers and malicious sites used in vishing and SMiShing scams
Disruption of the cybercrime ecosystem that fuels SMiShing attacks
Integration with Phishing Protection for comprehensive coverage
Fixed-fee, unmetered service pricing
ANTI-FRAUD SERVICES

Rapid detection and expert analysis

Using proprietary crawling technology, PhishLabs monitors online forums and sites 24/7/365 for vishing and SMiShing attacks targeting our clients. We detect attacks being planned as well as reports of fraudulent phone calls or text messages claiming to be from our clients.

When a suspicious voice call or SMS text campaign is detected, experts in our Security Operations Center investigate the attack to determine the call-back number or URL referenced in the communication. We then analyze the scam to confirm the intent to collect information that can be used to carry out fraud. Once confirmed as a vishing or SMiShing attack, our experts initiate procedures to shut down the call-back number or malicious URL.

Attack shut down and mitigation

Vishing and SMiShing attacks targeting our clients are shut down quickly to prevent the compromise of victim data. Our experts trace the call-back number to determine the carrier or service provider. We maintain an extensive database of contacts and procedures for abuse and fraud teams, allowing our team to quickly engage the proper administrators for removal of call-back numbers used in vishing and SMiShing attacks.

For vishing and SMiShing attacks that rely on malicious websites instead of call-back numbers, PhishLabs analyzes the site to find additional components of the attack such as drop sites and credential files.

Our experts shut down all components of the attack, recover credentials and aggressively disrupt the cybercrime ecosystem fueling the attacks. This strategy effectively mitigates attacks while deterring future threats.

About PhishLabs

PhishLabs is the leading provider of 24/7 cybersecurity services that protect against the exploitation of people to compromise systems and steal data. PhishLabs combines proprietary technology, intelligence, and human expertise to rapidly detect, analyze, and stop targeted cyberattacks before they impact organizations.

To learn more, visit www.phishlabs.com.

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