How D2NA Simplified Client Security Awareness and Reduced Human Risk with Phishing Tackle

Steady drop in phishing clicks

All clients have seen consistent reductions in click-prone behaviour thanks to ongoing simulations.

One central dashboard

A single pane of glass makes it easy for D2NA to manage multiple clients, fully integrated with Microsoft 365.

Users as active defenders

The phishHook button empowers employees to report suspicious emails, boosting engagement and awareness.

Company size

51–200 employees

Industry

Managed Service Provider / Cybersecurity

About

Founded in 2005, D2NA began as an infrastructure-focused MSP and has grown into a fully-fledged CREST-accredited cybersecurity firm. With a 24/7 UK-based SOC, they bridge infrastructure and advanced security needs for their clients.

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"Phishing Tackle has made awareness management straightforward and effective. Our clients are more engaged, and the reporting gives us the visibility we need to proactively reduce risk."

Richard Buggs
Customer Success Manager, D2NA

D2NA's strong technical foundation covers both IT infrastructure and cybersecurity. But human risk management remained a challenge. The team relied on a mix of tools, including Knowbe4, Meta Compliance, and Microsoft Defender for Business Plan 2.

"There was no consistency. Some solutions were expensive and barebones, and automation was a challenge. We had no single pane of glass for all our clients," explains Richard.

This fragmented setup made it difficult to track engagement or measure improvements across their client base. That's where Phishing Tackle stood out: a single, automated solution that was easy to roll out to every client.

Implementation was "shockingly easy." With all managed service clients already on Microsoft 365, there was no need for complex whitelisting or license wrangling. Built-in integrations with Teams and Outlook immediately added value.

The onboarding experience was equally straightforward.

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“The help guides are excellent. Our engineers could set up everything without issues. And when we’ve needed to expand training to more staff, Phishing Tackle’s support team have been proactive in offering sessions.”

Richard Buggs
Customer Success Manager, D2NA

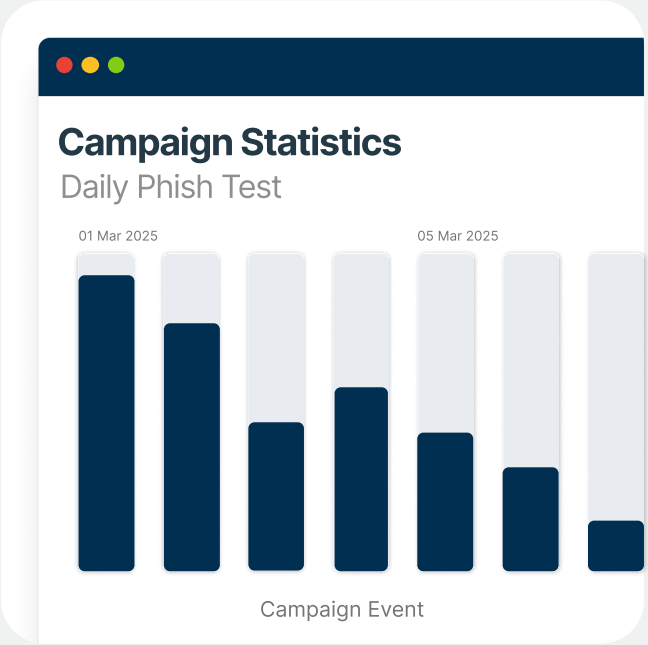
Since adopting Phishing Tackle, D2NA and its clients have seen clear, measurable progress. Across the board, click-prone users have steadily declined as clients continue engaging with regular simulations. Employees are also taking a more proactive role in defending against phishing threats, with the phishHook button widely used to report suspicious emails.

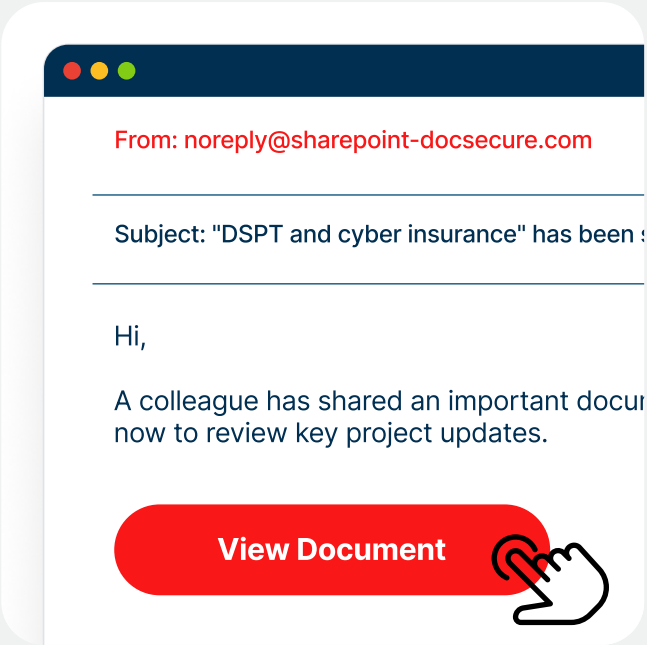
Just as importantly, D2NA now benefits from centralised visibility, making it much easier to manage multiple clients and generate actionable reporting. Beyond these operational improvements, the biggest impact has been cultural. Clients are not only safer but also more engaged, more aware, and more confident in spotting and reporting potential threats.

How Phishing Tackle Helps D2NA Deliver Value

Spot risks early with real-time reporting

Clear visibility shows exactly who needs more support, helping reduce risk proactively.



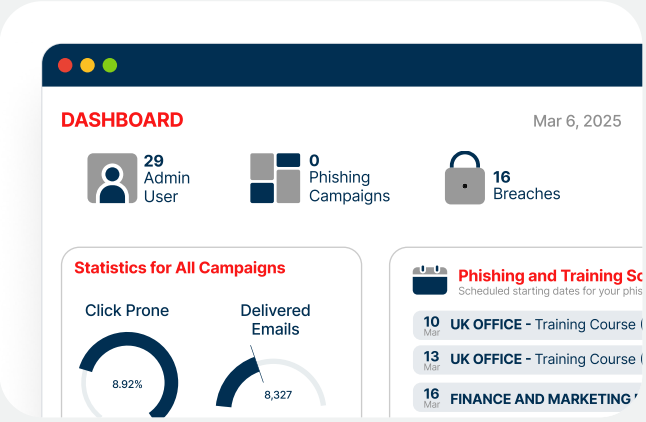


Streamlined client management via Microsoft 365 integration

User management and license tracking are simple, consistent, and scalable across all clients.

Boost user engagement with interactive tools

Features like the phishHook button encourage employees to take an active role in defending against phishing.



Reinforce learning with automated, targeted training

Staff who fall for simulations receive focused training at the right time, reducing repeat mistakes.