

## Account Protection Case Study

# Wave Protects Small Businesses from Account Takeover Attacks

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Wave is an award-winning financial management software company that provides solutions that empower small business owners to simplify their finances. Founded in 2010, Wave offers online bookkeeping, payment processing, payroll, accounting and invoicing services for small businesses. More than 500,000 customers around the world use Wave as their primary financial management solution.

## Challenge

Due to the sensitive nature of the customer data they process, Wave anticipated a high volume of account takeover (ATO) attacks. The company implemented a bot management solution to combat this threat, but web traffic behavior indicated a high volume of credential stuffing attacks and fake account creation.

**“The portal itself and the metrics are absolutely beautiful. During our weekly security review we can dive into the metrics in the dashboard to understand and investigate where attacks are coming from. We really appreciate the customization and granularity of data the portal offers.”**

— Matt Montreuil, Information Security Officer

# Solution

Wave's initial bot management solution wasn't working, so they switched to [HUMAN Account Protection](#). The solution has the following benefits:



## PREVENTS FAKE ACCOUNT CREATION

Account Protection detects fake account creation attempts in real time, automatically blocking bots from registering, while performing automated analysis for continuously updated protection.



## MITIGATES ATO ATTACKS

Account Protection uses machine learning, behavioral analysis and predictive methods to detect malicious behavior on websites in real time, stopping the most advanced account takeover attacks.



## PROVIDES DETAILED REPORTING

Account Protection offers rich analytics, including customizable dashboards that provide Wave with actionable insights that helps them to investigate incidents faster and more effectively.



## ENSURES LOW LATENCY

Account Protection blocks bots at the edge, improving website performance and preserving user experience.

# Results

In the first two weeks following deployment, HUMAN **protected 6.6 million page views** and **blocked 912,000 malicious page views**. The solution stopped bots from gaining unauthorized access to users' accounts and decreased the amount of time Wave spent each week investigating attacks that their previous bot management solution had missed.

The HUMAN Portal allowed Wave to see real-time attack data. The team could easily gain insights from the dashboard to use during weekly security reviews. All in all, Wave was able to protect customer accounts, improve operational efficiency and preserve their brand reputation.

# About HUMAN

HUMAN is trusted by the world's leading enterprises and internet platforms to prevent, detect, and respond to cyber attacks with unmatched scale, speed, and decision precision across their advertising, application, and account surfaces. Safeguard your customer journey end to end with complete confidence by consolidating with the Human Defense Platform.