

Silobreaker helps European Consultancy Firm Protect their Clients from Cyber Risks

Cyber threat intelligence analysts and consultants utilise Silobreaker to deliver best in class cybersecurity services to their clients by expanding the monitoring of their assets, streamlining workflows and improving efficiency in client onboarding and management.

The Challenge

The team was small, just eight analysts who were expected to support dozens of clients of varying sizes, sectors and geographies. Some of the largest organisations globally relied on the team for timely and highly relevant actionable intelligence, tailored to their business needs.

Due to the uniqueness of each client, onboarding was complex and time consuming. The team lacked a tool that would enable them to replicate specific processes to streamline and speed up new client onboarding. Prior to having Silobreaker, the analysts were spending time pivoting between multiple platforms, without a central view of all their clients and their assets. They also didn't have sufficient source coverage, which caused them to miss out on reporting a suspected data leak to one of their clients. This significantly affected their client's satisfaction with their services.

The analysts were required to provide ongoing monitoring for all their clients' assets, produce daily, tailored security assessments and respond to ad-hoc requests for information.

Without a tool to help them to collaborate, organise their projects per customer, and manage, prioritise and monitor the status of tasks, they were finding themselves misaligned. Analysts often duplicated tasks and struggled with meeting all their client deadlines. Without visibility into the team's tasks, managers found it difficult to offer recommendations and make the right decisions in managing projects efficiently. This negatively affected their clients' satisfaction and threatened key, strategic business partnerships.



Customer

Europe-based consultancy firm

Company size

10,000+ employees

Solution users

CTA analysts

Cyber security consultants

Industry

Business consultants

The Solution

The Consultancy Firm began using Silobreaker as their central tool for intelligence production as it enables them to deliver tailored intelligence to meet their clients' requirements.

In a single platform, they are able to collaborate on client projects and deliverables, assign and prioritise tasks, track the status of these tasks and build out templates for ad hoc client requests. Further efficiency was gained by automating processes such as uploading new client assets or monitoring and alerting for client leaks. Using Silobreaker dashboards, the team can create monitoring templates that can easily be replicated when onboarding new customers or updated when a client's needs changes.

Silobreaker's vast data coverage, which includes open, dark web and finished intelligence sources, means that the analysts have confidence in not missing out on key incidents relevant to their clients.

Silobreaker's workflow and collaboration features enable the team to easily tag projects relating to a specific customer, notify team members of new tasks or updates to ongoing tasks, or create a repository of all client deliverables to demonstrate the value their service is providing.

The Outcome

- Deliver automated and tailored monitoring across open, deep and dark web sources for threats to clients' assets
- Provide improved quality and speed of client deliverables through a more efficient and streamlined process for analyst collaboration
- Respond to new and evolving client requirements in a timely manner
- Reduce client onboarding times, which means a faster time to value

Silobreaker is a leading security and threat intelligence technology company, that provides powerful insights on emerging risks and opportunities in real-time. It automates the collection, aggregation, accurate analysis and dissemination of data from open and dark web sources in a single platform, so intelligence teams can produce high-quality, actionable reports in line with priority intelligence requirements (PIRs). This enables global enterprises to make intelligence-led decisions to safeguard their business from cyber, physical and geopolitical threats, mitigate risks and maximise business value.

