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 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
CTI Analysts
Cyber Security Consultants

INDUSTRY
Business Consultants

The Solution

The consultancy firm began using Silobreaker as their central tool for intelligence production tailored to 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 changed.

Silobreaker's vast source coverage, which includes open, closed, premium and deep and dark web 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

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Automated and tailored monitoring across open, deep and dark web sources for threats to clients' assets

Improved quality and speed of client deliverables through a more efficient and streamlined process for analyst collaboration

Ability to respond to new and evolving client requirements in a timely manner

Reduced client onboarding times, which means a faster time to value

About Silobreaker

Silobreaker is a SaaS platform that enables threat intelligence teams to produce high-quality and relevant intelligence at a faster pace. It brings all the steps of the intelligence cycle together in one place to cover cyber, physical and geopolitical PIRs and automates all the manual work, so your analysts can focus on finding and prioritising threats faster and producing higher quality intelligence. This way, stakeholders can make better-informed, intelligence-led, decisions to reduce risk and protect revenue.

Learn more at silobreaker.com