

SOPHOS

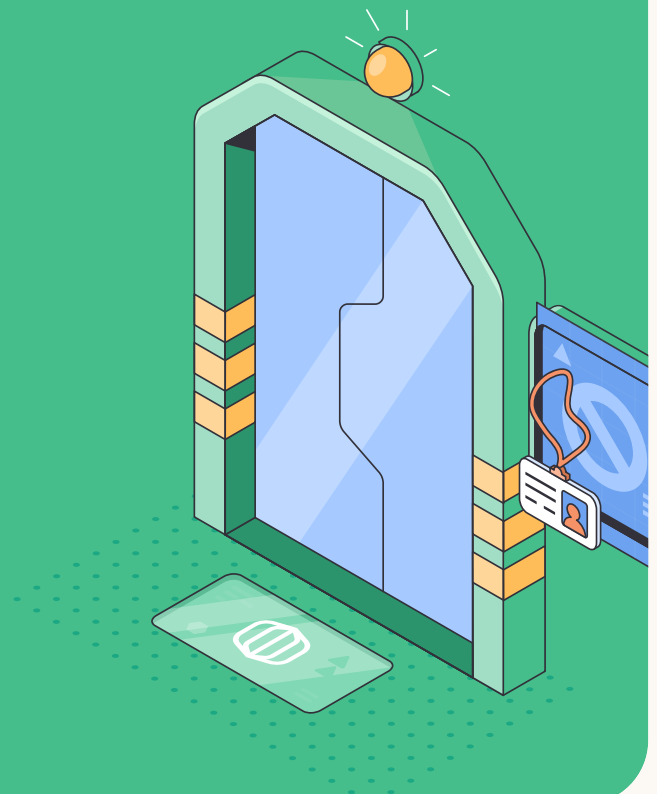


CUSTOMER CASE STUDY

How Sophos reduced time spent on security incidents by 50%

Phishing can be a serious threat to a company's security, and protecting against these attacks is just one way we use Tines. When a user reports a suspicious email, Tines extracts data from the messages, such as URLs and file attachments. It then passes them to a number of scanning tools such as antivirus software, and sandboxing tools that automatically test links and files to determine what they do.

Tines then takes the results of these tests and adds them to our ticketing system for a security analyst to pick up.



Sophos & Tines

The Challenge

The internal security team at Sophos uses a wide range of products to deliver a comprehensive service that keeps the company and its employees safe from cybersecurity threats. Making all of these products work together can be a huge task in such a large organization. This means they needed a way of simplifying the creation of complex workflows that orchestrate between many products. Sophos used to use an automation product from a large software company, but they found support was seriously lacking, leaving them in the lurch when they needed to make important changes to their workflows.

The Solution

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Tines offers a refreshing personal touch. We've found the team there to be really helpful with both sales and support. And it's a really good product to use. You can get things done really quickly. We could achieve similar results by writing manual code, but it would take a very long time.

Tom Sage
Senior Security Engineer, Sophos

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About Sophos

Sophos has been producing antivirus and encryption products for 35 years. Today, its products help secure networks used by 100 million people in 150 countries, protecting more than 400,000 organizations of all sizes. Based in Abingdon, UK, the company employs more than 3,000 people around the world.



Founded in 1985



Customers in 150 countries



Over 3000 employees



Over 3000 employees



Over 3000 employees

Key Benefits



Automate

Automate manual processes: Application access, welcome messages, and audit reports.



Take Action

Trigger actions based on your company's processes and employee start dates.



Streamline Actions

Streamline the process of on-boarding employees.



Numbers say it all

Utilize Tines automation report to show time savings and return on investment.

The Results

Thanks to Tines, the first time an analyst looks at the case, they already have all the information they need to decide what action to take.

Tines' component-based approach is a major part of its appeal to us. It means we don't have to reinvent the wheel every time to want to automate something new. Components we've already built can be put to use in new contexts multiple times with no additional effort.

In all, we've automated more than 20 use cases in Tines. These include push notifications that check with users that they created an account. For example if a user account goes from 'disabled' to 'enabled' we can automatically prompt the user to confirm they authorized this. And we use Tines to correlate company admin accounts to email accounts to provide two-factor authentication prompts to the right users at the right time.

We also have workflows that correlate data from different services to alert us when a user is added to a privileged group that gives them lots of rights on the network, or when a new host is discovered on the perimeter of the network. And if there's something we can't do in Tines, their responsive, helpful support team is there to quickly set us on the right path. That's not something we could say about the previous automation product we used!

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This workflow saves around 50% of an analysts' time working on each case. But it's not just about time. Through using Tines, we eliminate the human error that can creep into manual processes, giving us valuable consistency to our security testing.

Tom Sage,
Senior Security Engineer,
Sophos

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Ready to get started?

Create a free Community Edition account now and start automating. You can also contact us if you'd like a demo or discuss one of our paid plans.

tines.comhello@tines.comcalendly.com/talk-to-tines

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