

## Case Study

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# SysTools Boosts Security, Changes Mindsets with Resolution Intelligence Cloud™

When it comes to cybersecurity, smaller enterprises often fall short in three areas: expertise, budget, and time. The combination makes them easy targets for cybercriminals. So easy, in fact, that nearly 50% of all cyberattacks are aimed at this segment.

## Challenges:

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### Security still viewed as a cost center, not a digital transformation must-have

“Smaller enterprises are in a tough spot,” said Debasish Pramanik, cofounder of SysTools, a cybersecurity services provider. “On top of funding and resource limitations, they simply don’t know where to start when it comes to cybersecurity. And as the attack surface continues to grow, they will continue to be at a disadvantage unless they find a new way to approach the problem.”

SysTools specializes in security operations centers (SOCs), data recovery, digital forensics, cloud backup/migration, vulnerability assessment and penetration testing (VAPT), and more. While the company serves a wide variety of verticals, including manufacturing, financial services, law enforcement, and government, their primary focus is smaller enterprises.

“Many cybersecurity service providers cater solely to large enterprises, but we feel we can also provide incredible value to smaller organizations — many of whom still view security as a cost center,” Pramanik said. “Part of our job is changing that mindset. As a partner, we want to show our clients how security is a foundational element for any digital transformation and thus, an investment in the future health and longevity of their business.”

## Solution:

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# Resolution Intelligence Cloud™ + Google Chronicle takes security to the next level

To help clients focus on their core business, SysTools is always looking for new solutions to add to its security portfolio and improve its service offerings. When Google recommended Netenrich Resolution Intelligence Cloud + Google Chronicle security operations suite, it was a lightbulb moment.

“No company understands the cloud better than Google,” said Pramanik. “So, when they suggested a solution that integrates technologies like SOARs and SIEMs, it made perfect sense.”

Resolution Intelligence Cloud operationalizes Chronicle for scale and speed, automating low-level investigation tasks and providing situational awareness for proactive resolution before incidents occur. By performing most of the work that would be required by L1 and L2 analysts, the platform saves time and money for both SysTools and its clients.

“It’s not just another tool, not just another platform,” Pramanik continued. “It’s a completely new approach to ingesting as much data as possible and applying advanced analytics and machine learning to gain the necessary context to make faster, more informed security decisions.”

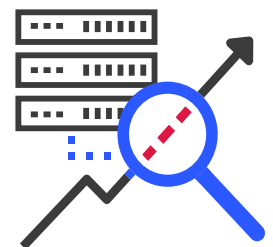
## Outcomes and benefits:

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# Resolution Intelligence Cloud speeds time to value, ups client confidence

SysTools empowers budget-conscious clients to grow their security acumen and mature their security programs.

“We begin with a current-state assessment of infrastructures to identify gaps and potential weaknesses and next, help them shore up defenses by pinpointing and prioritizing what needs attention,” Pramanik said.



“This process doesn’t happen overnight, but with Resolution Intelligence Cloud, we are helping our clients see results and value much faster. It’s incredible to see how adequate context and a common operational picture bring decisiveness. Our clients know what to do when — and that’s more than a time saver, it’s a business transformer.”

With the platform, SysTools has helped SecOps teams:

- Reduce false positives by nearly 80%.
- Focus on and investigate critical alerts and improve metrics, for example, speeding mean time to response (MTTR).
- Leverage actionable intelligence to monitor attack surfaces not typically covered by standard SIEM solutions — including the network, cloud, and digital assets hosted by third-party providers.

“In short order,” Pramanik said, “we are helping customers transform their digital operations and dramatically improve their effectiveness with Resolution Intelligence Cloud AIOps, ActOns, and attack surface intelligence.”



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**-DEBASISH PRAMANIK**

