Helping Interact Software Simplify Case Management While Increasing Visibility and Efficiency

**Industry**
Technology | Services

**Exabeam Products**
Fusion SIEM

**Capabilities**
Cloud Essential Volume SIEM | Data Lake Frozen Storage

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**Shawn Kay**
Cybersecurity Analyst
Interact Software

Overseeing infrastructure and day-to-day administrative tasks through “single-pane-of-glass” security insight.

Interact Software operates across the United States, Canada, EMEA, and Australia, with branch offices in New York, Boston, Tulsa, and Manchester, England. The company provides information technology services to global giants like Levi’s, Sony PlayStation, and Teva Pharmaceuticals. Interact Software has designed software for over 15 years to inform and connect people to help strengthen workplace communication and productivity.
The challenge

Interact Software takes pride in delivering outstanding intranet experiences for their customers, which can allow less time for the day-to-day grind of infrastructure management and administrative heavy-lifting. There were some challenges, as Shawn Kay, Cyber Security Analyst at Interact Software, explains, “We had our own team managing the backend infrastructure of the previous system. In terms of management capabilities, we had to channel our expertise towards high-impact projects, and needed a technology partner we could trust to help free up time to do that.”

In addition, no case management system existed – the security team still used outdated methods to document security incidents. Trying to manage cases on different interfaces with multiple data sources wasn’t working. The team became frustrated with the previous SIEM solution’s lack of ability to scale and integrate with existing systems.

The cost was also a concern for Interact Software. They were familiar with some other possible solutions, but all came with prohibitive price tags. Interactive Software needed a tool with scalable flexibility and streamlined efficiency to provide fast, user-friendly support while maximizing visibility at a reasonable price. Not exactly an easy find, as the team at Interact Software soon discovered.

Searching for the best security solution

Interact Software's team started their search with a list of key criteria originating from previous products’ pain points. Shawn Kay explains the process, “We identified some core features that we decided we had to have. The solution must be a SaaS-based product and reside in the Cloud. We wanted to take the administrative burden away from our team and let them concentrate on being security analysts. We needed an intuitive case management system because in the past we had multiple management interfaces, and it just wasn’t working. So a single pane of glass case management model was a must for us.”

Interact Software moved forward armed with a criteria list, partner engagement strategy, and Gartner reviews. They focused on companies in the middle of the Gartner magic quadrant pack capable of meeting their valued criteria at an affordable price. The team diligently narrowed the list of vendors based primarily on case and infrastructure management, ability to scale and integrate, visibility across environments, and cost.
Why Exabeam?

With Exabeam in place, the Interact Software team no longer felt bogged down with administrative duties and time-consuming infrastructure management—security analysts were now free to pursue more value-added activities. Exabeam's single-pane-of-glass methodology drove case consolidation while improving system performance. Data was organized and accessible for customer questionnaires and compliance validation. Exabeam delivered beyond expectations with improved threat visibility and a superior user interface experience. Management and team members were impressed on both fronts. “So we’ve had Exabeam for six months now, and the team is impressed with the fact that we’ve got visibility of everything happening across the network. I think this visibility instills confidence,” says Kay.

Exabeam’s intuitive case management and improved user interface experience create a happier workplace, one security analyst at a time. Kay explains, “We were finding our analysts extremely frustrated with the day-to-day working of previous products. With Exabeam, it was like a breath of fresh air. It’s clean, fresh, fast, and responsive.

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By partnering with Exabeam, Interact Software found a cloud security solution capable of checking all boxes. Fast, cost-friendly, and able to align and scale with existing Cloud solutions while boosting visibility and efficiency, Exabeam delivers across the board, resulting in a safer and happier workplace.

Key benefits

- Scalability
- Cost control
- Single-pane-of-glass case management
- Administrative support
- Increased threat visibility
- Improved system efficiency

About Exabeam

Exabeam is a global cybersecurity leader that adds intelligence to every IT and security stack. We are reinventing the way security teams use analytics and automation to solve threat detection, investigation, and response (TDIR), from common security threats to the most critical that are difficult to identify. The Exabeam Security Operations Platform is a comprehensive cloud-delivered solution that leverages machine learning and automation using a prescriptive, outcomes-based approach to TDIR. It is designed and built to help security teams detect external threats, compromised users and malicious adversaries, minimize false positives, and make security success the norm. For more information, visit www.exabeam.com.

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