# How Hyperautomation Reinvents Security Case Management

Purpose-built comprehensive Case Management that reduces the SOC analysts' workload through automation, and enhances response times with AI-driven case enrichment.

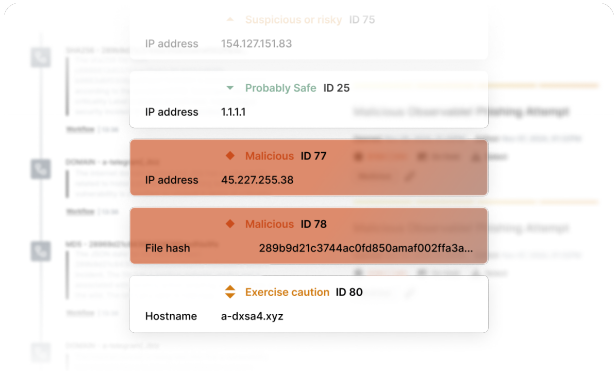
## The Current State of Case Management

For years, efficient Case Management has been one of the single biggest challenges for the SOC. Legacy SOAR platforms have failed to deliver on the promise of a comprehensive Case Management solution that ensures all threats are proactively identified, prioritized, remediated, and escalated based on risk or ownership. These solutions struggle to keep up with the pace, volume and variety of evolving cybersecurity threats, and simply can't provide SOC teams with the flexibility to efficiently manage security cases across a diverse set of security solutions.

## Case Management. Reinvented.

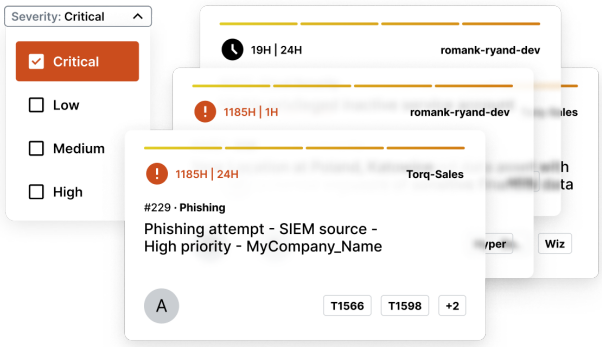
### AI-driven case prioritization

Torq's case management system intelligently prioritizes alerts by severity and impact, allowing security analysts to focus on the most critical issues without being overwhelmed by infrastructure and security tools noise.



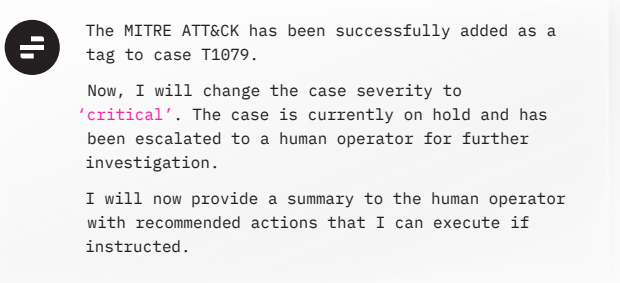

### AI-powered triage and classification

Torq analyzes massive volumes of alerts in real-time, identifying patterns, suppressing low-fidelity alerts, and automating low and medium-priority alert validation and investigation using pre-defined SOC runbooks or organization-defined workflows.




### Contextual alert analysis and enrichment

Torq helps security analysts make informed decisions and distinguish between harmless activities or real security threats by connecting data from various security tools and third-party threat intelligence to each alert.



# Torq Case Management Benefits

## Automate Case Management

Streamline common use cases and enable SOC analysts to focus on high priority threats through AI-powered workflows that create, update, and manage cases automatically. Customizable decision trees automatically handle case escalation and handoff to ensure quick prioritization and rapid response, helping to free analysts from mundane tasks that result in alert fatigue and analyst burnout.

## Automatically Enrich Security Case Context

Automatically transform large numbers of events and signals into contextually-enriched cases. All cases are ordered by severity, priority, and ownership with the intelligent correlation of signals across the entire security stack and diverse enterprise infrastructure.

## Accelerate Discovery and Remediation of Threats with AI

Leverage Torq's Artificial Intelligence to determine next steps and perform required actions within a case, provide answers regarding case enrichment across third-party threat intelligence feeds, and summarize the context of a case using natural language - relying on human decisions only when necessary.

## Unify Case Management

Access a unified view of each case and follow essential processes for handling or resolving cases, empowering SOC analysts to take action confidently, reduce the risk of human error, and contain all relevant case details in a single pane of glass that enables efficient cross-team collaboration.

## Precision Accuracy and Actionable Outcomes

Curate accurate and actionable data to proactively identify security issues as they develop, while real-time analytics and long-term analysis help SOC analysts identify and determine new areas where automated investigation and remediation could improve efficiency.

### About Torq

Torq is transforming cybersecurity with its pioneering enterprise-grade, AI-driven hyperautomation platform. By connecting the entire security infrastructure stack, Torq makes autonomous security operations a reality. It empowers organizations to instantly and precisely remediate security events, and orchestrate complex security processes at scale. Fortune 500 enterprises, including the world's biggest financial, technology, consumer packaged goods, fashion, hospitality, and sports apparel companies are experiencing extraordinary outcomes with Torq.

For more information, visit torq.io

## Get Started Today

Contact the Torq team to request a product demo to start automating your organization.

**Schedule a Demo**