

**DEEPWATCH™**

Always Watching. Always Protecting.™

CUSTOMER SUCCESS STORY

A Global Data Cloud Provider Modernizes Security Metrics with the Deepwatch Guardian MDR Platform™

“What I built was bespoke to our organization and couldn’t easily be generalized. What Deepwatch offered was a foundation other customers could use—and that’s what made it the right partner for us.”

—Sr. Manager of Global Security Analytics

CHALLENGE

DIY at Scale: Powerful Internally, Difficult to Maintain and Scale

The customer’s team developed an effective DIY security data fabric leveraging their own platform as the backend. They built an extensive metrics system that measured entire security benchmarks continuously across their data pipelines—turning what’s often a point-in-time exercise into a dynamic, real-time visibility framework. When they shared this internally and with peers, nearly every CISO asked how they could get access to the same dashboards. The catch? It wasn’t portable. Their in-house stack, while powerful, was deeply bespoke to their own environment.

IT INCLUDED:

- Custom detection and alerting systems
- The data cloud provider’s native SIEM
- Internal dashboards for compliance and vulnerability management

BUT THIS HOMEGROWN APPROACH HAD ITS LIMITS:

- Data pipelines were resource-intensive and difficult to maintain
- External CISOs wanted access to the data cloud provider’s dashboards, but the custom nature made them difficult to share
- The customer’s security team had to act as its own data engineering function, pulling focus from higher-priority work

Additionally, ingesting data from complex tools like Wiz and Tenable required significant effort. The Sr. Manager estimated 6–12 months of full-time work by two engineers to build the necessary pipelines and live dashboards.

ENTERPRISE DETAILS

Industry: Software Development

Services: Cloud Computing and Data Analytics

SOLUTION

A Shared Vision, A Smarter Platform

The Deepwatch Guardian MDR platform provides AI-driven risk and threat exposure management capabilities, providing the customer with advanced tools for real-time security posture insights and streamlined compliance workflows.

The partnership began with a bold ask: help ingest, model, and visualize cloud and vulnerability data—fast. Deepwatch rose to the challenge, collaborating closely with the customer’s team and delivering results that exceeded the Sr. Manager’s standards.

From there, the solution quickly expanded in both scope and impact. While the customer had previously built some of their own pipelines, they had also relied on external vendors to aggregate and normalize security data. Deepwatch replaced both approaches—bringing in more stable, scalable pipelines and delivering a significantly richer, cleaner dataset across tools like Wiz, Tenable, and others.

Notably, this was no small feat: the customer’s environment is massive and highly complex. Deepwatch handled the scale with superior data quality—delivering more value with fewer moving parts.

THE PLATFORM NOW POWERS:

- Replacement of vendor and custom-built pipelines across Wiz, Tenable, and others
- Enhanced visibility into Cloud Security Posture Management (CSPM) data—an area that had proven difficult to operationalize in the past
- Streamlined, business-aware dashboards used by a bi-weekly, cross-functional tiger team to prioritize and remediate risks
- Historical visibility and time-stamped data integrity for audit and compliance workflows

Beyond the technical wins, the relationship deepened through strategic alignment and collaboration—leading to a new joint initiative: an AI-powered version of the customer’s internal controls effectiveness dashboard, developed with portability and future applicability in mind.

“We’re great at security, but that doesn’t mean we should be doing all of the data engineering ourselves. That’s not our strength and it pulls focus from higher-value work.”

— Sr. Manager, Global Security Analytics

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OVERVIEW

From Custom Builds to Scalable Impact: A New Chapter in Security Data Strategy

This global data cloud provider's internal security analytics program was already highly advanced—so much so that it often drew admiration from peers. But as their environment scaled, so did the complexity of managing security data pipelines, metrics, and compliance workflows. When the Sr. Manager of Global Security Analytics met the Deepwatch team, he and the CISO saw alignment not just in a technical approach, but in long-term vision.

What began as a technical curiosity quickly turned into a strategic partnership. Deepwatch helped the customer streamline its security metrics infrastructure, improve data trust, and bring high-value dashboards to life—enabling greater operational efficiency and clarity across teams. The collaboration also laid the groundwork for future AI enablement by structuring data to support natural language querying and decision-making—accelerating the move toward more intuitive, intelligence-driven security operations.

CYBER OUTCOMES

Deepwatch has empowered the customer to evolve from reactive security to a business-aware, risk-based approach, one that delivers deeper visibility and enables smarter decisions aligned to business objectives.

The customer's partnership with Deepwatch unlocked significant operational and strategic value—from faster integrations and reduced engineering burden to better audit readiness, measurable risk reduction, and the potential for lower cyber insurance premiums. By shifting from bespoke builds to a scalable solution, the team gained trusted data, actionable insights, and the ability to do more with less.

Time and Resource Efficiency

Deepwatch helped the customer amplify the impact of its internal teams by simplifying the path from data ingestion to actionable insight. By streamlining pipelines and improving data quality, Deepwatch accelerated the customer's ability to operationalize security data—without overloading internal resources.

- Simplified and stabilized complex data pipelines, reducing maintenance overhead
- Enabled the customer teams to focus more on insight delivery and less on backend integration work
- Accelerated onboarding of complex cloud compute and CSPM data sets from platforms like Wiz in weeks rather than quarters

“Deepwatch helped us bridge the gap from ingest to insight. They simplified our pipelines, improved data quality, and gave us confidence that our decisions were based on the right data”

— Sr. Manager, Global Security Analytics

Operational Visibility That Drives Action

With Deepwatch, the customer gained consistent and timely visibility into critical security signals across their environment. But this wasn't just visibility for visibility's sake—it was actionable. The dashboards powered by Deepwatch's data now fuel bi-weekly tiger team meetings where stakeholders from engineering, product security, and compliance come together to identify, prioritize, and remediate real risks.

CUSTOMER TESTIMONIAL

The dashboard lights up. The tiger team meets. They remediate key risks based on the data Deepwatch brings in. It works—and it works well.”

— Sr. Manager, Global Security Analytics

CYBER OUTCOMES (continued)

Clean, Complete Data You Can Trust

Security data is often noisy, inconsistent, and incomplete. Deepwatch helped the customer establish a foundation of high-integrity, normalized data—delivered in both raw and enriched formats. This wasn't just about ingesting logs; it meant organizing every row and column to create structure and confidence. That data now supports everything from forensic analysis to audit evidence and risk-based decision-making.

This structured foundation also positions the customer to capitalize on the next wave of security innovation: AI. Clean, contextualized data is essential for good outcomes from machine learning and natural language models—and Deepwatch is helping to make that possible. This blend of automation and expert context is what powers Deepwatch's Human + AI approach—turning fragmented telemetry into clean, meaningful data that connects the dots across systems, risks, and outcomes.

“Security teams don't own the tools, but we're accountable for them. That means we need trusted data—and the relationships to act on it.”

– Sr. Manager, Global Security Analytics

Audit-Readiness and Compliance Confidence

Deepwatch helped the customer's compliance and audit teams maintain historical data views and answer point-in-time evidence requests confidently and quickly.

- Supported **point-in-time snapshots** required by auditors—such as verifying asset states across specific dates during an audit window
- Enabled **historical recordkeeping and context** that matched both internal and external audit requirements
- Deepwatch's ability to improve data quality may also help reduce future cyber insurance premiums by demonstrating measurable risk reduction

“Auditors want to know what happened at a specific moment in time. Now we can give them that—with confidence.”

“If we can show we're operating at a higher standard, that means we might pay less for insurance over time. That's absolutely on our radar.”

– Sr. Manager, Global Security Analytics

Platform for Broader Impact

This partnership goes beyond implementation—the customer and Deepwatch are now co-creating a productized controls effectiveness dashboard designed to help benchmark and continuously improve their security posture. Built on the same principles that the customer uses internally, the solution offers a repeatable way to measure control coverage, identify gaps, and drive meaningful outcomes. Business-aware by design, it adapts to evolving risk landscapes and prioritizes action, based on unique environments, objectives, and maturity levels. The architecture and approach were built with scalability in mind—laying the groundwork for potential broader application in the future.

- A unified, report-card style view with live data—providing a single pane of glass across security domains
- Outcome-based metrics that move beyond activity tracking to show real impact
- Peer benchmarking to compare maturity and posture across similar organizations
- A natural language interface to ask security questions and surface insights intuitively
- Early warning signals (“canary metrics”) to detect issues before they escalate

“A critical issue on a non-critical asset? That's not your highest priority. Deepwatch helps make those decisions clear.”

– Sr. Manager, Global Security Analytics

CUSTOMER TESTIMONIAL

“You can automate a lot in security—but influence, trust, and action still come from people. Deepwatch helped us bridge that gap.”

– Sr. Manager, Global Security Analytics

ABOUT DEEPWATCH

Deepwatch® is the leader in Precision MDR powered by AI and humans. We amplify human expertise with AI insights to reduce the risks that matter most to your business. Our protection is proactive, preemptive and responsive, tuned to your business, with no black boxes, and watched by experts 24/7/365.

CONTACT US

GET STARTED

250 Cambridge Avenue
Palo Alto, CA 94306

www.deepwatch.com