



Case Study

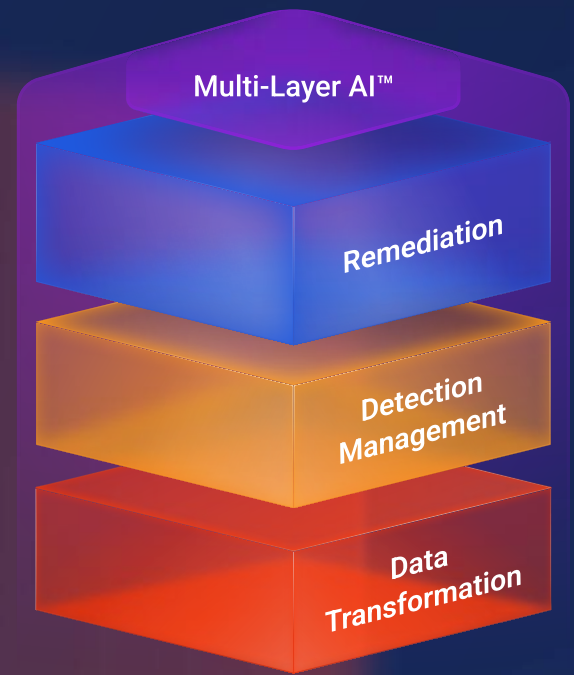


Netrio Speeds Client Incident Response by Unifying Security and IT Services

Delivering Faster Incident Resolution and Enhanced Protection Across Managed Services

Netrio, a full-service managed IT and cybersecurity provider, equips financial services and other regulated industries with next-generation cyber protection and technology support. By combining deep industry expertise with predictive intelligence and proactive monitoring, Netrio helps clients resolve issues faster, reduce risk exposure, and strengthen overall security posture.

Netrio's approach unifies cybersecurity operations with managed IT services, enabling seamless detection, response, and remediation—particularly in environments where rapid action matters most.



Before



Disconnected IT & Security Operations

Security and IT functions operated separately, delaying response and remediation.



Manual Alert Handling

Analysts spent time chasing alerts without context, slowing response.



Delayed Resolution

Multiple vendors and manual coordination slowed problem resolution.



Higher Risk Exposure

Slow detection and disjointed workflows increased the likelihood of escalation.



Operational Inefficiencies

Manual processes increased workload and reduced productivity.

With Unified Platform & Services



Unified Security + IT Workflows

Security and IT functions work in concert, reducing handoffs and accelerating resolution.



Automatic Triage & Prioritization

Multi-Layer AI™ groups related signals into high-confidence incidents for fast action.



Faster Incident Response

Integrated operations and unified incident context cut resolution time significantly.



Proactive Protection

Predictive intelligence and correlated context help prevent issues before they escalate.



Efficient, Scalable Operations

Automation and contextual incidents increase productivity without added headcount.

The Challenge

Before adopting its unified approach, Netrio observed that many clients struggled with gaps between managed IT and security workflows. When IT teams and security operations worked in isolation, resolving vulnerabilities or responding to threats required manual coordination between teams and often different service providers. This fragmented approach not only slowed incident response—it increased risk exposure and extended resolution times.

Clients also faced alert overload from security tools with little contextual insight, forcing analysts and administrators into time-consuming manual investigation and triage processes.

What Changed

To overcome these challenges, Netrio developed a delivery model that tightly integrates managed IT services with modern security operations powered by an **open and unifying SecOps platform**. This platform consolidates telemetry from existing tools, normalizes it, and applies **Multi-Layer AI™** to:

- ✓ Automatically triage and correlate alerts into meaningful incidents
- ✓ Prioritize incidents so analysts and IT teams tackle what matters most first
- ✓ Provide context across network, endpoint, cloud, and user activity
- ✓ Enable analysts and IT engineers to act quickly with confidence

By unifying data and workflows, Netrio meets clients where they are—preserving existing tool investments while elevating the speed and precision of response.

Operational Impact

Once the unified platform and services were in place:

- **Incident triage moved from manual to automated**, freeing analysts to focus on true threats instead of noise
- **Cross-team collaboration improved**, since security alerts and IT remediation steps appeared within the same operational view
- **Clients experienced faster resolution times**, with security issues resolved significantly quicker than in split-services scenarios
- **Predictive intelligence reduced risk exposure**, helping identify and mitigate vulnerabilities before they turned into bigger problems
- **Operational workflows scaled** without proportional increases in headcount or overhead

This combination of automation and expert human oversight reflects a human-augmented autonomous SOC approach—where machines handle routine analysis and humans guide strategic decisions.

Outcome

Netrio's integrated model delivers measurable operational and security benefits for its clients:

- ✓ **Faster problem resolution**, with incident turnaround markedly shorter than legacy siloed approaches
- ✓ **Reduced risk of escalation**, thanks to unified visibility and proactive correlation of signals
- ✓ **Higher client confidence**, as organizations feel assured that threats are detected and mitigated quickly
- ✓ **Greater operational efficiency**, with fewer manual processes and more meaningful alerts
- ✓ **Preserved technology investments**, since existing tools feed into a unified operational platform



By integrating our IT and security operations, we reduced resolution time and brought speed and confidence to our clients' response posture.

— Senior leader at Netrio



Netrio now helps clients handle the full lifecycle of security incidents—from initial detection through remediation—while maintaining superior operational efficiency and delivering better overall outcomes.

About Stellar Cyber

Stellar Cyber's open and unifying SecOps platform delivers comprehensive, unified security without complexity, empowering lean security teams of any skill to successfully secure their environments.

With Stellar Cyber, organizations reduce risk with early and precise identification and remediation of threats while slashing costs, retaining investments in existing tools, and improving analyst productivity, delivering an 8X improvement in MTTD and a 20X improvement in MTTR. The company is based in Silicon Valley.