aws marketplace

Torq

Reviews, tips, and advice from real users






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Contents

Product Recap . . . . . 3 - 4

Valuable Features . . . . . 5 - 13

Other Solutions Considered . . . . . 14 - 16

ROI . . . . . 17 - 19

Use Case . . . . . 20 - 24

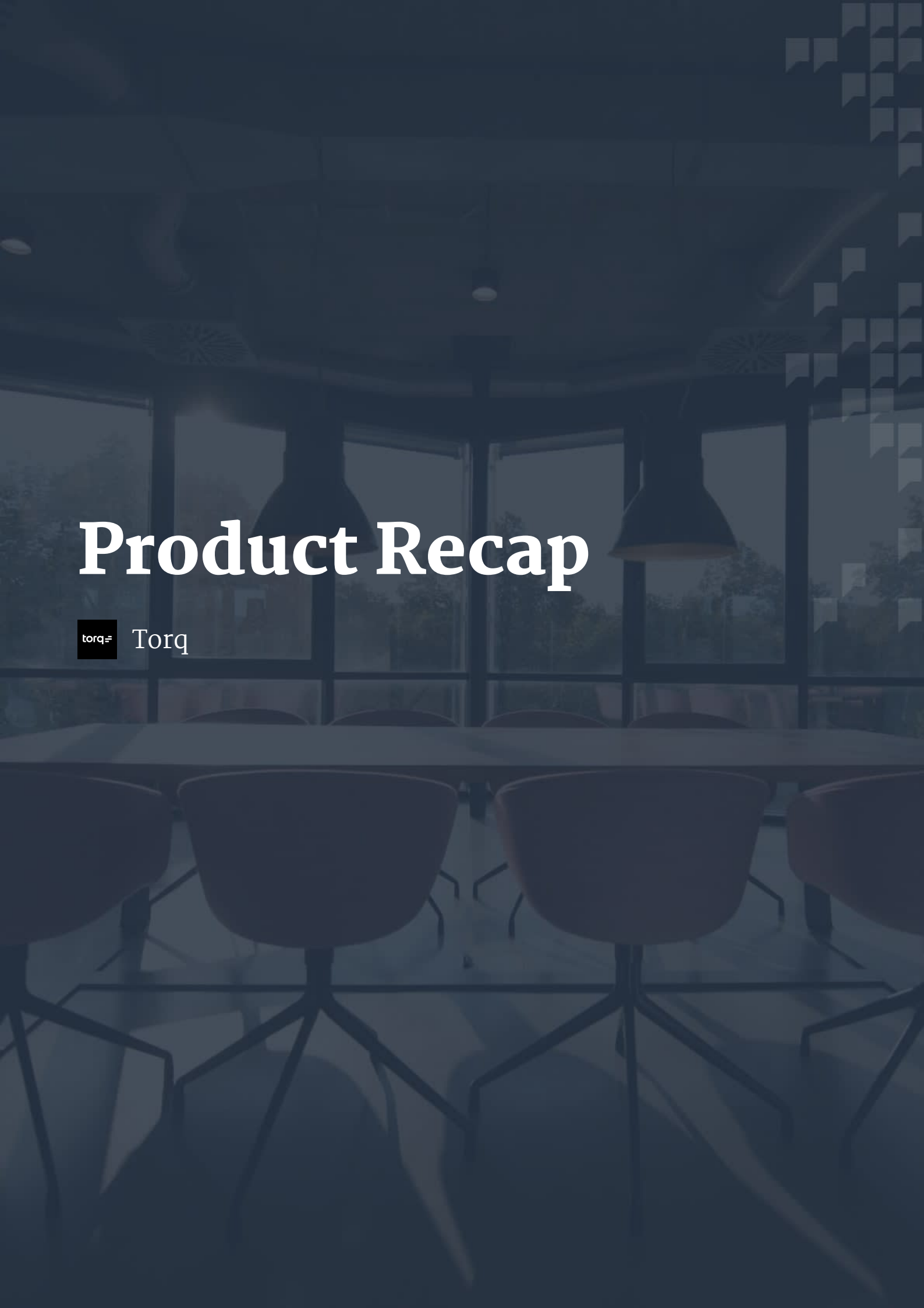
Setup . . . . . 25 - 27

Customer Service and Support . . . . . 28 - 30

Other Advice . . . . . 31 - 36

Trends . . . . . 37 - 38

About PeerSpot . . . . . 39 - 40



Product Recap

Torq

Torq Recap

Torq provides advanced automation capabilities, enabling organizations to streamline operations and enhance efficiency. It's designed to address complex workflows, reducing manual efforts and improving productivity.

Leveraging automation, Torq assists companies in managing intricate processes with agility and precision, making it indispensable for those seeking to optimize their workflows. Its robust platform integrates smoothly into current infrastructures, minimizing disruptions while enhancing operational capacities.

What are Torq's standout features?

- Automation Workflows: Streamlines repetitive tasks to enhance efficiency.
- Seamless Integration: Connects with existing systems effortlessly.
- Scalability: Adapts to growing business demands efficiently.

What benefits should you look for in reviews?

- Productivity Gains: Significant improvement in task completion rates.
- Cost Reduction: Decreases manual labor costs through automation.
- Enhanced Collaboration: Facilitates better communication among teams.

Torq's capabilities are especially beneficial in industries like finance and healthcare where intricate workflows and compliance requirements are common. Automation in these sectors supports better data management and regulatory adherence, providing a decisive edge in operational efficiency.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "What I liked the most about Torq is the actual workflow builder, which is really great because they offer a lot of features and convenience features that are useful for any automation engineer."

AdityaDesai
Solutions Architect at ProArch

- "Once I started to use the system and I saw the potential, it changed all of our work in IT."

Nimrod Vardi
Global IT Director at OpenWeb

- "Torq has definitely changed the day-to-day experience for our security analysts, as they feel more excited and feel that Torq interface and workflow allow them to build things themselves."

JamesWan
Automation Engineer at a financial services firm with 10,001+ employees

"Torq has exceeded expectations by delivering workflows in a timely and lower effort manner than XSOAR, and it meets all my needs while saving a ton of time and targeting $600,000 saved this year, which is a substantial amount of money."

Verified user

Cyber Security Engineer at a real estate/law firm with 5,001-10,000 employees

"Using that one piece of AI, we auto-closed 511 cases in quarter four alone."

Verified user

CyberSecurity Engineer at a real estate/law firm with 10,001+ employees

"Under one SOC tool in Torq, analysts get to know everything within the context of an alert or incident they are working on, and this ability to view the whole picture within Torq is one of the major breakthroughs and best offerings of Torq."

Abdullah Zubair

Security Consultant at Integrity360

"With Torq, I automate actions while achieving SLA compliance and streamline alert investigation processes much better."

Sonu Prasad

Senior Cybersecurity Engineer at a tech vendor with 10,001+ employees

What users had to say about valuable features:

“I rely on Torq's AI assistant in most of my incident response and in building right and less complex workflows for automation.

Torq helped me also in some infrastructure and ticketing challenges, for example, to organize the ticketing system in our company, but I am still in a process of learning about Torq and realizing different scenarios using Torq.

The most valuable feature of Torq is hyperautomation and AI assistant because the quality of speed and recommendation from the AI assistant is really high. Another outstanding feature is that you don't need to write code. There is a library of prepared scripts or JSON scripts which can be right and adapted. You can face quite complex challenges without a programming background and can successfully solve these issues and challenges.

Torq's no-code library helps me to be more efficient and respond to incidents more flexibly. The support of the AI assistant makes my actions more efficient and quicker..”

Maiko Svanidze

Information Technology Lecturer at a educational organization with 51-200 employees

Read full review

"The best feature of Torq is the ease of developing workflows. It has templates, and visually, it is very easy to build the steps, called automation steps. It is easy to debug, as you can see the input and output, making it very clear where issues occur, allowing for quick fixes. This is the best feature I see compared to command line options.

"The impact of Torq on my team's efficiency is significant because with compiled code, you go through the whole cycle, and it takes a long time to figure out bugs. With Torq automation, every step is a container, clearly defining the input and output, which significantly speeds up the debugging process. It helps us produce workflows quickly, and we can also quickly respond to issues and fix them.

"Additionally, Torq integrates with many other technologies very easily, making integration reusable.."

JamesWan
Automation Engineer at a financial services firm with 10,001+ employees

Read full review

“In my experience, the best features Torq offers include IT enterprises data management and data transformation; everything is excellent.

“Regarding Torq's AI capabilities, I find its governance and security are secure, and the AI data governance security is very good.

“In terms of accuracy and reliability of output, I find that Torq has very good accuracy and reliability.

“Torq's unified platform approach to AI SOC automation and case management is good; security points are secure, and data is safe with my organization.

“I have used Torq to automate triage, investigation, and remediation actions across multiple attack surfaces, finding that it performs very well and provides faster response with good latency, saving time compared to other tools.

“My experience with Torq's generative AI in terms of increasing alert handling capacity for my SecOps staff is good..”

MANOJCHOUDHARY
MANAGER IT at Axis Bank

Read full review

“Torq offers the best feature through integration with AI. I can use AI alongside Torq.

“AI helps me add work notes, resolve notes, and also assists in the investigation and checking of IPs, IP reputation, and more. AI helps me accomplish all of these things.

“Torq has minimized the alert fatigue and also reduced the time I need to work on the alerts. Runbooks are present for each use case that helps eliminate other tasks such as going through all of the alerts manually.

“The automation Torq provided for some use cases removed the false positives, which saved me time. The number of alerts is reduced after fine-tuning the false positives.

“Torq has changed my approach in many ways. It reduced the manual tasks and also helped me in resolving high volume alerts. I also work on the malware alerts more efficiently through Torq.

“Torq's ability to solve an operational security issue is commendable. It meets all the compliances and also helps me resolve threats. I also use runbooks to contain malware..”

Gurjap Kaur
Software Engineer at Accenture

Read full review

“I find Torq very helpful from an automation point of view, with customizable suite features that allow me to customize according to my needs. Initially, developing workflows was complex due to the numerous customization options available, but with Torq's support, I can successfully do that. I also utilize the available templates in Torq as a guideline for developing workflows based on these templates.

Torq offers features like the shocker rates, allowing me to give prompts to the procreate, which investigates each alert according to my defined handbook—a feature I really appreciate. Additionally, I can integrate any third-party tool to Torq using the webhook connector and Torq's default connectors, which is another excellent feature I appreciate.

The Socrates feature is a basic AI model that I develop according to my needs and offer some context in the Socrates tool. I write runbooks and provide prompts to automate the investigation steps using Socrates, which connects every tool and software to enrich the data I need. This feature significantly aids my daily activities, especially since it automates many tasks previously performed by manual analysts. Currently, I am using the WayBook connector and Torq's default connector to integrate third-party tools with Torq, along with various tools like Elasticsearch.

I appreciate Torq's GUI interface, which is easy for every analyst to understand. Additionally, the dashboard features enable monitoring spikes, device integrations, and device statuses according to my needs, allowing me to develop comprehensive visualizations for alerts. Recently introduced migration features in the GUI add value by showing connected tools to my endpoints and assisting my investigation processes, which I find beneficial..”

Sonu Prasad
Senior Cybersecurity Engineer at a tech vendor with 10,001+ employees

Read full review

“One of the best features of Torq, I would highlight two main ones. The first one is the capability of transforming an action that you develop yourself, such as an HTTP request that you develop yourself, and make it available as a custom action to all of the other members of the team that you have, which in a sense increases the scalability of the tool and lets the tool be available for people that don't really know the specifics of APIs, HTTP requests, and just know how to click and drop some actions and want to do their small playbooks. Torq is, in a sense, a tool that is ever-evolving based on the usage that you do with it.

“The second one is the look and feel is quite good, and it would be all the AI initiatives that are inside the tool. I can feel that Torq and the company that is behind it are pushing forward what SOAR is, not letting it stale in its current state, and they're pushing it further to make SOAR a new tool in itself by leveraging AI, making it the center of what a SOC is and what incident response is.

“The custom action feature in Torq has helped my team tremendously. For example, SharePoint HTTP requests were quite difficult in one of our scenarios. You only have to do the job once of scraping the documentation, understanding how it works, developing the HTTP request by yourself, and then you can save them, put a meaningful description, and add some dynamic fields that the next person that will use that will find much easier than understanding how the logic is and how the documentation is. For the SharePoint example, it has helped tremendously to deliver automation quickly around SharePoint, CSV file upload, and other related tasks.

“Torq has impacted my organization positively by allowing us to earn time and invest resources in other projects that are more meaningful and more interesting, pushing deeper into what a SOC is, and building our processes. Torq is a good way to reinvest time in something more interesting, whether for the humans, for the analysts, or for the company in a more secure way. This is what automation brings: interesting subject matter, new capabilities, and more time, fundamentally.

“It is quite difficult to quantify, but a good example would be a playbook that is automatically analyzing a phishing incident developed with Torq. It frees up approximately 200 or 250 incidents per week or per month. You take one incident, which took about five minutes to ten minutes, and multiply that across all

incidents. The human cost is also significant, such as the fatigue of doing always the same incident, always the same things. This is not easily measurable, but I think it is important to highlight that as it may sometimes be the best resource, the best gain that Torq can bring to the table..”

Alexandre Becquart

Cybersecurity Automation Engineer at a media company with 1,001-5,000 employees

Read full review

Other Solutions Considered

"I have heard Hyper Automate is pretty user-friendly and has less coding compared to other leaders in the market or other players in the market. Its drag and drop tasks or work plan building is what I heard.."

Verified user

Senior security analyst at a manufacturing company with 10,001+ employees

Read full review

"I previously used Logic App from Microsoft. The two main pain points were the number of connectors available with built-in actions. We needed to redevelop every HTTP request every time that we started to create a new playbook. Scalability was not present in that case. Additionally, the tool was quite stale. It did not move a lot in the last year. It has started to move a bit now, but when we were doing the RFP and thinking of changing, we wanted a tool that has a roadmap, innovation, and people that were working on it.."

Alexandre Becquart

Cybersecurity Automation Engineer at a media company with 1,001-5,000 employees

Read full review

"My experience managing various point solutions was complicated compared to using Torq's unified platform approach for AI SOC automation and case management.

Before Torq, using separate security platforms posed challenges in enabling log forwarding and investigating alerts efficiently with manual documentation. With Torq, I automate actions while achieving SLA compliance and streamline alert investigation processes much better.."

Sonu Prasad
Senior Cybersecurity Engineer at a tech vendor with 10,001+ employees

Read full review

"Before Torq, I was using D3 Security, which had a legacy architecture with standalone servers in the cloud. This setup truly hindered our ability to work seamlessly within our security operations center, where we needed nearly 24/7 uptime. Although they promised a certain SLA, they did not meet our expectations, leading us to seek a more modernized solution like Torq, Tines, or Swimlane.

We did evaluate other options, conducting proof of concepts with Torq, Tines, and Swimlane, but we ultimately proceeded with Torq.."

AdityaDesai
Solutions Architect at ProArch

Read full review

"Before choosing Torq, we evaluated other vendors including Tines, Splunk SOAR, Microsoft Sentinel Automation, and Palo Alto Cortex XSOAR. We ultimately decided on Torq.

"We dismissed other options in favor of Torq for a variety of reasons. Our solution architect team conducted extensive analysis to determine which platform would move forward, alongside company negotiations and the support we were receiving from Torq. The decision was not based on just one or two factors, but rather on an in-depth analysis.."

Abdullah Zubair
Security Consultant at Integrity360

Read full review

"Previously, we were using IBM QRadar, which is a legacy three-tier on-premises solution. We switched to the cloud-based automation system that also has AI capabilities, as it offers a new generation tool that leverages AI.

"The specific challenges in our SOC that led us to consider changes before implementing Torq included the legacy SOAR product from IBM, which is very hard to maintain and troubleshoot. People felt that an AI-enabled new product would be better.

"Before choosing Torq, we evaluated Swimlane as well.."

JamesWan
Automation Engineer at a financial services firm with 10,001+ employees

Read full review

ROI

Real user quotes about their ROI:

"I can share the time saved from my work alone and cannot disclose or specify any other employees. I saved nearly roughly about ten hours of my time while I was working in Torq because it's much better than the previous tool.."

Verified user

Senior security analyst at a manufacturing company with 10,001+ employees

Read full review

"The standardized processes helped me guarantee identical incident response every time.

"Torq fortified my workflows and secured my cloud infrastructure.."

Gurjap Kaur

Software Engineer at Accenture

Read full review

"I started realizing value with Torq right away; the benefits became apparent immediately as I transitioned to automation.

I have seen a return on investment with Torq, as the automation reduces the number of employees needed and significantly saves both time and resources.."

Sonu Prasad
Senior Cybersecurity Engineer at a tech vendor with 10,001+ employees

Read full review

"Regarding Torq's pricing and license costs, as long as our existing team started to work more efficiently and quicker, I think we have quite a return of investment and we suppose to add more security management center tools. The return of investment is also the money we saved not adding another security tool. For me and for our security stack, it's about 30% return on investment.."

Maiko Svanidze
Information Technology Lecturer at a educational organization with 51-200 employees

Read full review

"We have seen a return on investment regarding time saved. It used to take us weeks to develop a workflow, but now it can be done in days or even hours. We have a two-person team, and we are accomplishing the workload of five people.

"It took about half a year to realize value with Torq.."

JamesWan
Automation Engineer at a financial services firm with 10,001+ employees

Read full review

"Torq calculation for the $600,000 in savings is very specific and based on the team's time. For example, we calculate that handling phishing cases takes about five minutes per case, but if Torq auto-closes it, we save more money because our analysts do not have to take time out of their day to review it. We do a per-minute price cost based on yearly salaries of whichever department we save time for, multiplying that by how long it would take to handle the specific use case, and then total it into an ROI table that we are holding in the workspace variables.

We have seen a return on investment, targeting a $600,000 ROI for the year. So far, from the start of our usage, we have saved around $200,000 to date. We aim not to eliminate jobs but to reduce mundane tasks through automation.."

Verified user
Cyber Security Engineer at a real estate/law firm with 5,001-10,000 employees

Read full review

Use Case

“My main use case for Torq is to handle the correct cases using it as a SOAR platform. We have created a work plan and we've used Torq as a SOAR platform to handle the incidents from start to closure..”

Verified user

Senior security analyst at a manufacturing company with 10,001+ employees

Read full review

“For Torq, first of all, it's a hyperautomation and AI assistant usage. Our EDR SentinelOne is integrated in Torq and besides the vendor itself having hyperautomation abilities, Torq helps me to analyze incidents and to respond to incidents more quickly and more efficiently.

Torq's AI SOC automation case management is much faster and more efficient compared to the manual tools I have used before. Torq is an ideal assistant for AI SOC in automation challenges.

Torq changed the day-to-day experience for my security analysts. They are more confident and can test more approaches in the security operation center every day as workflows and routine..”

Maiko Svanidze

Information Technology Lecturer at a educational organization with 51-200 employees

Read full review

"My main use case for Torq is reviewing the incidents and responding to them. After that, I investigate them and take appropriate actions.

"For example, a user has logged in from a blacklisted country and it triggers an alert. I investigate the alert and contact the user through Torq.

"Another use case is when an IP from my client side has tried to connect to an external IP which is malicious. It may also trigger an alert, and if at the firewall it's not blocked, the action is not blocked. So that may trigger an alert and I will have to do further investigation and complete the required action.."

Gurjap Kaur
Software Engineer at Accenture

Read full review

"My main use case for Torq is enterprise automation, focusing on the cybersecurity application to support security automation and orchestration as well as case management.

"For example, we have Splunk which aggregates the logs and generates high-fidelity alerts. With Torq automation, we automate the process to poll for the alerts, enrich all the alerts, and build workflows for the security teams, including security operations, the SOC, and incident response, to quickly investigate the alerts. The automation then determines the maliciousness of the alerts and progresses through all other stages of the case life cycle.

"At this point, we primarily focus on cybersecurity for incident response as well as internal insider risk automation, which is our main use case for Torq.."

JamesWan
Automation Engineer at a financial services firm with 10,001+ employees

Read full review

"My main use case for Torq is to automate security incidents. By using Socrates CI, I am able to automate the investigation steps with the runbook and integrate other devices to forward their logs, customizing recording coordinates and parsing with jq.

A recent scenario where I used Torq involved integrating Elasticsearch with Torq to forward the entire log from Elasticsearch to Torq, where I wrote a runbook for the investigation. For example, there is an RDP to the internet use case requiring ten to fifteen steps to investigate the incident. With Torq and Socrates, I automate everything to reach the final outcome.

I have used Torq to automate triage, investigations, and remediation actions across multiple attack surfaces. It performs better than other tools because of its extensive integration capabilities and customizable features, allowing me to tailor responses according to my needs.

I primarily utilize Torq for investigation and alert automation, and I do not have any other business relationships with the vendor.."

Sonu Prasad
Senior Cybersecurity Engineer at a tech vendor with 10,001+ employees

Read full review

"My main use case for Torq is the automation of cyber security processes through a SOAR platform and APIs.

"A main example of how I use Torq for automation would be a classic one: opening of a security incident in an ITSM, bidirectional synchronization, enrichment, and auto-remediation based on closure of the incident. Everything is automated.

"I use Torq for automation of triage, investigation, and remediation actions across multiple attack surfaces such as endpoint, identity, cloud, or IT. It automates the investigation with enrichment such as logs. I do not dive deeper into remediation actions, but they are present, and it automates triage, for example, for phishing incidents. It helps tremendously to have those kinds of data. Its abilities compared to other tools were evaluated through an RFP where we compared multiple tools, and Torq was literally the one, the outsider that stood out, and we chose it. As a technical team, we chose Torq compared to the one that we were using before. We did not start from scratch, as we already had a baseline, and we were searching for a tool that would bring something new to the table with the already existing technical tools that we had, but would bring new innovation and new capabilities. That was the objective, and Torq answered that.."

Alexandre Becquart

Cybersecurity Automation Engineer at a media company with 1,001-5,000 employees

Read full review

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"I would just make sure to replace the old or the previous solution with Torq point by point. If that is good, I think everything else will be taken care of.."

Verified user

Senior security analyst at a manufacturing company with 10,001+ employees

Read full review

"The initial setup of Torq is pretty straightforward. It is not complex, and I find it relatively easy, although a learning curve exists, which is not too challenging.."

AdityaDesai

Solutions Architect at ProArch

Read full review

"The initial deployment was very easy. I did not face any issues. We purchased a SaaS product that is cloud-based, so there were no issues at all. The process was very straightforward with simple steps.."

Hiten Nandasana

Angular developer at Flourish software

Read full review

"I participated in the initial setup of Torq, which was not complex. Everything was straightforward with minimal hassle. All customization had to be done through APIs, which is always the best approach. There were not many issues during the initial deployment.."

Abdullah Zubair

Security Consultant at Integrity360

Read full review

"We just started to operationalize Torq, and we have just gone into production. It is definitely well-received by the security operation team, who appreciate the neat GUI and what they see. I believe they think it is better than the legacy SOAR product we had.."

JamesWan

Automation Engineer at a financial services firm with 10,001+ employees

Read full review

"From my point of view, Torq has excellent documentation and a support portal. You can find literally everything on the support portal. There are visual manuals and quite simple instructions for onboarding and for every use case you can imagine in your infrastructure.

My advice would be to test Torq in your environment, ask as many questions as possible during POC and refer to documentation in cases you feel not confident about your new solution.."

Maiko Svanidze

Information Technology Lecturer at a educational organization with 51-200 employees

Read full review

Customer Service and Support

"The support team is very quick. Within 24 hours, they will send an email or come on a call if something is critical. Support is provided within 24 hours.."

Hiten Nandasana
Angular developer at Flourish software

Read full review

"I have not run into any issues with customer support from Torq, which has been astronomically amazing. I have a great relationship with my CSM and my technical enablement engineer, so it has been really easy working in Torq and building, which is why it cannot be anything lower than that.."

Verified user
Cyber Security Engineer at a real estate/law firm with 5,001-10,000 employees

Read full review

"We do not often communicate with Torq's technical support. We had to contact them during initial installation, but we have not needed to since. My impression of their technical support during the initial setup was that they were helpful, responded within a reasonable timeframe, and provided exactly what we needed.."

Abdullah Zubair
Security Consultant at Integrity360

Read full review

"Torq provides comprehensive support, and I find their documentation useful for addressing challenges in my workflows. Walking through the documentation available on Torq's website gives me clarity on solving issues. If Torq could enhance its AI features, it would benefit customers significantly by making the platform even more user-friendly.

Customer support is very good, available twenty-four seven, offering quick resolutions through group chats or calls.."

Sonu Prasad
Senior Cybersecurity Engineer at a tech vendor with 10,001+ employees

Read full review

"Currently, we do not have any challenges in our SOC; if we face any, we contact customer support, and they help very effectively.

"Customer support is also excellent.

"I would rate customer support a 10.."

MANOJCHOUDHARY
MANAGER IT at Axis Bank

Read full review

"I would rate their technical support and customer service as an eight, perhaps seven or eight.

Their response time is quite quick. Any tickets raised in the portal receive prompt follow-up. However, they often request access to the platform to perform necessary actions, and I typically grant this access by default. Having worked with them for over a year, I am well-acquainted with their procedures, yet there are instances where they ask again for access, which can delay resolution. When it comes to requests for new features, they often place our needs on a pipeline to evaluate demand across customers. Although I understand their development procedures, I believe if a feature is deemed critical by a customer, they should establish a timeline for potential delivery rather than simply putting it on a list without a timeline.."

AdityaDesai
Solutions Architect at ProArch

Read full review

Other Advice

“Regarding someone thinking about using Torq, I recommend looking into their provided academy to start working with the tool and understand how JQ works, how the sprig function works, and not diving directly into automation without being sure that your processes and what you want to automate have already been tested out and are a good return on investment for the time that your SOAR team will spend on it. I would rate this review as an 8 out of 10..”

Alexandre Becquart
Cybersecurity Automation Engineer at a media company with 1,001-5,000 employees

Read full review

“I would rate Torq a 10 on a scale of 1 to 10.

“I chose this rating because customer service is excellent.

“I suggest to others looking into using Torq that it provides a positive response, and I recommend they use it as it is a good product that saves time and leads to happy clients..”

MANOJCHOUDHARY
MANAGER IT at Axis Bank

Read full review

“I would definitely recommend others to use Torq as it is an all-rounder tool which even integrates AI. As we all know, it is the era of AI users, so we have to integrate AI into every tool. Torq is best suited for all the SOC analysts.

"Torq is a very scalable, elastic tool and also throttles integration of the tools, drops events, and creates message processing backlogs. It also shares back-end resources, so it is a good tool overall. I give Torq a rating of eight out of ten.."

Gurjap Kaur
Software Engineer at Accenture

Read full review

"I think I have told everything about Torq that I can share at this stage, but I am still in the process of learning the platform and I still think that there are many more features which can be adapted and can be used inside the company.

According to positive outcomes, Torq reduced manual work and made incident response more efficient. From Torq workflows, I learn much more about my company ecosystem. This also reflects on the defensive side of the company. I see the gaps that I had according to incidents and I can fix and address the gaps relying on knowledge I get from automation results.

I think the speed of work increased minimum by 50%, but I think with more automation and more optimization, we can make this result much better.

The easiness of integration, good quality of support and good quality of documentation make this product easy to work with. From what I see, the vendor itself is oriented on improvement, which means that they will not stop at the level they reached by now.

I am quite confident in Torq because I have checked, for example, compliance to ISO 27001 and this is the most relevant standard here in Georgia. I trust in Torq and I trust in the security compliance the platform provides.

Torq's AI recommendations are consistently helpful. There was no case when the system provided me with a false recommendation or inaccurate response.

Alert fatigue is something I would like Torq to help me address.

My overall rating for this review is 10.."

Maiko Svanidze
Information Technology Lecturer at a educational organization with 51-200 employees

Read full review

“I would rate Torq a perfect ten on a scale of one to ten.

I chose ten because Torq meets all my expectations, providing support for any challenges I face during workflow, integration, and runbook development. They also have comprehensive documentation for knowledge sharing, along with Torq Academy, which offers multiple certifications to help users understand how Torq features work, especially the SOC analyst certification for beginners.

While comparing various AI outputs, I find that accuracy is not always one hundred percent, but it reaches about eighty percent with precise prompts. Accuracy depends significantly on the clarity of prompts given to Torq's AI, with good prompts yielding better responses.

The effect of using Torq's Agentic AI on stress levels and focus is positive, as it automates procedures, allowing staff to follow predefined protocols without additional manual effort.

Metrics that matter most to my leadership team include investigating every alert and resolving issues as per defined parameters. Automation from Torq helps us show real SOC impact through efficient handling and timely responses.

Before using Torq, I relied on manual investigation steps detailed in my playbook for alerts. Now, with Torq, I automate procedures through a defined software model, allowing runbooks to handle alerts effectively. When an alert is triggered in Elasticsearch, it forwards to Torq, which follows the runbooks I have set up for each alert. If additional actions are required, it sends alerts and notifications, categorizing legitimate alerts and closing them automatically at both Torq and Elasticsearch levels.

I can monitor alert severity and manage how many alerts I have based on this metric, which is a positive impact since investigating alerts efficiently was challenging during manual processes. I can now see how many alerts are pending and their severity levels, contributing to meeting my SLA and TRA requirements.

Torq significantly changes day-to-day experiences for security analysts by

automating alert handling and reducing overall workload, thus improving job satisfaction and operational efficiency.

Torq's Agentic AI significantly increases the alert handling capacity for my SecOps staff, streamlining their responsibilities and ensuring they manage alerts effectively. I would rate this product ten out of ten.."

Sonu Prasad
Senior Cybersecurity Engineer at a tech vendor with 10,001+ employees

Read full review

"In this early stage, they are able to capture the metrics they want, such as MTTD and MTTR. It is very clear from the case life cycle to have those metrics, and they like what they see.

"SOC has good potential, and for integration, we still need to see how HyperSOC can manage multiple point solutions. We have a very complex environment, but I think we are moving in a good direction as we have started to integrate with Defender and other technologies like Splunk.

"Torq has definitely changed the day-to-day experience for our security analysts, as they feel more excited and feel that Torq interface and workflow allow them to build things themselves. They think it is a better product than the legacy product.

"We have started to build workflows in Torq to triage, analyze, and contain incidents, including enrichment and integration of intelligence into the workflow. I find it a very good framework for integration compared to completely in-house built tools, as it is easier to maintain due to its vendor components and appears scalable.

"What matters most to our leadership team is risk reduction through automation and using the automation system to amplify efficiency, allowing us to do more with fewer people, along with leveraging some AI agent capabilities. Torq has helped us show real SOC impact in this regard.

“Regarding Torq's AI capabilities, I note they do have guardrails. I have not fully explored its AI capabilities, except for playing around with Socrate, which appears to have a triage agent. I still need more time to explore it, but the potential is there. Socrate can automatically summarize the case information; we just need more time to actually use it.

“So far, the AI agent from Socrate seems good enough in terms of accuracy and reliability of output. It is a generalized AI agent, and for other capabilities, we have not tried them, so I cannot comment.

“We have not started to use Torq's agentic AI capabilities yet, but we are definitely looking into it, hoping it will provide additional resources for our operations.

“My advice for others looking into using Torq is that those who are capable of developing will be able to utilize its features to leverage Torq platform effectively. I would rate this product a 7.5 out of 10..”

JamesWan
Automation Engineer at a financial services firm with 10,001+ employees

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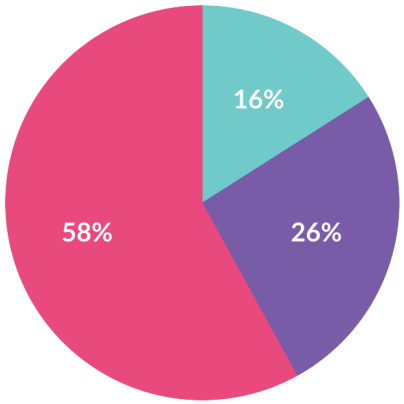
Financial Services Firm	12%
Comms Service Provider	10%
Manufacturing Company	9%

Company Size

by reviewers



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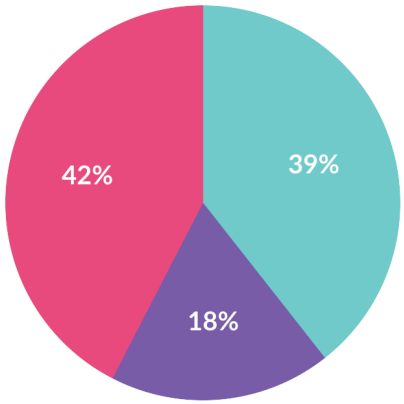

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