aws marketplace

Tines

Reviews, tips, and advice from real users

Powered by PeerSpot

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Product Recap

Tines

Tines Recap

Tines offers no-code and low-code automation for users to automate tasks without coding expertise, integrating seamlessly with APIs to enhance incident management and security operations.

Known for a vendor-neutral approach, Tines provides detailed documentation and live chat support, allowing for effective integration with other tools, scheduling capabilities, and streamlined processes that save time and effort. Users find it intuitive for efficient task handling, making manual intervention unnecessary. Challenges include the need for more comprehensive documentation and instructional videos, as well as improvements in AI integration and reporting aesthetics. Pricing is also noted as higher compared to alternatives.

What are the most important features of Tines?

- No-code and low-code automation: Enables task automation without coding knowledge.
- API integration: Facilitates enhanced automation for security operations.
- Vendor-neutral approach: Promotes unbiased integration across various tools.
- Detailed documentation: Provides users with comprehensive guides and support.
- Scheduling capabilities: Allows users to automate workflows efficiently.

What benefits and ROI can users expect from Tines?

- Time savings: Automates tasks to reduce manual processes.
- Improved efficiency: Streamlines security operations, enhancing productivity.
- Comprehensive task handling: Offers intuitive tools for managing complex tasks easily.

Tines primarily serves organizations in the security sector, automating security operations such as alert detection and managed detection and response. It's utilized extensively in security operation centers for tasks like phishing email processing, ticket creation, IOC investigations, and ticket assignments within enterprise security frameworks, with multiple teams delivering Tines services to enhance task handling efficiency.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "Tines is a very solid tool overall; once you get used to it, it makes work much easier and saves a whole lot of time."

Shadrach Godwish Chukwu

SDR and Workflow Automation Specialist at a tech services company with 11-50 employees

- "For an analyst, it would take at least one hour to two hours to get the result with this much perfection, but with Tines, it happens instantaneously."

Mahesh P Iyer Mahesh

Cyber Security Engineer at a tech vendor with 1,001-5,000 employees

- "Tines has positively impacted my organization because automation has brought a lot of changes, reducing a lot of effort and providing fast time to value."

Validated user

Head of Cyber Defense Center

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"It proved that we could build enterprise-grade reliability into our backend without writing a line of custom Python script."

Amrit Dash

Automation Engineer at a educational organization with 11-50 employees

"The best advantage is the no-code automation, excellent customer support services, and ease of integration with other tools."

VikramSingh8

Security Delivery Manager at Accenture

"One of the most valuable features is that it's a low-code solution."

Del Tice

Security Analyst II / SOAR Engineer at a logistics company with 10,001+ employees

"The tool was vendor-neutral."

Mark Robbins

Security Operations Center (SOC) Manager at a computer software company with 201-500 employees

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What users had to say about valuable features:

"One of the most valuable features is that it's a low-code solution, so you don't need to be fluent in Python or any other programming language. For example, I can use Python code to create actions in Tines, but it's unnecessary.

Another key benefit is that it works with anything that has an API. If you can make an API call to a tool or service, you can implement automation using Tines.."

Del Tice
Security Analyst II / SOAR Engineer at a logistics company with 10,001+ employees

Read full review

"The best advantage is the no-code automation, excellent customer support services, and ease of integration with other tools. API integration simplifies the process. It is very compatible to integrate with other tools. We are utilizing Tines for various automation like incident creation, IOC enrichment, IOC blocking, and containment of various other automations. It helps in streamlining our security operations effectively and efficiently without requiring coding knowledge. Tines almost saves about one hour of effort because it automates numerous tasks that would otherwise be performed manually.."

VikramSingh8
Security Delivery Manager at Accenture

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"The API capabilities are what I find most valuable. I have used other SOAR platforms before, and the integration and API capabilities in those other SOAR platforms are relatively difficult to use when compared to Tines. In Tines, if I want to build an integration or API connectivity within different platforms, it is much easier. There are two very helpful actions: one is called Webhook and another is called HTTP Actions. We can use these two, so the webhook will literally accept traffic from the internet and the HTTP action makes it so much easier to send an HTTP request or an API request to different platforms. Using these two actions, we can very easily have interconnectivity, which really adds to the orchestration part when we are using SOAR.

The second feature I find really attractive is called Pages. By using Pages, instead of just creating a workflow, we can also use Pages to add a UI for anyone who is not a builder but who can actually use the workflows. For example, I am creating ten different workflows, and I can connect them through Pages so that someone from my team who is not a builder or a developer can actually use these workflows if I create for them a nice UI using Pages.."

Mahesh P Iyer Mahesh
Cyber Security Engineer at a tech vendor with 1,001-5,000 employees

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"I think the best features Tines offers are the easy workflow builder, very strong app integrations, and real-time automations for data updates and alerts.

"The workflow builder in Tines is very simple and visual. You just connect steps together as if you are building blocks. It is very easy to see what happens next, even without much coding.

"What stands out mostly about Tines's features is the integrations. It connects easily with tools such as Slack, emails, and spreadsheets, and it makes data moves automatically without much work. In real-time automation, Tines is very strong and things run very instantly when an event happens, such as a form submission or an update.

"Tines has impacted my organization and my work positively by making my work faster, and tasks that used to be manual now run automatically, such as data updates and alerts. It has also reduced mistakes and helped teams get updates in real-time, so that decisions can be made as soon as possible.."

Shadrach Godwish Chukwu

SDR and Workflow Automation Specialist at a tech services company with 11-50 employees

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"The best features Tines offers are automation and flexibility. That is something which I really appreciate in Tines. There are also a lot of integrations available in Tines, which is something that should really be noted. It is more likely no-code, meaning I do not have to create any code or API-first integration. There is also a lot of automation as I mentioned, and AI Copilot workbench available so I can actually create everything within one click. An example would be resetting user passwords in Okta and executing it automatically. It also bridges the human, automation, and AI workflows. Those are some of the best features which I have actually found.

I can tell you more about the AI Copilot workbench, which helps me bridge the human, automation, and AI workflow. Natural language interaction with workflows is a standout feature. AI also assists in some of the decision-making and can trigger actions such as resetting passwords and fetching logs. If I want to reset a password in Okta, it could just execute by itself without anything required from my end. That is something which really stood out, and there is built-in case management with AI-assisted case management, which is not as heavy as traditional SOAR, but good enough for most of the SOAR workflows we have and reduces tool switching because normally we need to maintain multiple tools for the cases. This will actually be covered in this with AI Copilot.."

Validated user
Head of Cyber Defense Center

Read full review

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"Tines offers incredible error handling capabilities. If an external API fails or blinks, Tines does not crash and burn the way simpler automation tools do. Instead, it pauses the event, saves the exact payload state, and retries automatically without losing data. Another massive advantage is how it handles webhook and HTTP requests. We do not need a pre-built app module because Tines makes working with raw APIs incredibly clean. You can easily call a command straight into the builder or auto-configure a step. For our engineering team, it meant we could build complex, multi-layered loops and conditions without guessing what was happening under the hood.

Tines has impacted our organization positively because it forced us to tighten our engineering standards around data flows. Because Tines makes you configure new raw APIs instead of hiding them behind friendly UI buttons, our team actually mapped out every single error path and edge case. During our pilot phase, it dropped our webhook error rates to zero. Whenever our external certification vendor went down for maintenance, Tines caught the failure and queued them automatically. We did not lose a single student log. It proved that we could build enterprise-grade reliability into our backend without writing a line of custom Python script. This worked as a very good infrastructure that we could base our other systems on. Having built our own custom LMS system, this helped us do proper data integration and validity checks on it.."

Amrit Dash

Automation Engineer at a educational organization with 11-50 employees

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Other Solutions Considered

"We did not evaluate other options; Tines was one of the best options we had. I had a fantastic demo with them, and that really influenced our decision to choose this platform.."

Validated user
Head of Cyber Defense Center

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"I was not actually part of the selection, so I did not actually evaluate other tools. I just started using Tines after it was already set up by the organization. However, I believe it is better than most tools out there that are used in automations.."

Shadrach Godwish Chukwu
SDR and Workflow Automation Specialist at a tech services company with 11-50 employees

Read full review

"The client finds it very easy to use, and everyone can learn it easily and perform automation tasks. The other platforms previously used for automation were a bit complicated and required a larger team to set up. Tines is very easy and compatible with the environment, so the client uses it for automation purposes.."

Pranay Gurrapu
Cyber Security Engineer at News Corp

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"We used Tines heavily for about three months during a tool evaluation phase last year. We had it running in a staging environment to see if it could handle our core infrastructure pipelines before we ultimately chose a few alternatives. One of the top competing candidates was Make.com.."

Amrit Dash
Automation Engineer at a educational organization with 11-50 employees

Read full review

"Tines actually helped us get a better picture of what should be the workflow for error management. This, in turn, helped us build our own custom error handling tool that we are currently using with Make.com. There were other options available, but this was also just an option.."

Amrit Dash
Automation Engineer at a educational organization with 11-50 employees

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"I did not personally switch to any other tool. However, in the workflow that I work with, most processes were manual before, such as spreadsheets and normal basic emails and normal basic task handling. Tools such as Tines were then automatically introduced, and once it was introduced, we started using it to automate all these things, and we started reducing a whole lot of manual work.."

Shadrach Godwish Chukwu
SDR and Workflow Automation Specialist at a tech services company with 11-50 employees

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ROI

Real user quotes about their ROI:

"We just did a trial run with Tines, and to be quite honest, we were not exploring it for a return on investment. We did not see proper value in it, whereas other platforms would have given much higher value for us. Therefore, we shifted to use those instead.."

Amrit Dash
Automation Engineer at a educational organization with 11-50 employees

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"I can speak for fewer employees needed because we used to require many analysts to deal with all the alerts that we were generating, but now we have about 90 to 95% of the alerts already automated through Tines, which requires tremendous time saved and a ton of reduction in the number of analysts required.."

Mahesh P Iyer Mahesh
Cyber Security Engineer at a tech vendor with 1,001-5,000 employees

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"We were able to see ROI right after implementing Tines because we observed at least twenty percent of improvements. In some domains, we were in a position to actually let go of people, meaning at least two people have been reduced from one team, which saves a lot of cost for the organization. We measure ROI based on the time it actually takes to get to market; that is something we take into consideration.."

Validated user
Head of Cyber Defense Center

Read full review

"I actually do not work on the finance side. I do not actually know the exact ROI numbers. However, generally, it felt that times were saved on repetitive tasks, and it has saved a lot of repetitive tasks so that teams could focus more on actual work instead of just manual processes. Tines saves a whole lot of time. A whole lot of manual and repetitive tasks have been reduced, and people can now focus on something much better.."

Shadrach Godwish Chukwu
SDR and Workflow Automation Specialist at a tech services company with 11-50 employees

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Use Case

"I am Vikram Singh, I work for top service based multinational brand and I am responsible for delivering Tines services. Essentially, I am working on it, and I am leading one of the source services for a client who uses Tines.."

VikramSingh8
Security Delivery Manager at Accenture

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"Our main use case for Tines is to orchestrate high-stakes data pipelines where a single broken API connection or silent error would corrupt student records. Specifically, we built an automated offboarding and data purging workflow for student accounts. When a user requested account deletion, Tines hit our internal database, pulled the user ID, and scrubbed their personal info across four different external tool APIs simultaneously. If any single API rate-limited us or timed out, Tines paused, retried with exponential backoff, and alerted our backend team via a secure webhook.."

Amrit Dash
Automation Engineer at a educational organization with 11-50 employees

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"My main use case for Tines has been automation. My main use has been automating simple workflows, such as moving data between tools, sending alerts, and handling routine tasks. This work gets faster and becomes much more organized.

"This is the most common use case for Tines. Another use case I have utilized is automating follow-ups, such as follow-up messages after submissions. The user gets an instant reply without having to do it manually.."

Shadrach Godwish Chukwu

SDR and Workflow Automation Specialist at a tech services company with 11-50 employees

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"My main use case for Tines has been flexible automation. Tines also has a very strong internal engineering mindset. It is very good with respect to traditional SOAR and very flexible, and I would say it is one of the most mature and powerful automation platforms I have used so far in the market.

I use Tines for threat intelligence. I find threat intel from various sources and also implement phishing response automation. When I find phishing information, Tines helps me automatically triage it and respond to reported phishing emails, such as using report emails via Outlook add-ins, sending the indicators via emails, and enriching those emails using VirusTotal or domain reputation tools. If there is any malicious content, I proceed with it, and if it is clean, I close the case. All these activities have been completely automated using Tines. We also had a clear SOC notification embedded into this.

We also use Tines for suspicious login investigations, automating responses to risky login alerts. When someone is traveling to impossible travel locations, Tines helps us alert that to our SIEM while also using geopolitical or GeoIP location reputations. We also used it for GRC evidence collection to automate audit evidence collection for ISO 27001 and SOC 2.."

Validated user
Head of Cyber Defense Center

Read full review

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"In the cybersecurity engineering and security automation field, we use Tines to automate the enrichment and analysis of different use cases, including IOC enrichment and bringing AI-powered capabilities into our workflows.

The primary use case is automating our detection use cases. Whenever we create a new detection, the alert is sent to a webhook in Tines, and from that webhook we create a workflow that automates the primary job of the L1 analyst, which is the initial triage of that particular alert. Tines will then create a ticket in our ticketing platform that will be sent directly to the customer, so the initial manual effort after that alert has been created is automated through Tines.

Regarding the scope of impact, we have about 12,000 customers using our product, and for each customer, we generate roughly about five alerts per day. Ninety percent of these alerts are automated through Tines, which is going to reach 100% pretty soon. For each of these alerts, the initial triage costs about 30 minutes to one hour per analyst, and the entire work is being done through Tines, which includes time-consuming enrichment. For example, we have a particular module in Tines that takes in a malicious IP that was seen in a particular alert and drives that IP through different OSINT tools—about seven different OSINT tools—and consolidates the results and generates a risk score for that IP based on all the results. For an analyst, it would take at least one hour to two hours to get the result with this much perfection, but with Tines, it happens instantaneously. Including the enrichment of different IOCs, the workflow does the initial triage of the alert and creates a ticket that has sufficient information that would take a significant amount of time for an analyst to compile manually for each alert. In perspective of 12,000 customers with each customer having about roughly two to five alerts per day, that much alert volume is completely automated through Tines.

Beyond this primary use case, we also use Tines for integrating different tools and making the SOC AI powered. We have a different AI model that we integrate with Tines to bring AI capacity and GenAI capabilities into our day-to-day activities, including detection creation, ticket management, and change control management. We have integrations with GitHub to use this in the DevOps field. However, all of these are smaller use cases compared to the SIEM rules

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automation, which is the primary one, but we cover a broad spectrum across many different fields.."

Mahesh P Iyer Mahesh
Cyber Security Engineer at a tech vendor with 1,001-5,000 employees

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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.

"The setup can feel a bit technical at first. More templates for common workflows would make it much easier to start quickly without building everything from scratch.."

Shadrach Godwish Chukwu

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SDR and Workflow Automation Specialist at a tech services company with 11-50 employees

"Tines required no setup cost since we just used their cloud tier and built everything with internal engineering resources. We did not need to hire an external consultant to get it running.."

Amrit Dash

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Automation Engineer at a educational organization with 11-50 employees

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"The setup was not difficult. It seemed pretty simple. We were using fairly common hardware and applications used in the security industry. The help we get on how to do our use cases, specifically in the first couple of weeks, saves us a lot of setup time.."

Mark Robbins

Security Operations Center (SOC) Manager at a computer software company with 201-500 employees

Read full review

"Tines is a great product. I have used multiple SOAR platforms before and I would say that, I do not know about the cost factor, but otherwise it is a great product and it is amazing to use with its user-friendly features. It is constantly improving, and that is a great thing, so I would highly recommend it.."

Mahesh P Iyer Mahesh

Cyber Security Engineer at a tech vendor with 1,001-5,000 employees

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"I rate Tines a nine out of ten due to the exceptional support. As a managed service, we were not directly involved, but when Tines was deployed, the support was outstanding. The team first understood the environment and quickly overcame technical limitations, deploying the solution efficiently.."

VikramSingh8

Security Delivery Manager at Accenture

Read full review

"The initial setup is very easy. There's no installation required. It's just a matter of getting the correct permissions. Since it uses APIs to communicate with the tools, setting everything up is relatively straightforward once you have access, including any SSO or multi-factor authentication needed on your and the company's end. If you can configure the API credentials in the tool you want, you can make the necessary calls.."

Del Tice

Security Analyst II / SOAR Engineer at a logistics company with 10,001+ employees

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Customer Service and Support

"I did not actually contact the support directly. However, from a whole lot of things that I saw, there were help documents and resources that were available. It is very great, and most issues were handled internally by the team.."

Shadrach Godwish Chukwu
SDR and Workflow Automation Specialist at a tech services company with 11-50 employees

Read full review

"The support persons seemed unwilling to spend as much time with us after we moved forward with them. The salesperson was great. However, we got a bit more hands-on time with the people from Torq.."

Mark Robbins
Security Operations Center (SOC) Manager at a computer software company with 201-500 employees

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"I talked to the support team through the live chat feature. When we raise a question, an engineer is assigned within five or ten minutes, and they provide solutions on how to proceed.

The support was good. If we know things in Tines, and if we understand their answers correctly, we can get the solution. I would rate them seven to eight. If a user doesn't understand their answer, they might need to get on a call and have someone show them how it's done.."

Pranay Gurrapu
Cyber Security Engineer at News Corp

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"Support is pretty top-notch. If they identify an issue, they notify their customers. For instance, they monitor the tenants, and if a problem occurs, they send an email to inform you.

They provide a lot of their support through Slack channels. Each customer has a dedicated channel where you can post questions or mention issues you're facing. You'll usually receive a response quickly. Recently, they've integrated AI into this process, so you often get useful suggestions within a minute. If needed, you can also request a human to take a look. Their response time is generally quick, although it might be slower at night since they aren't available 24/7. ."

Del Tice
Security Analyst II / SOAR Engineer at a logistics company with 10,001+ employees

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"I had direct interactions and the experience was great. The customer support is extremely active and they have an AI-powered customer support that is really, really good. The customer support engineers are extremely friendly. We had an open Slack where we could reach out whenever we wanted clarifications or had requests. We would get a response within six hours in my experience. We would get an AI-powered response immediately, and if that was not sufficient, we could connect to a manual person within six hours and they were really friendly. They were willing to get on call, assess the problem, and provide whatever we needed. We had review meetings every month and we could bring up whatever we thought would be an improvement on our side and they would immediately start prioritizing it and working on that. They also gave us a heads up on whatever new features they were thinking of rolling out.

Whenever we hit roadblocks or issues with the platform or story, even if it was our mistake, the people from the most senior engineering team of Tines immediately were willing to get on call with us to try to solve the issue, and they were also willing to temporarily scale the platform just to accommodate the issue that was going on and then temporarily bring it back down. All of these I have had experience with and it was great.."

Mahesh P Iyer Mahesh
Cyber Security Engineer at a tech vendor with 1,001-5,000 employees

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Other Advice

"When you start working with Tines, ensure you pursue the Tines certifications. They offer these free certifications when they become your partner. Overall, I would rate Tines a nine out of ten.."

VikramSingh8
Security Delivery Manager at Accenture

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"We are not in control of the deployment anymore. Initially we were using an S3 bucket to deploy Tines, but now Tines is taking care of the deployment. It used to be Amazon before, but now Tines is in control of that. The overall rating I give this review is 8 out of 10.."

Mahesh P Iyer Mahesh
Cyber Security Engineer at a tech vendor with 1,001-5,000 employees

Read full review

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"If someone needs tasks performed daily that can be automated between different systems, and if there's a cybersecurity or SOC analyst team, they can also use it by creating various API calls, setting alerts, and investigating those alerts based on automation scripts. It's very useful and can be used in other places as well. Any tool with an API can be automated with Tines.

Overall, I would rate it a nine out of ten. ."

Pranay Gurrapu
Cyber Security Engineer at News Corp

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"My advice for others looking into using Tines is to not just look at Tines as a SOAR solution. Instead, view it more as an automation engine that amplifies whatever maturity you already have. Tines is not a detection tool; it is not even a replacement for SIEM or an EDR solution.

One thing which stood out for Tines was its flexibility, usability, and control. That is a good aspect of Tines. I would rate this review a seven out of ten.."

Validated user
Head of Cyber Defense Center

Read full review

"I recommend it to anyone in need of automation. It's not limited to security. You can use it to onboard employees, gather information, and set permissions based on their roles. It's a versatile tool that can be applied across various areas, including engineering. To streamline the process, it's helpful to gather any necessary API information for the tools and systems you'll be accessing.

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It is an easy tool for a beginner to learn. It offers many tutorials, documentation, and knowledge-based material.

Overall, I rate the solution a ten out of ten.."

Del Tice
Security Analyst II / SOAR Engineer at a logistics company with 10,001+ employees

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"My advice would be to start simple. The main thing is that you need to build small workflows first. When you build small workflows, you understand how it works on a bigger and more complex side. If you understand how simple automations work, then you can move into complex automations. This saves you a whole lot of time later on. The main thing is to start with simple things and then keep going.

"Tines is a very solid tool overall. Once you get used to it, it makes work much easier and saves a whole lot of time. The main thing is getting comfortable with building workflows at the start. Once you understand it, it becomes much easier and you enjoy it. Tines does the job very well for automation and keeping things organized. I would rate this review an eight out of ten.."

Shadrach Godwish Chukwu
SDR and Workflow Automation Specialist at a tech services company with 11-50 employees

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by visitors reading reviews

Financial Services Firm	13%
Manufacturing Company	8%
Insurance Company	7%
Comms Service Provider	7%

Company Size

by reviewers

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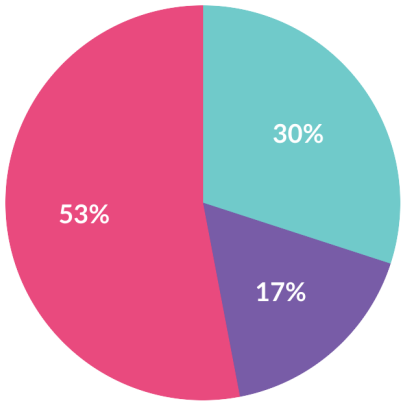

Large Enterprise Midsize Enterprise Small Business

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