



# Leading Online Money Transfer Platform Experiences Major SecOps Productivity Gains With Torq

Torq Hyperautomation delivers a 30% increase in time savings and increased employee satisfaction by eliminating alert fatigue and false positives

## About the Customer

The organization is a top-ranked money transmitter offering international money transfer, bill payment, check processing, and top-up services at thousands of agent locations across the United States, and over 100,000 locations in 80 countries for cash payout or direct deposits to bank accounts.

Established in the early 2000s, the company helps families achieve their financial goals by providing international payment services at a great value so customers keep more of their earnings for themselves. It focuses on complementary technology and products that provide superior service to its customers and agents.

## The Problem

The company's security team was drowning in threat alerts that had to be manually investigated, assessed, and remedied. It was using an in-house threat management tool that was unable to keep up with escalating threat volume and was cumbersome and time-consuming for its staff to engage and manage. It also could not seamlessly integrate its security stack that includes Amazon AWS, Microsoft Office 365, Microsoft Active Directory, and SentinelOne.

Increasingly complex and shifting global finance industry regulations also created pressure on the team to ensure international standards and oversight were tightly aligned to. Its existing in-house system was unable to scale to handle the constant recalibration and additional requirements that routinely emerged.

**"With Torq, our security team is experiencing 30% time savings, with the vast majority of threat alerts automatically identified, analyzed, and remediated. The productivity and efficiency gains have been dramatic. I recommend Torq Hyperautomation to any organization seeking to emancipate their security teams from alert fatigue and false positives, so they can focus on critical security initiatives and proactive, higher-value activities."**

CISO at Leading Money Transfer Platform

# The Solution

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The company replaced its in-house system with Torq, which has significantly elevated its team's capabilities and productivity. They have been able to scale their team's responsibilities without having to grow it further.

The team is incredibly happy with how easy the Torq Hyperautomation Platform is to learn, use, and manage. It was able to get it implemented and up-and-running in just days—a significant improvement from the months of custom coding, testing, and integration its in-house system required. Right out of the box, the company unified its entire security stack within Torq, creating a single source of truth for SecOps.

Torq's ability to build and deploy security automations in minutes with AI-driven prompts is another serious advantage for the team. For instance, it created a data leak automation that enables SecOps to instantly identify where a leak occurred, what account was associated with it, immediately shut it down, and escalate the event for further team action.

**“We had an IAM-related task that used to take a full day for one of our analysts to manage, which now runs in three minutes.”**

CISO at Leading Money Transfer Platform

Torq's enterprise-grade security architecture is another critical benefit for the company, which is held to the highest standards possible within its industry. Torq's extensible cloud-native, multi-tenant, zero-trust architecture mirrors the strict regulatory and compliance specifications the organization must adhere to on an ongoing basis.

Together with Torq, this pioneering money transfer organization is making incredible SecOps strides as it achieves peak protection across its entire ecosystem—from customers to partners to employees—from the modern threat spectrum.

## 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.

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