# Case Study:

TruSTAR integration with ServiceNOW to enrich Incidents and Security Incidents.

Customer Challenge

TruSTAR arms security teams with high signal intelligence from sources such as internal historical data, open and closed intelligence feeds and anonymized incident reports from TruSTAR's vetted community of enterprise members. ServiceNow's Security Operations team leverages TruSTAR's threat intel platform to enrich the Security Incidents and enhance Incident response. Fetching the TruSTAR enrichment manually will increase the incidence response time in turn increasing attack surface.

The CREST Difference in 30 Days

Crest leveraged the experience it has with ServiceNow's Security Operations and helped TruSTAR design the solution to leverage the NOW platform's SOAR capabilities and tie it with TruSTAR. The application allows a Security analyst to fetch TruSTAR enrichment seamlessly without any manual intervention. The application also supports ServiceNOW's security capabilities Threat Lookup & Enrich Observables which reduces the Security Incidence response time. The application provides workflow activities which allows customer to create custom workflows for custom needs.
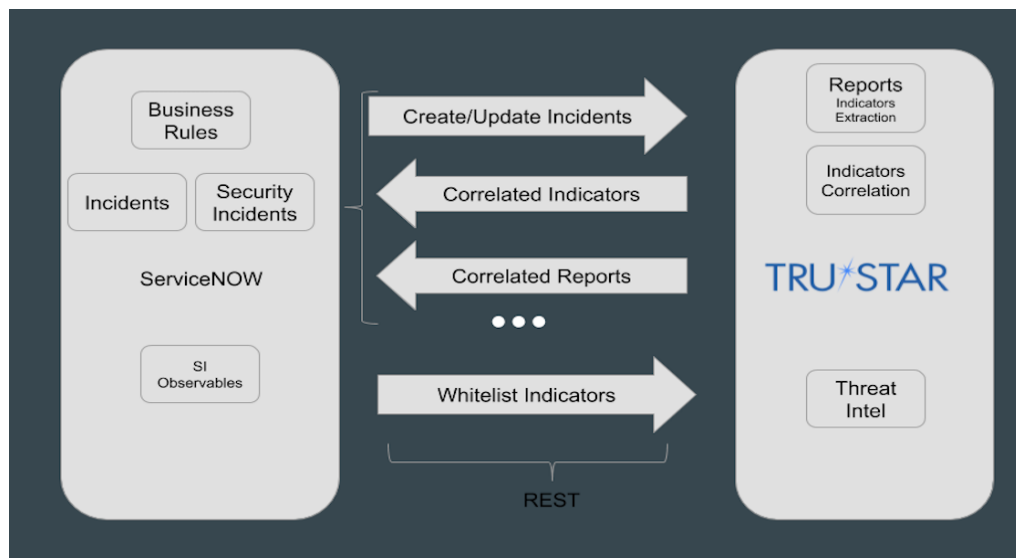
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