

aws marketplace

Torq

Reviews, tips, and
advice from real users



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Product Recap

torq=

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:



“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



“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



“If I review about 100 vendors that I might work with, Torq is definitely in the top five that gave me personally investment back, just because every bit of effort I put into Torq eventually became a workflow that gave it back to me.”



Verified user

Information Technology Specialist at a media company with 201-500 employees

- ✔ “Since we started working with Torq, I am handling much fewer alerts, it is becoming really easy for me to handle an alert, I have all the information that I need, I do not need to connect to different vendors to receive this information, and the main thing I got from Torq is time, which now helps me to build another automated system and learn.”



Alon Barazani

SOC Analyst at AppsFlyer

- ✔ “Any request that comes in, regardless of how complex it is, I can accomplish it with Torq.”



Verified user

Senior Cyber Architect at a manufacturing company with 10,001+ employees

- ✔ “As an analyst, it has demonstrated potential to reduce workforce requirements and time needed for related activities.”



Verified user

Senior Consultant at a university with 10,001+ employees

- ✔ “What I appreciate most about Torq is that it is an essential part of our system.”



Verified user

Director Of Cyber Security at a tech vendor with 501-1,000 employees

What users had to say about valuable features:

“Torq's Agentic AI has increased alert handling capability and capacity for our SecOps staff. Torq's unified platform approach to AI, SOAR, automation, and case management is superior compared to my experience managing multiple point solutions. Torq has changed the day-to-day experience for our security team..”

Verified user

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Director Of Cyber Security at a tech vendor with 501-1,000 employees

“In terms of increasing alert handling capability for our SecOps staff, Torq's Agentic AI is really strong in analysis, and recently, we started using what's called the AI Step, having really great success. Using that one piece of AI, we auto-closed 511 cases in quarter four alone.

Torq has changed the day-to-day experience for my security analysts by enhancing their workload management and how they feel about their job, as they can now operate cases more quickly and have a nicer centralized location for information that previously required manual work.

Torq's unified platform approach to AI SOC automation and case management has significantly benefited us by integrating the case management platform with the automation, which saves time compared to managing multiple point solutions across our security stack..”

Verified user

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

“If I review about 100 vendors that I might work with, Torq is definitely in the top five that gave me personally investment back, just because every bit of effort I put into Torq eventually became a workflow that gave it back to me. There are not a lot of applications that do that generally for IT departments that do work for you. IT usually does not have their own internal tools. When I compare it to something like a ticketing system, it gives me more value than a ticketing system because it actually does work for me. That is how I see Torq.

“I will specifically talk about the security team and the CISO. One of the biggest things we strive for internally when it comes to security, at least something front-facing, is on-demand permissions and ensuring that nobody has something that they do not need at the current moment. We also like going through multi-step approvals when it comes to security for any sensitive internal tool. For both of these options, we implemented them in Torq pretty much from the beginning. Eventually, we did pivot when it came to on-demand permissions, but that is because it is one of those things you can achieve via Torq even if they do not market themselves as that. We saw an impact pretty much immediately on all the manual work we had to do when it came to approvals and access to applications. We basically put everything in Torq, it took a while to build, and it gave us immediate impact on the time spent and gave the CISO immediate impact on users having only what they need whenever they need it when it comes to application access..”

Verified user

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Information Technology Specialist at a media company with 201-500 employees

“It is hard to point to a single best feature because we have been using Torq for a long time and are very familiar with the platform. There was a learning curve at the beginning, and Torq was a bit different back then, but once we got used to it, it became very natural to work with.

What I appreciate the most is the flexibility. There are essentially endless possibilities with Torq, and you can do almost anything with it. The main limitation is not the platform itself, but the vision. If you do not have a clear idea of what you want to build, it can be hard to execute. However, if you know what you want to do, in most cases you can implement it with Torq. This is one of the things I value the most about the product.

Over the years, Torq significantly improved the user experience. The UI became much more comfortable to work with, and they added more triggers and forms that make building workflows easier. They also introduced the AI agent, which we use mainly to aggregate notifications, although it can be used for many other scenarios. In general, the platform offers a wide range of integrations, which makes it very convenient to use.

One small feature that I really like and use all the time is the ability to copy and paste a cURL command directly into a step. When working with APIs, documentation usually provides an example cURL command. You can simply copy that command, paste it into Torq, and it automatically builds the HTTP step with all the relevant parameters. From there, you only need to add the required data, such as the API key, user, or other variables. This makes working with APIs extremely easy and saves a lot of time, and it is a feature I personally use very frequently.

Nimrod Vardi

Global IT Director at OpenWeb

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“All the workflows are something really particular. From what I have seen in the past, I have never seen this maturity of automated processes, and the whole idea of drag and drop automation is really simple. This is something I have never seen before. Even with our previous vendor, we did not have this type of maturity. We needed to manually create our own tasks, and it took much longer than what we are doing with Torq.

AI is helping us summarize security alerts. The first thing I do in the morning is get into cases and review all the open cases and incidents. The first thing I see is the AI summary, and it is already telling me all the details that I need to know. Of course, we configured it so that all the relevant details appear in the AI summary, but I almost never need to check the actual details in the logs of the case because I have this summary. On the workflow aspect, I have created multiple tasks that work with AI. For example, I summarize some sort of log and extract only the relevant data from it. I created an agent that can automate processes and make manual API calls to review and collect data that I need for some specific alerts. Recently, they upgraded the Hyperagents and added many automated processes that I am looking forward to using. For example, they created a prompt that can help analyze JSON, which is really good for me because I needed to use it and looked for something like this. They have an option to output from an LLM as JSON, which also really helped me. I am using it on a daily basis.

In the previous system, we were not happy with it. We saw that there were many processes we needed to do manually, while there are options around the market that can help us do those processes automatically. For example, for collecting data, we needed to create the HTTP request ourselves, while in Torq, there are already multiple custom-made tasks that collect the API data themselves, and we do not need to build the whole HTTP request. We looked for a way to save time and automate processes, and Torq really answered those questions..”

Alon Barazani

SOC Analyst at AppsFlyer

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“The best features in Torq make it feel versatile and comprehensive. I can do everything with Torq. If something is not possible through out-of-the-box integration between two vendors, I can put Torq in the middle of the process and Torq will help me connect systems together, automate the entire process, and automate data flows, prioritization, and data manipulation.

Any request that comes in, regardless of how complex it is, I can accomplish it with Torq. If there are no direct integrations between two systems, Torq can always come in between them and automate the integration.

It has so many capabilities that I can connect everything by using APIs or HTTP requests or running scripts to automate the connection between systems. Regardless of how complex the things I would like to do with Torq are, I will always be able to do that. There is no such thing as not being able to do something with Torq; I will find a way to do that.

Agentic AI helps with alert handling by simplifying the process of parsing different data where data sources can change the schema of the data. It is really simple for me to do that with Torq and the Agentic AI; I do not need to keep track of everything and manage that manually in the automation, as the Agentic AI can do that for me.

Also, for the enrichment part, the Agentic AI can enrich all of my data straightforwardly with the right guardrails in place.

Regarding Torq's unified platform approach to AI SOC automation, I understand it is not a global feature yet, but they are working on one of the most critical features called Auto Triage. This feature would dramatically change the way AI SOC is provided to customers.

The AI can investigate cases or security incidents, and through their AI agents or engines, they can determine whether a case is a true positive benign, true positive malicious, or false positive. Based on this categorization, I can really reduce the amount of work that escalates for a human being to review and take action upon..”

Verified user

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Senior Cyber Incident & Manufacturing company with 10,001+ employees

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Other Solutions Considered

“We have not used something previously. Torq has been one of the tools in our growing stack. It is something that is always available as other tools, but we have not picked it internally as our AI SOC tool..”

Verified user

Information Technology Specialist at a media company with 201-500 employees

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“Before we signed with them, we looked at Torq and other similar companies. Torq gave us the best of both worlds where it is easy to get into, but it also gives us enough options because some applications give you way more flexibility, while others are easier to use. Torq struck a good balance for us with its visual branching tree workflow of no-code automation..”

Verified user

Information Technology Specialist at a media company with 201-500 employees

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“When I decided to go with Torq, I did a POC with three other major players in the SOAR world. What I appreciated most about Torq is the simplicity to connect systems or to do things that are not available outside of the box.

If Torq does not provide a step or an action out of the box to do with a third-party system, I can simply and straightforwardly plug it into Torq by reviewing the third-party system documentation and do it on my own without a lot of complexity. It is easy and impressive..”

Verified user

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Senior Cyber Architect at a manufacturing company with 10,001+ employees

“Comparing them, the biggest difference that comes to mind is the significant cost difference, as Palo Alto charges a huge amount for their products. The experience of designing workflows in XSOAR versus Torq feels almost exactly the same with a drag-and-drop feature, but with Torq, it integrates intentionally with the case management platform without extra charges.

In comparison to other solutions I have used, for how new the company Torq is, it is pretty well set up. The user experience, such as the design of the workflow building, is very similar to a previous automation tool I used, which made it easy for me to start building immediately because it has an intuitive, modern workflow building user interface..”

Verified user

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

“Regarding tools, OpenSearch is something I have examined, which is similar to Elasticsearch but provided by AWS. We are also planning to look at Fellows exam because we are seeking a partner who could provide both hardware and software capabilities. We wanted a vendor who could provide an all-in-one solution.

“Elasticsearch and Splunk are the tools I have used most extensively. While I do not have direct experience with Sentinel's query language, I believe it is similar to the SPL used in Splunk..”

Verified user

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Senior Consultant at a university with 10,001+ employees

“Our previous solution was Cortex. When we reviewed multiple SOAR solutions, we saw that all the new SOAR companies are doing basically the same thing. We then looked for the specific company that could help us automate and create automated processes with the most mature solution. Torq really answered those questions and really helped us with it. When we started the process and began working with Torq and seeing all the system, we saw that it became really easy to create a workflow. I do not need to think too much. I know I have many drag and drop tasks that can automate a process, which I could have done manually for months..”

Alon Barazani

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SOC Analyst at AppsFlyer

ROI

Real user quotes about their ROI:

“I saw the benefits of Torq pretty immediately. I worked with their sales engineers before we purchased the platform to build proof of concepts, so by the time we officially bought Torq, we already had two workflows that were very helpful to us..”

Verified user

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

“I am less aware of the pricing in terms of the negotiations itself. I do know how much it costs. I think it is at least compared to other solutions I heard in the market fairly priced. It just depends if they are using different modules as different pricing, especially now because a lot of companies are introducing AI, and that is where the price might get more iffy. I am not sure of that. But just for who Torq is in their niche, as far as I know, they are fairly priced.

“To get it to a place that we are happy with, we are constantly working on it. When we adopted it and we started working on it, it pretty much took a year. It pretty much took until we got to our first renewal where we said that this is the value we see, this is the things we want more, but that is the first place where we said we are happy enough that we want to renew..”

Verified user

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Information Technology Specialist at a media company with 201-500 employees

“The main thing that I got when we started working with Torq is time. I used to have much more time to review alerts, and most of the alerts were manually closed rather than automatically closed. I had most of my day investigating alerts and solving them. A huge part of them are false positives and things that are legitimate and just need a quick check or sending a message.

Since we started working with Torq, I am handling much fewer alerts. It is becoming really easy for me to handle an alert. I have all the information that I need. I do not need to connect to different vendors to receive this information. The main thing I got from Torq is time, and this free time helps me to build another automated system, learn, and there is no need to explain what time is and how important it is.

I used to spend something like three to four hours each day working on cases. Now when we are working in Torq, in the first hour and a half to two hours, I am solving all the cases and the open cases, and I am free to do whatever I need..”

Alon Barazani

SOC Analyst at AppsFlyer

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Use Case

“My role is Cyber Security Engineer, and we use Torq for our case management platform, automating some of our phishing workflows to automate the containment of account takeover users, which are probably our biggest use cases.

I have used Torq to automate triage, investigation, and remediation across multiple attack surfaces, including endpoint, identity, cloud, IT, and others..”

Verified user

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

“My use case for Torq encompasses all aspects of security automation. I utilize it for running automation for the security department, not all departments in my organization, but mainly for the security department.

I use it for operations automation, where I automate some of the operations processes. I also use it for a SOC platform, as I get all of my security incidents into Torq and prioritize and escalate to the relevant person to review and take response actions automatically..”

Verified user

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Senior Cyber Architect at a manufacturing company with 10,001+ employees

“I use Torq as my case management and alert system. Working as a SOC analyst, the first thing I do every morning is get into Torq, review all the open cases and incidents, understand their severity, investigate them, and close them if they are legitimate. I also investigate whether there is anything malicious. I use Torq daily.

We build workflows inside Torq—automations that can automate every action that we do manually. For example, we send Slack messages to users who we think shared corporate data, or investigate specific machines where we suspect there is some sort of SQL injection. We can automate every type of security-related incident through the workflows in Torq..”

Alon Barazani

SOC Analyst at AppsFlyer

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“We utilize Torq as our central hyperautomation hub to bridge the gap between detection and remediation. Our primary use case involves ingesting alerts from our SIEM and Cloud Detection & Response (CDR) tools via webhooks. Once an alert is received, Torq triggers automated end-user interviews using HyperAgents to validate the activity. If confirmed, the system automatically generates Jira tickets for tracking. Beyond basic alerting, we use Torq to correlate high-fidelity threat intelligence from CrowdStrike and AWS GuardDuty, and to automate critical IT workflows such as user deprovisioning and group management.

We have used Torq to automate triage, investigation, and remediation actions across multiple attack surfaces including endpoint security, identity, and cloud. The initial deployment of Torq was straightforward..”

Verified user

Director Of Cyber Security at a tech vendor with 501-1,000 employees

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“As the IT Director, the main usage that we have is mostly IT related. We use it as a weekly tool for us, and it is one of the most important tools that we have. This is how we automate most of what we do in IT.

Our onboarding and offboarding processes are automated through Torq. Over time, we built a large and complex automation tree with many branches, and today most of the employee lifecycle actions are handled via Torq.

In addition, we use Torq for bots and just-in-time (JIT) access in several scenarios. One aspect is access to systems and credentials, and another is network-level access. From a network perspective, we integrated Torq with Zscaler’s Zero Trust solution, which allows us to fully control network access using automations and a request portal.

We use Torq together with Apono for permission requests. When a developer needs access, they request it through Apono, and Torq orchestrates everything behind the scenes. Torq dynamically opens access to the specific requested resource via Zscaler. Even if a user is entitled to a resource, they only receive actual access once it is explicitly requested and approved, and the access is granted automatically and temporarily.

This helped us get to a much more secure state and use just-in-time access very easily. We are very happy with this architecture..”

Nimrod Vardi

Global IT Director at OpenWeb

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“Torq markets itself as a security tool, and we do use them for security, but not in the traditional sense they market. Our security implementation uses them for internal tools that require multi-step processes of approvals, and it's easier to execute via workflow. Our biggest use case for Torq is onboarding and offboarding, which previously involved a very convoluted internal process. We made it automatic and secure by transforming these multi-step internal processes into rigid workflows, which provided security benefits.

“Torq provided an excellent introduction to no-code automation for me personally. Before signing with them, we evaluated Torq and other similar companies. Torq gave us the best of both worlds where it's easy to get into, but it also provides enough options. Some applications offer way more flexibility, while others are easier to use, but Torq struck a good balance for us with its visual branching tree workflow of no-code automation. This was a great way for me to enter the field, and even now, after building very long workflows, it remains easy to jump back into and understand what's happening, and I can edit it on the fly.

“Other than using API keys in workflows that sometimes need to be rotated, I cannot identify any needed updates. If you use an API key, it might expire, and then you need to enter the workflow or access the secrets in Torq to add a new one.

“For any team, whether security or IT, looking to automate and wanting to do it fairly easily without using scripts or hosting something, no-code automation in general is something I would advise. Torq would obviously be my first recommendation because I personally use them. If I am already speaking with somebody who implemented it, I would probably help them build it in a smarter way than we did because even in no-code automation, you can build things that eventually need to be refactored and rebuilt in a better way, which is harder to do than leaving them as is. I would probably help a different customer of Torq who is just starting out by giving them best practices, such as splitting up your workflows, using nested workflows, and trying to immediately incorporate AI. If you build a rigid workflow and then add AI, you will not be satisfied with the result. These are best practices for the application that I would mostly give.

“Our entire team personally works with Torq, which is four people. Our surrounding teams currently do not use Torq, but approximately six months ago,

we created another workspace that we wanted to incorporate our development team into because we see the value in giving developers the option to build their own workflows for simple tasks. I started trying to help some of them adopt it and guide them through how to use Torq. For something as small as a developer who wants to get a daily alert about their tickets with a couple of parameters, it is just easier to do it via Torq than doing it via Jira..”

Verified user

Information Technology Specialist at a media company with 201-500 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 platform team from our company handled the setup. They managed everything from product testing to deploying it to members. As SOC analysts, we only managed what we could do with the data present..”

Verified user

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Senior Consultant at a university with 10,001+ employees

“The setup was easy. All of our security operations team got into Torq and started working on workflows in parallel, which made the entire onboarding process really easier. Something that should have taken half a year took two to three months, and then we finished everything and migrated everything..”

Alon Barazani

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SOC Analyst at AppsFlyer

“The initial deployment of Torq was pretty easy from my perspective. Torq provided a sales engineer who helped build things and ensured I understood the platform completely.

It took about three or four months of sales calls, testing, building, and then we officially deployed Torq just about a year ago after completing the purchase..”

Verified user

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

“If we are talking about cloud or local, there was no challenge. You get the tenant, get your website, and start working on it.

“If we are talking about just getting into the platform and start working, it is immediate. It is basically a SaaS subscription. But as we talked earlier, if it is actually building, then yes, it took a while to understand, but I think that is a different question..”

Verified user

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Information Technology Specialist at a media company with 201-500 employees

Customer Service and Support

“We have not used them too much officially as support because we had a good relationship with Torq. We got a lot of help, especially at the start a few years back. We do not use support too much, but when we used support, it was good. I would say 10..”

Nimrod Vardi

Global IT Director at OpenWeb

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“I have contacted Torq's technical support.

The speed and quality of their answers have been pretty good, as I usually get a response within 24 hours, and they follow up well. One specific instance was when an SSO token expired and I was unable to log into the platform, where I submitted an emergency ticket and received a very quick response, resolving the issue within a couple of hours..”

Verified user

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

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“The support is good. I would rate their support as an eight. I get answers fairly quickly and I do not remember the last time I talked to somebody who was not knowledgeable. They always know pretty well how to support whatever I ask. It goes to the point where if I need help in actually building something, nine out of ten times, they give me a solution even if it is not the solution I wanted, and I still can get to the result. One out of ten times, they straight up do not have it and it becomes a feature request, but they always know. I get support fairly quickly..”

Verified user

Information Technology Specialist at a media company with 201-500 employees

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Other Advice

“Torq's maintenance requirements depend on how you define maintenance. While Torq handles the platform's overall reliability, I have to perform maintenance on the workflows I build when bugs arise.

I have no partnerships, but once, they sent me a really cool hoodie.

I would rate this review a nine out of ten overall..”

Verified user

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

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“I would rate Torq an eight overall. I feel that Torq is as good as the effort you put into it. The limitations are very small compared to other vendors I work with. The only thing that would change that score at this point is if they get set back by AI or not. If they put a lot of effort into AI and we personally do not see the value, then the score goes down to a seven because we eventually run out of things to automate. I can sit and work on a workflow for two hours and get two minutes of ROI on it. I can build everything, and it is just eventually I am wasting time. If they add more AI features and focus on it that we have use for, then I can go back and build better workflows, get more impact on the time I put into it, and then it stays an eight. If not, it might go down a little over time..”

Verified user

Information Technology Specialist at a media company with 201-500 employees

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“I realized the value of Torq even within days. It was much easier and much simpler. Even on the demo call, I asked very specific questions because I knew the gaps that I had in other platforms.

In the demo call, I saw that they had solutions to all of my pain points, so I knew from the beginning that it was going to be a match. I do recommend this product.

My advice to others looking into implementing it would be to utilize their AI agents to help build things they do not know how to do. Their AI assistants and AI agents helped me accomplish many complex tasks with minimal effort. I would rate this product a nine overall..”

Verified user

Senior Cyber Architect at a manufacturing company with 10,001+ employees

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“I would definitely recommend Torq. I have no doubt, really. When we looked for another vendor, Torq really answered all our questions. It really helps us to receive the best solution for our SOAR.

We already connected Torq with our EDR, SIM logs, and [DLP](#) systems. When we connected it, the whole idea of Torq was collecting all the data to a specific place. We created alerts in the SIM and then automatically sent them to Torq. We do not handle the alerts in the SIM, only on Torq. When we collected the data from all the vendors, it is really easy when everything is in one place. We have everything in Torq, and then we do not need to connect to each system to review all the data.

I believe we looked for a maturity that they did not have at first, but right now I can see and tell that they have this maturity, and we are going to use the Agentic AI. It used to be like a six, and right now it seems like an eight, maybe nine even when we review it. I would rate this review an eight overall..”

Alon Barazani
SOC Analyst at AppsFlyer

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“One of our members uses [AWS](#), and we receive their feed. This involves triaging AWS-related logs. While I do not have direct work experience with it, I am familiar with AWS-related services and data-related logs, especially with cloud red logs.

“I have conducted this evaluation for four months. Beyond that, I have experience with [SIEM](#) and vulnerability management. I have worked on integrations between our case management system and the incident management system in [ServiceNow](#), which we moved to Torq.

“I found it particularly intuitive to use, as my previous experience with no-code tools helped me adjust to this software more quickly than my peers. The solution could improve its notification capabilities on the member side, particularly in

notifying multiple people.

“Since working with the demo version of the product, most scenarios and testing data provided the required use cases and results we were seeking with Torq.

“I rate Torq an 8 out of 10..”

Verified user

Senior Consultant at a university with 10,001+ employees

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Overall, I would rate Torq a 10.

When it comes to Torq’s approach to AI and SOC automation compared to other solutions in our security stack, it is hard for me to give a very strong opinion. Like most companies today, Torq is evolving its AI capabilities, and AI is being added across many areas. From what I can see, they are generally on par with other solutions at this stage.

It is worth noting that we mainly use Torq for its automation capabilities and workflow builder. We do not use their case management functionality. We do use some of their AI-related features, such as the AI agent. I am also aware of other AI components like Socrates for case management, but that is not something we currently use. Overall, AI in this space is still evolving everywhere, and it is difficult to clearly differentiate vendors at this point.

From a practical perspective, the safest and most valuable use of AI for us today is around information handling, aggregation, summarization, and notifications. These are areas where AI can reliably save time. There is still no way to guarantee fully consistent or deterministic outcomes from AI, so we are very cautious about where we use it. For example, I would never use AI in a critical workflow like offboarding a user, because I cannot fully guarantee the results. That applies to any AI model, not just Torq’s.

Where AI has been a real game-changer for us is in simplifying workflows. In the past, sending a Slack message based on multiple data points required many steps to collect, process, and format the information. With the Torq AI agent, we can sometimes replace five or ten steps with a single AI step that aggregates the data and acts on it. This has significantly reduced complexity and saved a lot of time.

From a security perspective, I found Torq is especially useful for large-scale manual remediation (Instead of writing and running scripts). For example, during a security incident where we needed to rotate keys or change settings at scale, such as in [GitHub](#), Torq allowed us to do this efficiently through automation. This is not fully automatic remediation, but rather manual remediation executed at scale using automation. For fully automatic remediation, we rely more on specialized security tools but they are limited each one to it's own specialized field.

In terms of time to value, it took me some time to fully appreciate Torq. I was not the one who initially brought it into the organization; my manager did. At first, I was somewhat resistant, without a strong reason. There was also a learning curve, although Torq helped mitigate it. Once I started using the system seriously and understood its potential, it completely changed how we operate in IT.

Today, the entire IT team uses Torq. We may not use it daily, but on a weekly basis we are constantly looking for new things to automate. Torq is used even in production and is deeply integrated into how the IT department works. When we evaluate new tools or solutions, we always think about how Torq can be used to automate processes around them if native automation is missing.

Even though IT may not be Torq's primary target audience, it has become a core platform for us. It significantly increased our capabilities and responsiveness, and it is something I believe should be a staple in IT departments. We are extremely happy with the system, which is why I give Torq an overall rating of 10..”

Nimrod Vardi
Global IT Director at OpenWeb

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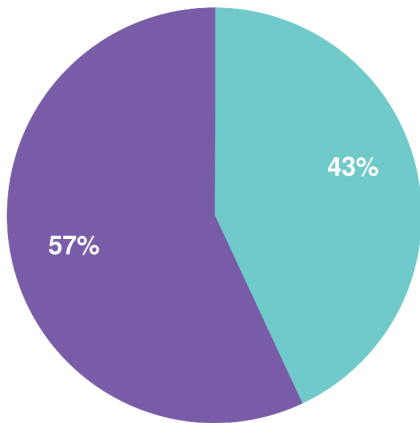
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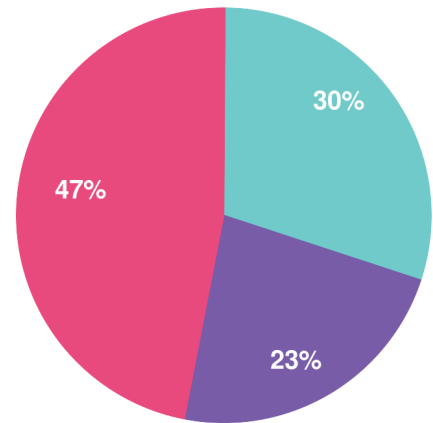


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