

aws marketplace

Swimlane

# Reviews, tips, and advice from real users



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# Product Recap



Swimlane

# Swimlane Recap

Swimlane is a leader in security orchestration, automation and response (SOAR). By automating time-intensive, manual processes and operational workflows and delivering powerful, consolidated analytics, real time dashboards and reporting from across your security infrastructure, Swimlane maximizes the incident response capabilities of over-burdened and understaffed security operations.

Swimlane was founded to deliver scalable innovative and flexible security solutions to organizations struggling with alert fatigue, vendor proliferation and chronic staffing shortages. Swimlane is at the forefront of the growing market for security automation and orchestration solutions that automate and organize security processes in repeatable ways to get the most out of available resources and accelerate incident response.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:



“On a scale of one to ten, this solution deserves a rating of nine.”



**MoumitaDas**

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



“The biggest advantage of Swimlane for us is that it saves time, which in turn helps us in cost-saving.”



**Verified user**

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



“We are using it for a SOAR platform at a Cyber Security company which is MSSP.”



**Verified user**

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



“Swimlane saves us 80 to 90 percent of our time by quickly helping us design the journey and efficiently passing information to various components.”



**Utkarsh Srivastavaa**

Senior Solutions Architect at Tata Consultancy

✓ “Our primary goal was to reduce analyst time, and we have been successful in that.”



**Sairam S**

Associate at Deloitte

✓ “Swimlane enables two SOC analysts to work efficiently as much as ten analysts would without Swimlane, which translates to significant manpower savings.”



**Verified user**

Works

✓ “Swimlane is a very effective way to represent workflows involving multiple users.”



**Faisal Sultan**

Operation Analyst at Aurea

## What users had to say about valuable features:

I find Swimlane very trendy and easy to design with. As a solution architect, I use various software, and the most important thing is that Swimlane is an easily designed and learnable software. I can make designs quickly, and it is very user-friendly.

**Utkarsh Srivastavaa**

Senior Solutions Architect at Tata Consultancy

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Swimlane is a very effective way to represent workflows involving multiple users. It provides a clear visual representation of the flow, user actions, and the stages these actions occur at. It helps in clearly identifying the roles, timeline, and actions involved in the workflow, offering a comprehensive depiction of the entire process.

**Faisal Sultan**

Operation Analyst at Aurea

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Swimlane is highly customizable. I can do anything in the platform, from integrating my email inbox to automating tasks and creating cases for analysts. It is easy to integrate with multiple tools due to its drag-and-drop connectors. The marketplace offers more than two thousand playbooks and components, easing the configuration of SOC solutions.

**Verified user**

Works

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“It has not impacted our organization positively, as we are using it primarily as a ticketing system. Normally, there should be some AI platform to include it and add alert traffic or other functionality, but it currently serves just as a ticketing system, which is not perfect..”

**Verified user**

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

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“Swimlane's persisting feature makes managing tasks very easy. When a task is assigned, it remains visible to all members it's assigned to, making it easy to manage and follow. Its integration within Appian allows tasks to stay active and notify users regularly.

“Another benefit is it reduces workload with minimal coding, requiring just drag-and-drop for setting assignments. It's both time and manpower efficient..”

**MoumitaDas**

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

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“We do utilize the analytics aspect in Swimlane, and we use their Hero AI module as well.

“We also use customizable dashboards in Swimlane because many clients, including CISOs, whom we manage need an executive-level view of what is happening over Swimlane. We create dashboards for them that provide proper information, such as how many alerts were created, what was the mean time to triage, and mean time to respond; we cover all these as KPI metrics in the executive dashboard.

“The biggest advantage of Swimlane for us is that it saves time, which in turn helps us in cost-saving..”

**Verified user**

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

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# Other Solutions Considered

“If we consider options outside of Appian, Java has many similar solutions, but within Appian, the task assignment capability is uniquely provided by Swimlane..”

**MoumitaDas**

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

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“I wasn't part of the initial evaluation process. Still, we had some evaluations of other SOAR solutions within our company after migrating to Swimlane..”

**Sairam S**

Associate at Deloitte

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“We have recently seen new products such as Tines and Blink Ops coming into the market, where a person with a good knowledge of APIs and JSON format can manage the platform and create playbooks. Even a security analyst can create some playbooks on those platforms. However, on Swimlane, it's difficult for security analysts since they must mandatorily know Python to create the playbooks..”

**Verified user**

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

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“We decided to move to Swimlane and Palo Alto as our SOAR solutions, as they are the most promising solutions in the market and have received positive reviews from their current users. Additionally, the support they provide is excellent. We had extensive interaction with the Swimlane team for about three months before we decided to purchase the tool. They showed us all the needed features and provided us with direct access to their developers and engineers so that we could ask questions or discuss any use cases. They even gave us the opportunity to practice and test the tool for ourselves. This level of support and flexibility was a stark contrast to what we had experienced with Splunk Phantom, so we decided to go with Swimlane..”

**Srikanth Nuthalapati**

Software Engineering Manager at Deloitte

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# Use Case

“We are using it for a SOAR platform at a Cyber Security company which is MSSP. We are providing services to other companies, and we are utilizing it as a SOAR platform..”

**Verified user**

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

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I use Swimlane as a SecOps automation platform. I utilize it for automating alert triages, phishing triages, and case and incident management. It streamlines the work for analysts and facilitates automating security processes.

**Verified user**

Works

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I have been in software IT for more than seventeen years, writing technical documentation, including those for developers. While writing, I often need to create Swimlane diagrams to explain and document workflows. In particular, when there are multi-user workflows involved, I use Swimlane to depict the sequence of events, who initiates an action, where it goes, any approval required, and the subsequent actions.

**Faisal Sultan**

Operation Analyst at Aurea

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We use Swimlane primarily to design the entire architecture of the customer journey from onboarding to settlement. As a multinational IT service company in India, we work with many channel partners, both external and internal, with numerous components and vendors. Swimlane helps us assign respective work to the right teams, making it clear which team does what work, how they will do it, and where they will get the data. Additionally, Swimlane helps us confirm the roles and responsibilities of each component or company involved.

**Utkarsh Srivastavaa**

Senior Solutions Architect at Tata Consultancy

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“Swimlane is used for tasks that need multiple task owners. For instance, with bank applications, if you're opening a new account or need KYC, the application might undergo several stages – from submission to bank manager approval, back to verification, and finally to signers for signature purposes. Swimlane allows the movement of tasks to multiple users, being assigned to a single person, a specific user, a group of people, or a customized role.

“Moreover, once a task is assigned using Swimlane, it's visible on the portal of each group member, allowing any of them to perform an action on the task..”

**MoumitaDas**

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

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“We are using Swimlane for automation purposes and security orchestration.

“We are using Swimlane's Playbook Automation. One of the major playbooks that we use in Swimlane is for phishing email automation, so whenever there is a phishing email delivered to a user inbox, Swimlane will automatically sandbox that.

“We integrate Swimlane with third-party tools such as CrowdStrike, VirusTotal, URL Proofpoint, and all other different tools we have, so that we get various enrichment of any alerts to make sure that the analyst doesn't spend much time doing manual tasks and gets all the information from the tools in the Swimlane console itself.

“We use the case management feature in Swimlane as well. This case management feature is helpful because, in security, we don't want our security incidents to be visible to end users. For example, if I am using ServiceNow, I have to impose many restrictions on the backend table to ensure that whatever incidents are created and written into that table are not available to any end users or other IT team members. We use case management for that purpose so that our security alerts are isolated and only the security team has visibility on them. Whenever we need any remediation, we integrate it with ServiceNow, so if I need to raise a remediation ticket for re-imaging the system, we can create a ticket in ServiceNow from the Swimlane console or from the case management itself with all the proper information..”

**Verified user**

Senior Manager, Cyber Security 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 initial setup was straightforward due to Swimlane's customization capabilities. They provide standard solutions, but adjustments are needed based on requirements.

**Verified user**

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Works

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“The initial setup of Swimlane is easy to learn but requires customers to design their solutions. Deployment of Swimlane took us three to four months, which involved migrating existing playbooks..”

**Sairam S**

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Associate at Deloitte

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“The initial setup is complex because we have to connect to another SIEM. We are currently in the deployment stage for our customer and have not yet completed it. So far, we have been working on the deployment for about six months..”

**Krisada Cheevamongkol**

CEO at Nextwave(Thailand)

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“Installation can be quite complex, especially when we have to use Kubernetes, and if we need to create load balancing. In those situations, it requires a good engineer to deploy the platform..”

**Verified user**

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

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“For the initial setup, the licensing needs to be handled appropriately. Existing applications wanting integration must have their process structures within Appian, as Swimlane isn't exposed. A process image is necessary in Appian to use Swimlane, which can be a drawback..”

**MoumitaDas**

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

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# Customer Service and Support

Customer service is commendable. When I raise a ticket, they reply within half an hour with an initial response, signifying that an agent has been assigned and is working on the issue.

**Verified user**

Works

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“Appian community is there for technical support. You can raise a ticket or incident, and it gets addressed based on priority. Additionally, working with a firm that has a dedicated person for support is beneficial.

“If the primary support contact is unable to assist, tickets must be created within the Appian community, though sometimes response times extend for weeks..”

**MoumitaDas**

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

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# Other Advice

I would rate Swimlane eight out of ten. I recommend it to others because it is very easy to learn, easy to express information with, and it significantly saves time and enhances overall efficiency.

**Utkarsh Srivastavaa**

Senior Solutions Architect at Tata Consultancy

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I would recommend Swimlane to individuals who document processes and flows. It is a valuable tool for providing a visual representation. I would rate Swimlane as an eight out of ten. My rating for the overall solution is 8 out of 10.

**Faisal Sultan**

Operation Analyst at Aurea

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“I would recommend Swimlane for those proficient with code and prepared for the maintenance efforts required. On a scale of one to ten, I rate Swimlane a seven..”

**Sairam S**

Associate at Deloitte

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“Swimlane is in the middle class range in terms of expense.

“I am not the decision maker, but I do not think it is worth the money to have as a tool.

“I would not recommend using Swimlane.

“On a scale of 1–10, I rate this solution a 5..”

**Verified user**

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

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“I give the solution an eight out of ten. Swimlane is a great choice due to its scalability, support, stable versions, and upgrades. It is also not difficult to code with Swimlane, making it an even more attractive option. Connecting the dots is the only way to make the most of it, but that shouldn't be a deterrent from using Swimlane.

The Swimlane support takes care of all maintenance on their end, giving us at least one month's notice before making upgrades or performing any other necessary maintenance. They always do this at a predetermined time.

We have around 20 engineers and developers that are using the solution.

New users should first gain a basic understanding of SOAR automation, then get some hands-on practice and take a training course. After that, we should be able to get started with Swimlane easily, as the support is good..”

**Srikanth Nuthalapati**

Software Engineering Manager at Deloitte

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“The best part of Swimlane is the persistent notifications and its ease of integration, requiring minimal coding. While it lacks response features, it can be integrated with messaging or queue services to achieve this. Any incident response requires additional integration since Swimlane itself doesn't react to incidents.

“Real-time data in terms of persistence is configurable, and without config, tasks persist indefinitely until completion. If using Appian versions below 11, integration features for Swimlane aren't available. By default, Swimlane lacks built-in intelligence, needing coding for integration.

“Although the Swimlane is beneficial and reduces manpower requirements, it's hindered by its lack of exposure. If exposed through services or endpoints, its functionality could be accessed without needing a local standalone application.

“On a scale of one to ten, this solution deserves a rating of nine..”

**MoumitaDas**

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

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by visitors reading reviews

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Manufacturing Company



Computer Software Company

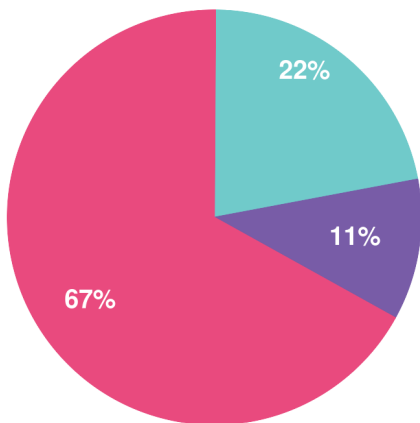


University

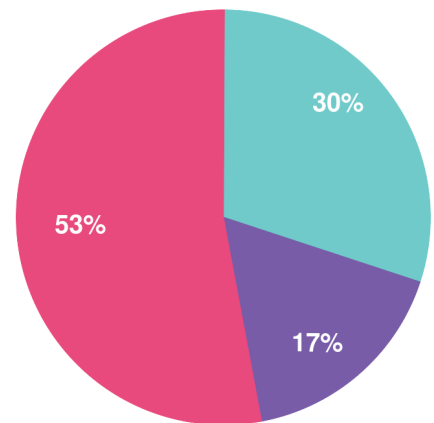


# Company Size

by reviewers




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 Large Enterprise

 Midsize Enterprise

 Small Business

# About this buyer's guide

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PeerSpot helps tech professionals by providing:

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