

aws marketplace

Tines

Reviews, tips, and advice from real users



Powered by  PeerSpot



Contents

- Product Recap..... 3 - 4
- Valuable Features..... 5 - 8
- Other Solutions Considered..... 9
- ROI..... 10
- Use Case..... 11 - 13
- Setup..... 14 - 15
- Customer Service and Support..... 16 - 18
- Other Advice..... 19 - 20
- Trends..... 21 - 22
- About PeerSpot..... 23 - 24

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.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “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

- ✓ “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 best thing is that it's no code, so it doesn't require coding knowledge.”



Pranay Gurrapu

Cyber Security Engineer at News Corp



“The tool was vendor-neutral.”



Mark Robbins

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

What users had to say about valuable features:

“The best thing is that it's no code, so it doesn't require coding knowledge. But it does require knowing all the features and variables that can be used for automation. It's also good for scheduling scripts daily. It's easy to use and gather information within Tines, and every detail is in the documentation. If we get stuck, we can use the live chat feature to discuss and get help..”

Pranay Gurrapu

Cyber Security Engineer at News Corp

[Read full review](#)

“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

[Read full review](#) 

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

“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

[Read full review](#) 

Security Delivery Manager at Accenture

“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

[Read full review](#) 

Other Solutions Considered

“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

[Read full review](#) 

“Currently, we use Torq. Tines works the same way Torq does. We use Torq to handle additional phishing email intelligence. We use it to reach out to users automatically with some pre-created questions. We use it to automate our current playbooks. Torq is a little bit cheaper than Tines.

Torq’s team seemed a little more ready to work with us during the initial setup and get our use cases developed. Torq’s sales team is better than Tines’. Tines and Torq are pretty similar. They both have a lot of customization. They both have a much lower price point than other tools on the market..”

Mark Robbins

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

[Read full review](#) 

ROI

Real user quotes about their ROI:

“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

[Read full review](#) 

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

[Read full review](#) 

“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

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

[Read full review](#) 

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 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

[Read full review](#) 

“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

[Read full review](#) 

Customer Service and Support

“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

[Read full review](#) 

“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


[Read full review](#) 

“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

[Read full review](#) 

“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

[Read full review](#) 

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

[Read full review](#) 

“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](#) 

“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

[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.

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..”

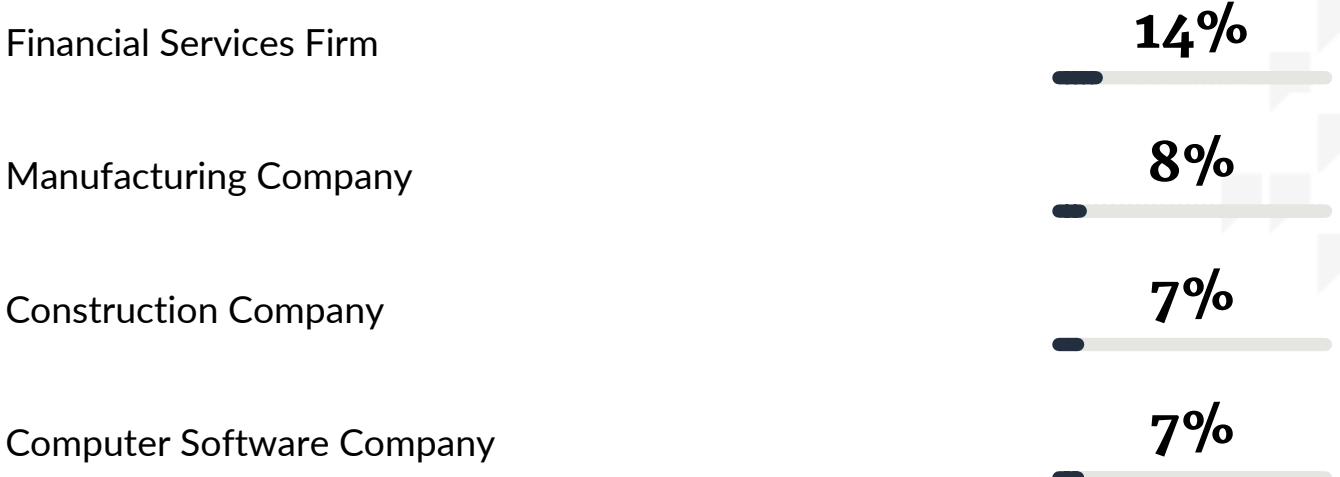
Del Tice

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

[Read full review](#) 

Top Industries

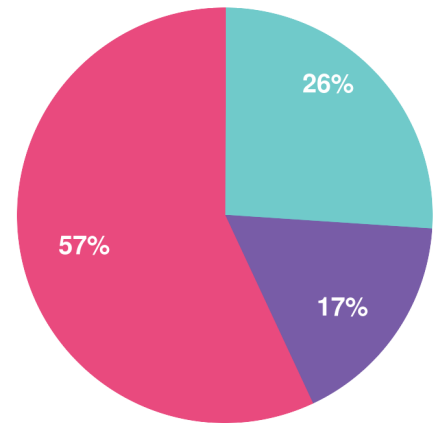
by visitors reading reviews



Company Size

by reviewers

by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

About PeerSpot

PeerSpot is the leading review site for cloud, AI, and business software. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944