



Leading North American Managed IT Solutions Provider Improves Clients Data Protection with Dropzone AI

Company Profile

CBTS is a North American IT solutions and cybersecurity provider with over two decades of experience supporting enterprise clients. Over the last several years, CBTS formally built its dedicated and focused Managed Security Services Provider (MSSP) division to address rising customer demand for 24/7 SOC coverage and expert-led cybersecurity operations.

As their customer base rapidly expanded, CBTS sought a secure way to scale efficiently without overloading their analysts or increasing headcount. The team of security and technical experts sought a high-impact holistic solution that could automate alert investigations, reduce ticket spikes, and support their analysts' ability to protect its list of global marquee clients.

Challenges

CBTS faced several opportunities to adopt new technologies to drive efficiencies and improved outcomes:

Heavy Alert Volume

With hundreds of alerts incoming daily across clients, Tier 1 analysts were overwhelmed. Complicated triage created bottlenecks and increased SLA risk during high-volume spikes.

Manual Triage Burnout

Investigating every alert manually consumed security operations time and energy, diverting focus from threat hunting and complex cases.

Alert Spikes Threatened SLAs

Before Dropzone AI, alert spikes could trigger 100+ simultaneous tickets. With critical staff on shift, these spikes made it a challenge to maintain SLA performance.



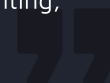
Dropzone AI enhances CBTS's security operations by **automating essential SOC tasks and simplifying complex investigations** with profound insights and expertise. This enables their global security team to **strengthen client defenses** against malicious threats.

Chris DeBrunner
Vice President, Security Operations

See what CBTS gained through working with Dropzone AI, in their own words:



We've seen a huge reduction in repetitive work. Dropzone has offloaded about 30–50% of our alert volume. That's time we can now spend threat hunting, onboarding customers, or improving coverage.



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Vice President, Security Operations

Selection & Implementation

After a successful proof of concept, the CBTS team was impressed by its vendor-agnostic architecture and seamless Microsoft Sentinel integration.

Key selection criteria:

01

Autonomous alert triage and investigation

03

Consistent investigation quality and auditability

02

No-code deployment with <30-minute setup

04

Ability to reduce analyst workload without adding headcount

The onboarding process took under 30 days across multiple tenants. Integration required no custom playbooks or scripting. Dropzone AI immediately began processing alerts, providing detailed reports analysts could validate and trust.

Benefits Realized with Dropzone AI



Efficiency and Time Savings

Dropzone AI reduced average alert investigation time from **26 minutes to under 10**. Analysts can now triage higher volumes with greater speed.



SLA Performance Improved

Dropzone AI helped to reduce the volume of alert spikes. Where CBTS once saw 100+ simultaneous alerts, they now see manageable spikes of **15–20**.



Reduced Analyst Alert Distractions

Between **30–50% of all alerts** are now resolved autonomously by Dropzone AI, offloading complex triage from human analysts.



Improved Customer Experience

Fewer false positives make it through to customers, improving accuracy, confidence, and overall satisfaction with CBTS' managed services.

Key Performance Indicators (KPIs) and Results:

30-50% Alert coverage offloaded through AI automation.

<10 Minute triage time for most alerts (down from ~26 minutes).

Analyst job satisfaction increased through upskilling and promotion.

Customer SLA risk reduced due to alert spike smoothing.

Clear ROI Reporting

Dropzone AI provides CBTS with clear performance insights and alert handling metrics. Reporting includes quantifiable time savings, offloaded workload percentages, and case-level audit trails, making ROI easy to communicate internally and externally.

Dropzone saves you and your team so much time from distracting redundant tasks that add little to no value. It gives you an accurate analysis of data sources that you would never think of looking through. The embedded AI capabilities allow you to solve critical problems that you and your team don't have the bandwidth to solve.

Chris DeBrunner
Vice President, Security Operations

Our AI Analysts Never Sleep, So You Can

Dropzone AI is the leading AI SOC Analyst, trusted by SOC teams to automate tedious, repetitive tasks. It autonomously investigates alerts 24/7, integrates with existing security tools, and delivers decision-ready investigation reports. Designed to eliminate alert fatigue and accelerate incident response, Dropzone AI frees SOC teams for higher-level work, enabling organizations to focus on real threats without adding headcount. No playbooks, code, or prompts required. Learn more by visiting www.dropzone.ai.

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