



## Recognise Bank Achieves 74% Increase in Detection Coverage Overnight with ReliaQuest GreyMatter



With GreyMatter, UK-based Recognise Bank unified siloed tools, reduced alert fatigue by 80%, and slashed response times—delivering industry-leading detection on day one.

### Industry: Finance

Recognise Bank is a digitally enabled, relationship-led challenger bank dedicated to serving the small and medium-sized enterprise (SME) sector.

### Seeking Integrated SecOps Solution to Unify Silos

As a regulated financial institution operating in the United Kingdom, Recognise Bank needed to ensure robust cybersecurity measures to protect sensitive customer data and meet regulatory standards. As they grew, their security operations became fragmented across multiple tools, creating silos and decreased visibility that led to long incident response times.

To prepare for future growth, Recognise Bank set clear goals: unify their security tools into a “single pane of glass,” reduce alert noise, improve visibility, and accelerate incident investigation and response times—all while offering scalability and flexibility with evolving business needs.

“ We had several security solutions in place, and while they gave us the ability to detect threats, the tools were siloed. We were spending far too much time looking in multiple different locations to correlate events and recognized the need to improve in this area.

**Ashley Venn**, Head of Information Security at Recognise Bank

## Clarity Delivered: GreyMatter Reduces Alert Fatigue by 80%

Recognise Bank needed to unify silos within their security operations to exceed industry standards and gain the visibility they needed to effectively protect their customers and empower their team to pursue critical business objectives. Alternative solutions they explored lacked the ability to ingest and correlate data at scale, ultimately proving to be too costly or time-intensive to be effective for their needs.



Recognise Bank selected ReliaQuest GreyMatter for its unique technology-agnostic architecture, which enabled them to seamlessly unify Google SecOps, endpoint detection and response, network security and identity tools into a centralized platform. This approach allowed Recognise Bank to eliminate silos within their security operations infrastructure, enable access to response actions, and deliver complete visibility across their detection and alert investigations.

With ReliaQuest's expertise in Google SecOps, Recognise Bank applied this new infrastructure quickly while GreyMatter delivered a scalable, future-proofed solution.

“With GreyMatter, we've dramatically reduced response times allowing us to focus on more strategic priorities. And with the mobile app, our analysts can now respond to incidents on the go, further accelerating our response times and transforming how we communicate about security performance with stakeholders. GreyMatter provides not only insights across our estate, but areas we can further improve. Meaning, not just EDR, but also firewall, network capabilities, all security tools—we combine everything together to see the current state and gaps we can focus on. This allows me to easily report to the board how we are protecting the company's interests.”

**Ashley Venn**, Head of Information Security at Recognise Bank

## Day One Results: GreyMatter Elevates MITRE Detection Coverage to 74%

Not only did ReliaQuest GreyMatter improve coverage, but it also provided higher fidelity detections resulting in reduced false positives. By integrating global threat intelligence feeds, GreyMatter enriched alerts for Recognise Bank overall, helping them tailor detection rules to their specific environment and differentiate between benign and true threats.

**80%**

Reduction  
in Alert Noise

**74%**

MITRE Coverage  
on Day One

**50%**

Reduction in False  
Positive Alert Volumes


And because of the novel detection orchestration capabilities in GreyMatter, Recognise Bank could deploy hundreds of new detections aligned with the MITRE ATT&CK framework immediately, achieving 74% coverage on day one of GreyMatter implementation. This coverage has only continued to grow as Recognise Bank adds more data sources leading to an 80% reduction of alert fatigue and a dramatically reduced mean time to resolve (MTTR).




## The ReliaQuest Partnership

ReliaQuest GreyMatter continues to support the long-term strategic goals of Recognise Bank by enabling scalability and ensuring adaptability to their evolving needs. In addition, the robust reporting capabilities found in GreyMatter allow Ashley Venn and his team to provide executive leadership with clear, real-time data on their security posture, which support proactive conversations about cyber readiness and opportunities for growth.



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