



# Signature Aviation Contains Threats 20X Faster with ReliaQuest GreyMatter



Signature Aviation provides private aviation services, including sustainable aviation fuel and aircraft maintenance, while ensuring impeccable hospitality for high-end clientele.

## Industry: Aviation

Largest fixed-base operation for private aviation in the world with over 200 installations in 27 countries across 5 continents.

## Seeking Comprehensive Detection and Response During M&A

Signature Aviation previously worked with another security partner to establish best practices for its security program. While this partnership laid some of the groundwork, it fell short on detection and response. As Signature Aviation grew through mergers and acquisitions (M&A), their digital environment became more complex, increasing the need for a comprehensive, mature security operations solution.

“With the aggressive nature of our organization through M&A, we needed to get some more return on investment....We needed to do more than just detect. We also needed response capabilities.

**James Lowry**, Director of Cybersecurity at Signature Aviation

## Looking for Sustainable Security Operations Growth

The previous partner's inability to integrate with Signature Aviation's growing technology stack required Signature Aviation's small cybersecurity team to manually investigate and respond to detected threats.

This time-consuming process kept the team in a reactive state, limiting their ability to focus on strategic initiatives essential to maturing their security operations program.



Signature Aviation sought a partnership that could offer a technology-led solution to automate manual detection and response tasks, and unify threat detection, investigation, and response (TDIR) capabilities across their existing tools, supporting their continued growth.

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## Faster Threat Containment and Response with GreyMatter Automation and AI

Upon partnering with ReliaQuest, Signature Aviation integrated their endpoint, identity, email security, firewalls and additional security tools into the ReliaQuest GreyMatter security operations platform.

GreyMatter's compatibility with these existing technologies—and any they might bring on through acquisition—allowed Signature Aviation to streamline and automate many security operations tasks, significantly reducing Tier 1 and Tier 2 work that was slowing its team down.

“ When we pivoted to ReliaQuest, they brought the automation that comes with GreyMatter, allowing us not just to detect but respond—leveraging all of our tools—in real-time, which really not only saves man-hours but also closes gaps in security.

**James Lowry**, Director of Cybersecurity at Signature Aviation

Through GreyMatter's automated containment actions and AI-driven investigations, Signature Aviation can now contain threats 20 times faster than before, leading to a 20% reduction in overall mean time to resolve (MTTR).

With the enhanced visibility and proactive threat management provided through GreyMatter Detect, they have also seen a 105% increase in MITRE ATT&CK coverage, ensuring comprehensive protection across the organization's entire ecosystem—including cloud and on-premises infrastructure.

**20x**

Faster Threat Containment

**20%**

Reduction in Overall Mean Time to Resolve

**105%**

Increase in MITRE ATT&CK Coverage

Additionally, **GreyMatter's Model Index**—which helps security teams benchmark maturity and track progress against industry averages—has provided the team with valuable insights to measure growth and quantify improvements in their security posture.


Signature Aviation was able to improve and measure their cybersecurity program's progress across multiple initiatives, ultimately leading to a **30% reduction** in their cyber insurance premiums.




“ Partnering with ReliaQuest has been a game-changer for us. Because GreyMatter is agnostic to what technologies we're bringing, it has allowed us to stay in lockstep with our business initiatives.

**James Lowry**, Director of Cybersecurity at Signature Aviation

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