



82% Faster:

How Syniverse Accelerated Global Threat Response with GreyMatter's Agentic AI

98%

Reduction in Alert Noise

50%

Increase in MITRE
ATT&CK Coverage

82%

faster response times

Overview: Amplifying Visibility and Detection Speed for Enterprise Communications

Speed and trust are the foundation of the global communications industry. Syniverse plays a pivotal role in this ecosystem, enabling billions of mobile transactions for carriers and enterprises worldwide.

But fragmented tools, blind spots in detection, and manual processes left their security operations team racing to keep pace with adversaries who were moving faster than ever—leveraging AI to gain an edge. Incremental change wouldn't be enough. Syniverse needed an agentic AI platform capable of scaling with its growing business.

syniverse®

ReliaQuest empowered Syniverse to unify its security operations, simplify workflows, and accelerate detection and response with GreyMatter's Agentic AI.

Industry: Telecommunications

Syniverse is a leader in global telecommunications headquartered in Tampa, Florida. Syniverse connects carriers, enterprises, and people across nearly every network worldwide, enabling secure roaming, messaging, and interoperability. Its portfolio spans mobility, messaging, security, and settlement services—helping businesses accelerate connectivity, prevent fraud, and deliver seamless experiences. Backed by decades of telecom expertise and partnerships with thousands of operators, Syniverse powers billions of secure transactions daily.

Challenge: Disconnected Tools, Delayed Response Risk Communication Breakdown

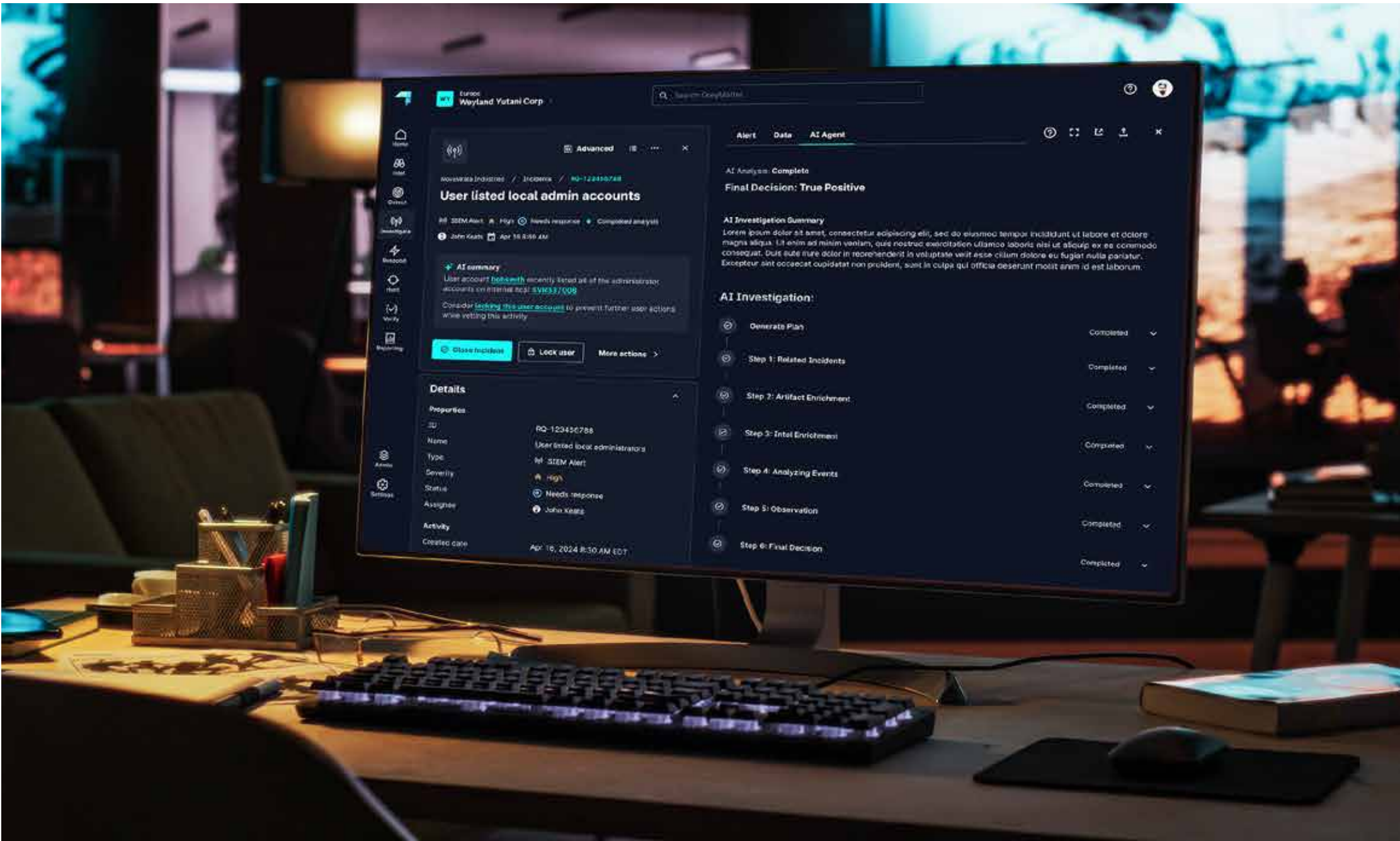
Before GreyMatter, Syniverse’s security operations were reactive and inefficient, leaving the team exposed to critical risks. Their challenges included:

Blind Spots in Detection: Disconnected telemetry left gaps across the MITRE ATT&CK framework.

Alert Fatigue: Analysts were overwhelmed by low-priority alerts, consuming valuable resources and limiting focus on strategic defense initiatives.

Manual Processes: Repetitive triage tasks slowed response times and stretched the team’s bandwidth.

Delayed Detection: SIEM ingestion delays stalled investigations, allowing adversaries to gain a head start.



Solution: GreyMatter Unifies SecOps with AI at the Center

To break these barriers, Syniverse adopted ReliaQuest GreyMatter. By unifying telemetry and embedding agentic AI, the GreyMatter platform transformed how the team detects and responds.

“The speed of cybersecurity and incident response is critical now more than ever. We know that cyber threat actors are gaining initial access and lateral movement much faster... our incident response team has to keep pace with that.

Justin Dellaportas
EVP, Chief Information Security and Digital Services Officer

GreyMatter delivered:

Agentic Investigation:

Agentic AI enriched alerts with actionable context, allowing analysts to classify incidents quickly and accurately.

Unified Visibility:

By stitching telemetry from their SIEM and security tools into a single view, GreyMatter closed gaps in threat coverage and provided comprehensive visibility across its attack surface.

Detection at Source:

By detecting threats directly where data lives, Syniverse can cut SIEM ingestion delays and speed up detections and investigations.

Workflow Automation:

Repetitive triage and classification tasks were automated, freeing up analysts to focus on high-value initiatives like threat hunting and control improvements.

“ Leveraging GreyMatter Agentic AI has allowed my team now to focus on more strategic initiatives, whether we’re in the middle of an incident and identifying controls that failed or if we’re talking about just future improvements. Our team is now able to go focus on those rather than manual work.

Justin Dellaportas
EVP, Chief Information Security and Digital Services Officer

The Outcomes



Strategic Focus: Automation freed the team to mature their security program



Expanded Visibility: MITRE ATT&CK coverage increased 50%



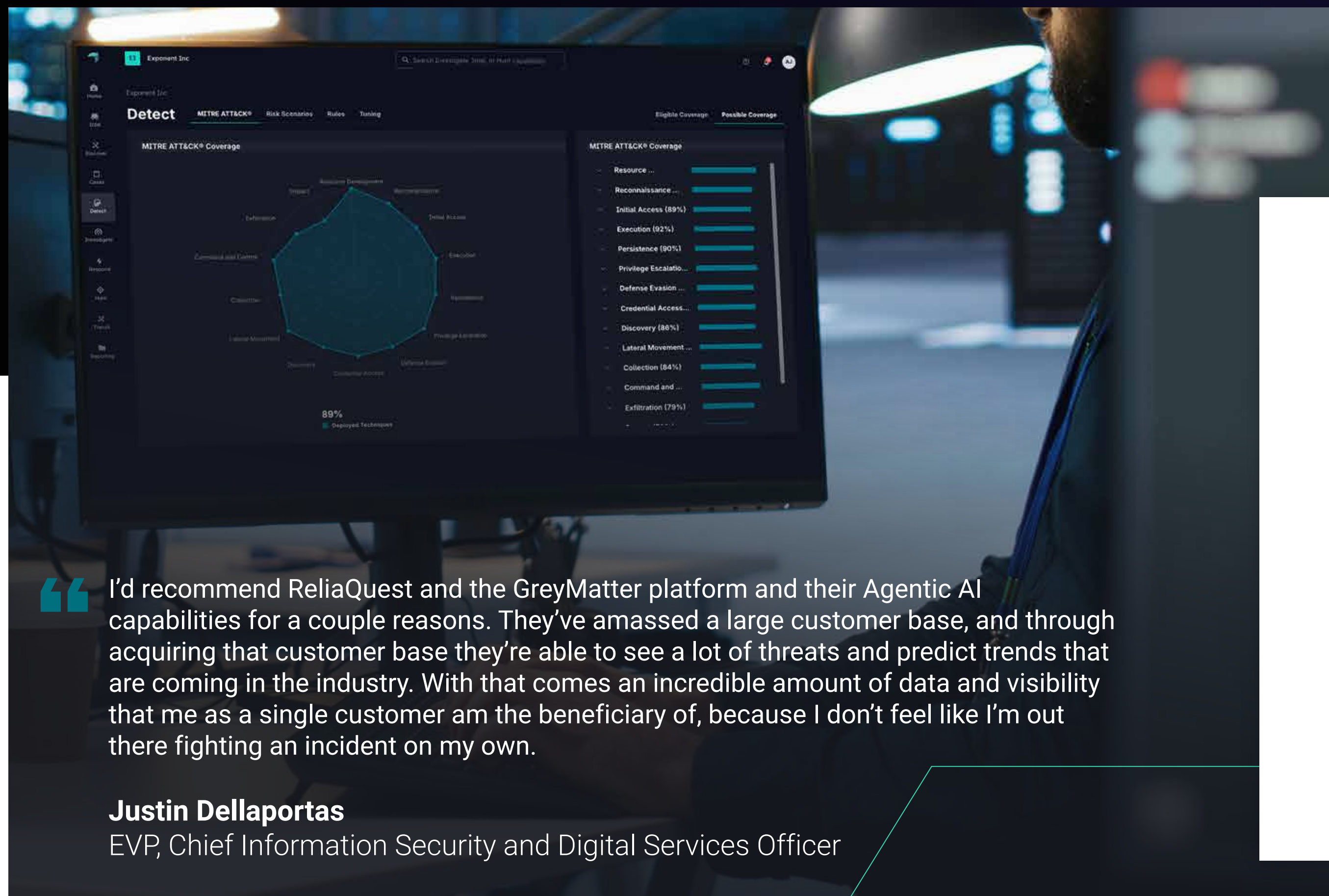
Faster Response: Mean Time to Resolve (MTTR) improved by 82%



Reduced Noise: Overall alert noise reduced by 98%

“ Once we came onto the GreyMatter platform, our alert coverage increased by double digits. That was something that immediately I was able to turn around and go to our executive team and say we now have increased visibility into threat actor activity in our environment as a result of moving into the GreyMatter platform.

Justin Dellaportas
EVP, Chief Information Security and Digital Services Officer



“ I’d recommend ReliaQuest and the GreyMatter platform and their Agentic AI capabilities for a couple reasons. They’ve amassed a large customer base, and through acquiring that customer base they’re able to see a lot of threats and predict trends that are coming in the industry. With that comes an incredible amount of data and visibility that me as a single customer am the beneficiary of, because I don’t feel like I’m out there fighting an incident on my own.

Justin Dellaportas
EVP, Chief Information Security and Digital Services Officer

Future-Ready Impact with Agentic AI


With GreyMatter, Syniverse has unified its environment, improved visibility, and reduced incident response times by 82%. AI enables the team to strengthen controls, enhance their program, and hunt threats more proactively.

As Syniverse advances its security operations, GreyMatter serves as the foundation for scalable, proactive, and predictive practices. And with Agentic AI integrated into the GreyMatter platform, Syniverse can enhance automation, streamline workflows, and empower their analysts to focus on high-impact initiatives.

For Syniverse, GreyMatter isn’t just solving today’s challenges—it’s laying the foundation for predictive, scalable security operations ready to meet tomorrow’s demands.



 reliaquest.com

 800.925.2159

 info@reliaquest.com