

Digital Shadows Client Feedback

Our clients are at the heart of everything we do. Their comments, feedback, ideas, and needs shape what we do and help us continuously enhance our service. Don't take our word for it. Hear directly from some of our clients on how they use the Digital Shadows SearchLight™ service to monitor, manage, and remediate their digital risks.

Overview

Commitment to our Clients

Digital Shadows monitors, manages, and remediates our clients' digital risk across the widest range of data sources within the visible, deep, and dark web to protect an organization's business, brand, and reputation. Through our Digital Shadows SearchLight™ service, we:

- Enable them to manage the full breadth of their digital risks
- Become an extension of their team, making their job more effective
- Deliver world class customer service on a global basis, supporting 20 languages

Here are just some of the things our clients have to say about our SearchLight service and how we enable their teams to protect against digital risks.

Enabling our Clients to Manage their Digital Risk

"We needed an in-depth view of the outer world and what was being said about our Brand. Digital Shadows fulfills this requirement perfectly."

Security Leader, from Gartner Peer Insights

"We use a couple of TI firms and Digital Shadows is my go-to. The most responsive, most professional, and most thorough. Sure that could change any day, but as of this morning you continue to be the winner! And I get a feeling it isn't just luck. Keep up the great work."

CISO, Major Financial Institution

"We are very happy with all of the incidents and visibility we have received from Digital Shadows. We were able to find a domain owner we have been tracking down for 3 years because of your incident and can now purchase the domain for ourselves."

CISO, Insurance Industry

"Digital Shadows consistently adapts their product to the threat environment and the needs of their customers. New monitoring capabilities are added at a pace that keeps them relevant in this space. In addition, they provide valuable profile data for active campaigns and groups, and publish threat assessments for relevant media reports. We've been customers for several years and would highly recommend Digital Shadows!"

Security Leader, from Gartner Peer Insights

"The Digital Shadows platform is complete, with good correlation between actors, groups and analysis of events."

Security Leader, Banking Industry

"We LOVE Digital Shadows, from the service offering, to the analysts, the whole package."

Security Leader, Fortune 500 customer

"Digital Shadows SearchLight™ met all of our needs plus the support staff is willing to listen and make changes based on suggestions or other improvement ideas. The capabilities within the solution to proactively monitor for key threats, reputational risks, etc. continues to expand and enhance. The executive staff listens with intent and are there to ensure your voice is heard and that the solution is doing as marketed. The solution is easy to configure and use. It easily integrates into other key solutions, such as a threat intelligence platform."

Security Leader, from Gartner Peer Insights

"The ease in which Digital Shadows provides well qualified and informative intelligence means we have been able to keep on top of what's being said about us as a brand and our overall security posture in the wider world."

Security Leader, from Gartner Peer Insights

Become an Extension of their Team & Fill Skills Gaps

"I can't say enough how invaluable your team's language skills are to us. The external objectivity you provide is also great."

Security Leader, Fortune 500 Customer

"I like their (Digital Shadows) innovative spirit and their ability to listen to and adapt to the needs of their customer base."

Security Leader, from Gartner Peer Insights

"Digital Shadows is my threat intel team. We use you guys to support us, we want to see it from you."

Manager Global Cyber Defense Operations, Fortune 500

"What distinguishes you and gives you an advantage is your assessment language, this is key."

Security Leader, Large Bank

"You are an extension to our team."

CISO, Financial Sector

Deliver World Class Customer Support

"DS Customer service has been exceptional, constantly developing the product offering and striving to meet our changing demands."

Security Analyst, Large Retailer

"Service is of VERY high value to us and is constantly keeping us informed of issues."

Security Analyst, Large Tech Company

"I've always been very pleased with the response of the Digital Shadows team - many thanks for your help."

Security Analyst, Large Retailer

"Digital Shadows went the extra mile where other providers were unable to do so."

Security Ops, Retail Sector

"The energy and velocity of the trials team has been outstanding, they have been extremely proactive and we have been impressed by the whole process."

Security Executive, Financial Sector

"The quality of the research as well as the structure of the report, especially considering the incredibly quick turn-around, is just fantastic."

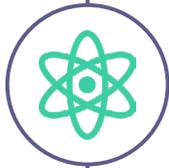
Security Leader, Fortune 500 Customer

Why Digital Shadows



Extensive Coverage

We monitor the widest range of sources across the visible, deep, and dark web. Our service identifies a variety of digital risks, including cyber threats, data exposure, and reputational risks.



Relevant Threat Intelligence

A register of key assets that uniquely define your organization, your subsidiaries and your supply chain drives our intelligence machinery. You only see threat intelligence that is relevant to you.



Human in the Loop

Our Threat Intelligence Team provides relevant threats, context, recommendations, and managed takedowns, to make your job easier and more efficient.

Get Started

If you'd like to learn more about Digital Shadows or see a view of your digital risk with one of our security experts, let us know!



Call us at US 1-800-889-4143
UK +44 (0)203 393 7001



Email info@digitalshadows.com

About Digital Shadows

Digital Shadows monitors, manages, and remediates an organization's digital risk across the widest range of data sources within the open, deep, and dark web to protect their business, brand, and reputation. The Digital Shadows SearchLight™ service combines scalable data analytics with human intelligence analysts to manage and mitigate risks of an organization's cyber threats, data exposure, brand exposure, VIP exposure, infrastructure exposure, physical threat, and third party risk, and creates an up-to-the minute view of an organization's digital risk with tailored threat intelligence. The company is jointly headquartered in London and San Francisco. For more information, visit: www.digitalshadows.com.