

# Transforming Cybersecurity Monitoring

## Through User-Centric Design

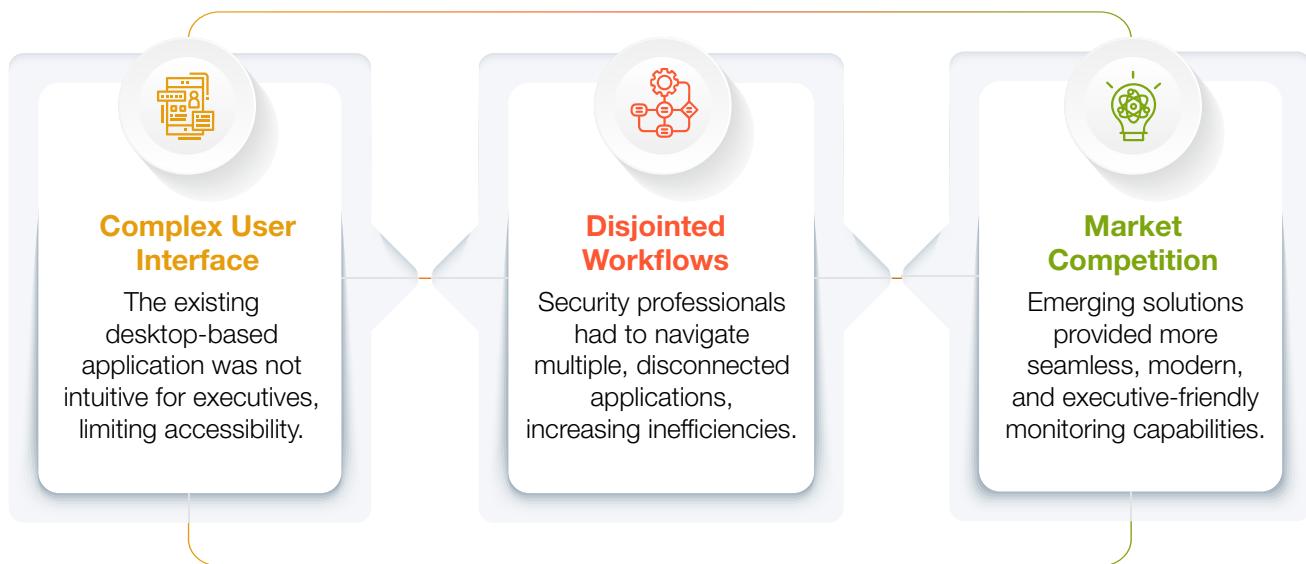
### Overview

In an evolving cybersecurity landscape, where threats are becoming more sophisticated, effective threat monitoring requires intuitive, integrated, and insight-driven solutions. Micro Focus' Cyber Solutions, while technically robust, faced challenges in synthesizing cyber-attack patterns efficiently. The existing interface posed usability challenges, particularly for executives requiring a high-level overview of cyber threats and security posture.

Gramener, a Straive company, partnered with Micro Focus to reimagine its cybersecurity monitoring experience. By adopting a user-centric approach, we developed an interactive, data-driven solution that improved situational awareness, streamlined workflows, and enhanced decision-making.

### Challenges

To maintain its leadership in cybersecurity solutions, Micro Focus sought to develop an interactive, visual interface that could integrate multiple data streams and enable rapid threat identification. However, its existing cybersecurity monitoring solution faced several limitations:



# Our Approach



## User-Centric Design Strategy

Our design experts engaged with Micro Focus stakeholders to map user personas and workflows. Through structured interviews, we identified key challenges and opportunities, ensuring the redesigned solution addressed the needs of both Security Operations Center (SOC) analysts and executive decision-makers.



## Customer Journey Mapping

By mapping the workflows of different user personas, we identified pain points and friction areas within the existing system. This led to:

- A more **integrated and seamless** user experience across security monitoring applications.
- The introduction of an **NLP-driven conversational interface** to facilitate quick access to critical insights and task management.

These insights formed the foundation for the redesigned solution architecture.



## High-Fidelity Prototyping and Validation

With a clear vision in place, we developed an interactive prototype featuring:



**Contextualized visual analytics** to highlight cyber threats across departments and attack stages.



**Advanced filtering mechanisms** allowing users to refine data views based on critical parameters such as risk levels, threat actors, business impact, and attack timelines.



**Exploratory drill-down capabilities** enabling SOC analysts to investigate threats through various dimensions, including kill chain stages and threat actor motivations.



**A structured tabular view** for tracking threat observations over time.



**An NLP-powered interactive chat interface** for intuitive information retrieval and task delegation.



**A recommendation-driven Insight Rule Engine** leveraging industry-wide intelligence to enhance threat detection and response.

## Business Impact and Outcomes

The solution was successfully launched in 2021 and has remained operational to date, serving as a **go-to-market (GTM) tool for CyberRes**. This strategic implementation has driven significant benefits:



### Enhanced Customer Engagement

A dynamic, interactive demo enabled Micro Focus to showcase its vision to existing and potential clients.



### Product Innovation Roadmap

The insights gained helped the internal product team refine and expand its cybersecurity offerings.



### Iterative Refinement and Validation

Rapid prototyping allowed continuous optimization through participatory design and user validation.



### Strategic Market Positioning

The vision for an immersive, data-driven monitoring platform strengthened Micro Focus' competitive edge.



By transforming the cybersecurity monitoring experience, Micro Focus not only improved usability and efficiency but also reinforced its commitment to delivering cutting-edge security solutions.

## Partner with Straive for Your Digital Transformation

At Straive, we help organizations unlock the full potential of their data through user-centric, technology-driven solutions. Whether you are looking to enhance cybersecurity monitoring, improve workflow efficiencies, or develop data-driven digital products, our expertise in AI, design, and analytics can empower your business.

**Get in touch with us today** to explore how we can help you transform your digital experience.

## About Straive

As a data analytics and AI operationalization company, we don't just build top-tier data analytics and AI solutions—we integrate them seamlessly into your core workflows. This approach drives enhanced efficiency, improves user experience, and boosts revenue, setting you apart from the competition.

Serving a diverse range of industries—including Pharmaceutical & Life Sciences, Logistics, Supply Chain & Manufacturing, Research & Publishing, Information Services, EdTech, Banking & Financial services, and Retail Tech, Entertainment & Media—we have a global client base spanning over 30 countries.

Our strategically positioned resource pool operates across seven countries, including the Philippines, India, the United States, Nicaragua, Vietnam, the United Kingdom, and Singapore, where the company is headquartered.

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