

# Customer & Analyst Reviews

## Insights on Self-Learning AI

# Self-Learning AI

More than 6,500 organizations worldwide protect their evolving businesses and dynamic workforces with Darktrace's Self-Learning AI.

Customers and analysts alike verify that Darktrace's technology is fundamentally unique and incredibly effective in its offering of AI-powered cyber defense across cloud and SaaS platforms, email, endpoints, industrial systems, and on-prem networks.



Self-Learning AI underpins Darktrace's detection, investigation, and Autonomous Response capabilities

## Key Differentiators

- Learns normal 'on the job' to detect the unknown and unpredictable
- Neutralizes attacks at machine speed and with surgical precision
- Automates threat investigations at speed and scale
- Offers unified and adaptive coverage of your entire workforce and business

"Darktrace is the only solution on the market that can detect and respond to never-before-seen threats in real time."

- Koray Sonmezsoy, CTO, The Caravel Group

"The fact that Cyber AI Analyst can investigate data and then tell a story about the wider incident is incredible, exactly what my team want to have at their fingertips."

- Dan McNamara, CTO, MedReview

"We needed something that could secure our network from insider threats and 'unknown unknowns'. Now, Darktrace notifies us to threats as they emerge, while it's Autonomous Response technology Antigena can stop attacks in real time—defending our network 24/7."

- Rich Malewicz, CIO, Livingston County



# Customer Reviews

Darktrace customers span all industry verticals and range in size, including Fortune 500 corporations and some of the largest companies in the world. Here, we include an extensive sample of authentic customer reviews. Many of the reviews were submitted anonymously and verified by trusted third-party sources, namely by Gartner Peer Insights.



## Defends across your entire digital business

Self-Learning AI analyzes data from disparate sources across your digital infrastructure, offering bespoke coverage wherever your data and operations extend to – from SaaS, cloud, and email platforms, to the on-prem network, advanced IoT, and remote endpoint devices.

“Darktrace adapts while on the job, illuminating our network and cloud infrastructure in real time, and allowing us to defend the cloud with confidence.”

- CISO, Aptean

“We were shocked by the things our traditional tools didn’t catch that Antigena Email did.”

- Gabe Cortina, CTO, Bunim/Murray Productions

“Darktrace Industrial Immune System is fundamentally changing the game of ICS cyber defense.”

- Michael Sherwood, Director of Technology and Innovation,  
City of Las Vegas

“It arms us with world-leading AI technology that detects and autonomously responds to genuine threats across the entire infrastructure, including IoT devices.”

- Tom Johnson, CIO, Penn Highlands Healthcare

“Darktrace’s O365 SaaS coverage is a must have if you have O365 in use. It reports and gives much better visibility to suspicious activities than Microsoft’s own products. For example, we have been able to proactively prevent quite a few account hijackings due to these notifications.”

- IT Manager, Manufacturing

## Targeted response with Antigena

Darktrace Antigena is the industry’s only Autonomous Response solution that can interrupt attacks at machine speed and with surgical precision – containing threats without interrupting normal business operations. Antigena provides 24/7 coverage of your entire workforce, when security teams are overwhelmed or simply aren’t around.

“Darktrace acts as a second pair of eyes, catching cyber-threats in their tracks and stopping them before they become a major critical issue. All that manpower, time, and effort can be saved with Cyber AI.”

- Greg DeBrecourt, Cybersecurity Manager, AeroVironment

“Antigena allows our team to respond to such a high volume of incidents that we couldn’t really do with the current size of the team. We would need at least another 40 to 50 to 60 staff to do that manually.”

- Richard Jenkins, Head of Information Risk Management,  
International Baccalaureate

“With Antigena defending our network around the clock, we can finally prioritize strategically important activities while Darktrace’s AI works in the background to contain the threats that get through.”

- Koray Sonmezsoy, CTO, The Caravel Group

“Autonomous Response is truly untouched. Antigena is able to resolve countless cyber-attack attempts without the need for human intervention. I feel 100% more protected with our IT environment by having Antigena in the mix.”

- Senior IT Specialist, Media

## Antigena Email intervenes to protect employees from the full range of threats targeting the inbox

With the power of the Darktrace Immune System's core AI, Antigena Email learns the nuanced behavior of every user and device across inbound, outbound, and lateral email communications. This contextual knowledge enables the technology to make highly accurate decisions and intelligently neutralize the full range of email attacks, from payloadless 'clean' spoofing emails, to sophisticated spear phishing attempts.

"Antigena Email is miles ahead of the competition. At least in our experience nothing comes even close to Darktrace Antigena Email in catching new harmful zero-day emails."

- IT Manager, Manufacturing

"If we could start over, we would've implemented Antigena Email earlier and removed the existing email gateway, which adds little to no extra security and adds complexity and layers to email protection."

- CIO, Financial Services Sector

"Antigena Email is as close to 'set it and forget it' as you can find with the email security market. We've been using the product for a few months now and we have seen zero phishing attempts make it into our organization. Prior to migrating to this solution we were seeing incidents nearly every week."

- CIO, Transportation

"We got targeted pretty hard by recent spear phishing attacks and once Antigena went live in our environment that all went away. The ease of use and performance is untouched, the product just works, and works very well."

- Senior IT Specialist, Media

## Cyber AI Analyst saves time and provides vital insights with intelligent, AI-driven investigations

Cyber AI Analyst harnesses the knowledge of Darktrace's world-class experts to automatically investigate every threat surfaced, stitching together disparate events and communicating the full scope of a security incident. With Cyber AI Analyst, time to response and time to meaning drop dramatically and business impacts are mitigated – no matter how sophisticated the attack.

"With Cyber AI Analyst we can see the whole picture. It's all right there in one place, with all the context and details we'd need to take action."

- Rick Bertoncin, Director of Technology & Security,  
Gallagher-Kaiser Corporation

"With a small IT team, we need an AI Analyst to help us figure out the root cause of an incident and make it easier to respond to an infection."

- Bobby Garrett, IT Director, Gray, Gray & Gray

"Cyber AI Analyst is a game changer because it takes people from watching a monitor to really starting to work through the trade craft, and reduces the time it takes to triage issues."

- Laura Tibodeau, CIO, Americas Styrenics

"With AI Analyst I can really focus on the business side, designing policies/procedures, and making sure technology in the business is functioning as it should be, instead of sitting behind the computer doing SOC work."

- VP of Technology, Manufacturing

## Seamless deployments deliver total visibility and value immediately

Darktrace technologies are designed to offer actionable intelligence as soon as they are deployed, offering complete, real-time visibility immediately and learning on the job – no configuration or tuning required.

“Darktrace brought actionable intelligence with very little effort on the part of our security team. I would recommend Darktrace to anybody.”

- Chris Sprague, Security Engineer, TruWest Credit Union

“Understanding how Darktrace worked and getting it set up in our environment was the most effective and quickest deployment I have ever done.”

- Qadir Nawaz, Head of IT, King’s Hawaiian

“Within a week, the Enterprise Immune System notified us to threats and vulnerabilities we had been totally unaware of.”

- Gabe Cortina, VP of Technology, Bunim-Murray Productions

“Darktrace proved to be valuable from the offset, finding several security breaches which would have otherwise gone undetected. Traditional security tools, although necessary, are insufficient in providing us with actionable intelligence and leave our security team with alert fatigue.”

- Charles Choy, IT Security Officer, Hong Kong University of Science

## Correlate patterns across your complex infrastructure with technology that evolves as you do

With unsupervised machine learning and other advanced AI methods, Darktrace adapts with your business, continuously learning and comparing behavior across your dynamic workforce and digital infrastructure.

“AI is vital to our security posture. Now, instead of relying upon a single person to identify threats across our complex infrastructure, Darktrace does it for us. Darktrace is exactly what we’re looking for.”

- Kevin McCauley, Director of Networking, Utilities Kingston

“Darktrace has the best AI I’ve seen in security.”

- VP & CISO, Financial Services Sector

“Machine learning and AI should be the cornerstone of all cyber security programs. Darktrace is a great product and the use of AI to contextualize data is an absolute game changer in the war against cyber-criminals. Darktrace R&D/Engineering team is absolutely committed to making the best better.”

- CIO, Energy & Utilities

## Darktrace saves teams time and resources – giving you space to focus on critical decision-making

The Darktrace Immune System is a critical force-multiplier, designed to reduce alert fatigue, show you the incidents that need to be prioritized, and provide 24/7 coverage. The platform improves return-on-investment across the board and allows your team to focus on the bigger picture.

“Antigena stopped a ransomware attack that came through a contractor’s USB and AI Analyst reported on exactly what happened. It went up the chain of command in a matter of minutes and they were amazed. We would’ve had to bring in an expensive MSP if we didn’t have Darktrace.”

- VP of Technology, Manufacturing

“The Enterprise Immune System does the legwork for us, spotting genuine threats in real time, and Antigena responds before they can escalate. For a small security team, Darktrace’s AI is a game changer.”

- Adam Lalani, Group Head of IT, Tristar

“This has been one of the best investments in technology that we have made in our organization. Once implemented, Darktrace is a resource enhancer and not a drain on resources.”

- Senior Manager, Retail

## The Threat Visualizer gives you an easy-to-use, intuitive user interface

Darktrace’s award-winning Threat Visualizer user interface provides real-time visibility of your entire digital infrastructure and an intuitive interface designed to optimize investigation. It offers a visual storytelling space, prioritized alerts and summaries, as well as rich metadata that can be analyzed through a range of interactive features.

“The Threat Visualizer is an excellent tool, because you can see very quickly what is happening not just across your network, but even outside your network.”

- Glen Haughton, IT Manager, Energy Saving Trust

“We have the Threat Visualizer displayed on the big screen in the office. We not only see all the threats, but see how serious they are as well – everyone is blown away by it.”

- Derik Scheepers, Head of IT Operations, PPS Insurance

## Professional support and services for your team, whenever you need it

Darktrace's support teams are committed to ensuring our customers get the most value out of our Cyber AI technology and are available for assistance 24/7.

“Onsite and offsite support services for implementation were top-notch. The entire Darktrace team is very responsive and active in ensuring ongoing success. The best part is that the nature of the product and the dedication of the Darktrace team means that constant improvement is the norm.”

- Systems Engineer, Services

“I have never seen a company take a Proof of Concept (POC) so seriously. Three Darktrace team members flew out from New York to Michigan often while the POC commenced, and they were all competent to say the least. Analysis of the findings during the POC and Threat Intelligence Reports (TIR) are second to none, very insightful and typically uncover issues my team doesn't.”

- CIO, Government

“The Darktrace team is very professional and extremely knowledgeable and it is a pleasure to work with them. They continually keep us up to date on any product updates and make sure we are completely satisfied with the product.”

- IT Director, Manufacturing

“The product is fantastic, easy to use, and hugely effective, backed up by great support and assistance from the Darktrace support team.”

– CISO, Services

“Their training documentation is phenomenal, along with their support team, and they ensure their customers are set up for success. I have not worked with a better vendor and I like to think of them more as a partner.”

– Cyber Security, VP

“Great technology with a 1st class support service to ensure you get the most out of it.”

– Partner, Finance Services Sector

“Staff are super supportive and knowledgeable...their amazing support team is always eager to help and answer any questions.”

– Senior IT Specialist, Media



# Analyst Recognition

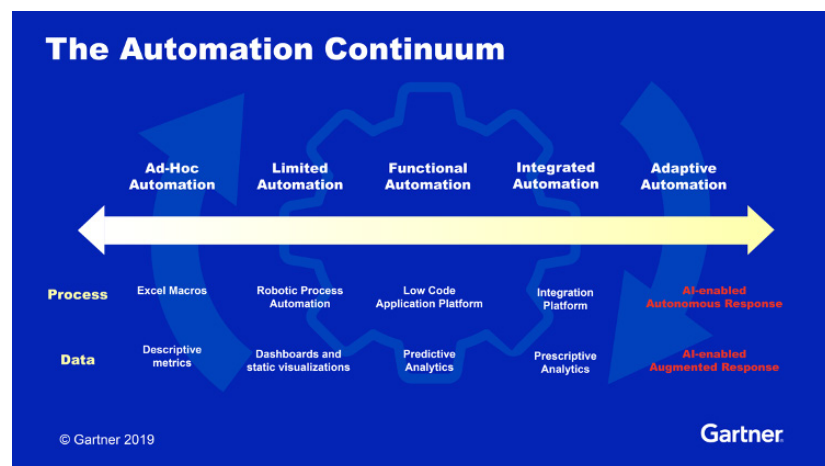
From receiving a perfect score in a major Aite Group report – the first time any vendor has achieved such high marks – to consistent inclusion across Gartner security Hype Cycles, Darktrace's unique approach, application of AI, and technological innovations continue to garner praise from respected industry experts. The following reviews, sourced from third-party analyst reports, reflect the views of highly qualified researchers and cyber security experts.



## The Darktrace Approach

Darktrace's approach has been well received in the analyst community, which continually highlights the importance of the Darktrace Immune System's critical features – from the platform's self-learning approach to threat detection, to its singular investigation and response capabilities, to Darktrace's 24/7 expert services.

In particular, Gartner analyst Lawrence Pingree has previously stated that “the next phase in our journey toward autonomous security is autonomous response decision-making,” a drive that Darktrace responds to perfectly with Antigena, the first and only Autonomous Response technology that neutralizes emerging threats in real time.



Gartner's “Automation Continuum” shows that Darktrace's Autonomous Response approach is acknowledged as the future of adaptive automation in cyber security, situated at the most sophisticated end of the spectrum for cyber defense.

“Darktrace thrives in complex digital environments, as the technology is adaptive and continues to revise its understanding of ‘normal’ in light of new evidence, enabling it to detect and respond to threats that other tools miss, while providing complete visibility across the digital infrastructure.”

- Jonas Knudsen, IDC

“Darktrace's approach is innovative because it helps deal with a number of pressing issues in the security market, as the technology addresses alert fatigue by generating significantly less alerts for analysts to triage. The technology can also detect active threats on the inside of a network.”

- Craig Lawson, Gartner

“Darktrace was early with its approach and, from a technology point of view, has managed to stay in the lead. Darktrace has a well-honed path into artificial intelligence. I think they've used it properly and harnessed it with a good user interface that allows them to respond quickly.”

- Earl Perkins, Gartner

## Application of AI for Cyber Security

Darktrace's application of award-winning artificial intelligence algorithms for cyber security has been praised across the cyber security space, as well as in the broader AI technology field. For instance, Darktrace was one of the only security companies included as a Representative Vendor in Gartner's Hype Cycle for Data Science and Machine Learning, and has also been mentioned in Gartner's security-focused Hype Cycles for Cloud, IoT, Email, Smart Cities, Risk Management, and IT Performance.

"The incorporation of unsupervised, supervised, and deep learning into its product offering puts Darktrace well ahead of the game and makes it a compelling candidate for any enterprise's cyber security tooling plans."

- Mike Sapien, Omdia

"Unsupervised machine learning understands what constitutes 'normal' and 'abnormal' behavior based on what it learns. This enables Darktrace software to flag behavior that deviates from the norm regardless of where it originates — even from within its cloud-integrated network."

- Zhi-Ying Barry, Forrester Research

"Darktrace can be used to perform highly sophisticated analytics on network traffic metadata...Today's ML-based tools can be a powerful addition to your toolkit when aimed at a specific high-value use case, such as security monitoring, malware detection, or network anomaly detection."

- Anna Belak et al. Gartner

"The customer has never experienced false positives in its environment. Every response action Antigena has taken since its deployment was legitimate...[Darktrace's] ability to see and autonomously respond to the known knowns and unknowns is unparalleled by any other product out there and with its expanded capabilities [in email] has ushered Darktrace to the leader of the pack."

- Alissa Knight, Aite Group

"The secret sauce for Darktrace remains depth and experience with unsupervised machine learning applied to its modelling of IT systems as organisms protected by immune systems."

- Dan Cummins, 451 Research

"[Darktrace's] ML implementation is superior in the marketplace. This leads to benefits to customers in terms of decreased labor and false positives, and increased reliability for automated responses. Their coverage for cloud-based solutions, including many SaaS apps as well as the full range of IaaS environments, makes their solution a top consideration."

- John Tolbert, KuppingerCole

## Cyber AI Analyst

The myriad of security tools used by businesses today creates massive quantities of data and surfaces too many alerts for analysts to effectively manage. As threats become increasingly sophisticated and the cyber security industry continues to face a skills shortage, over-worked and under-resourced teams urgently need augmentation. In this context, Cyber AI Analyst offers incredibly effective automatic investigations, as verified by analysts across the industry.

“The need for skilled analysts is increasing and outstripping the supply, even with all of the educational programmes available. Tools like Darktrace AI Analyst add power to the elbow; they’re a force multiplier for our scarce resource of human analysts.”

- Jonathan Care, Gartner



“We obtained a demo of the technology with the interest of seeing how the Cyber AI Analyst feature worked, and it was impressive...While it was a detailed report, the brief summary at the top of the report effectively provided a quick rundown of the situation. The summary used terms that were understandable even to a nontechnical professional and provided insights without requiring a look at the details, including actionable recommendations on how to ensure systems were fully recovered from the incident.”

- Info-Tech Research Group

“Darktrace’s Cyber AI Analyst quickly presents security information in a format that’s both elegant and intuitive. By automatically investigating security events, the AI Analyst helps reduce noise more than any other technology. This is an important development in the security industry.”

- Chris Kissel, IDC

# Awards & Industry Recognition

Year on year, Darktrace has received some of the most prestigious and sought-after industry recognition, from winning two 2022 BIG Innovation Awards and 'CEO of the Year' at the UK Tech Awards, to being named one of TIME Magazine's 'Most Influential Companies' for 2021.



Winner — Organization  
Winner — Individual  
(Jack Stockdale, CTO)



Winner — Tech CEO  
of the Year  
(Poppy Gustafsson)



Winner — AI Cyber  
Product of the Year



Winner — Threat  
Detection (Darktrace  
Immune System)



Winner — Security  
Trailblazer



Winner — Best  
Enterprise Security  
Solution (Cyber AI  
Analyst)



SC 2021  
Awards Europe  
(Winner — Best  
Security Company)



TIME 'Most influential  
Companies' 2021



Gold — Customer  
Service and Support  
Team of the Year



Gold — Best  
Cybersecurity  
Company



Gold — Artificial  
Intelligence Security,  
Gold — Cloud Security



Winner — Most  
Innovative in Cyber  
Security Technology



ICS/SCADA (Best  
Product), SaaS/Cloud  
(Cutting Edge)



Named as one of  
Europe's fastest  
growing companies



Winner — Smart City  
Deployment of the  
Year



Winner — Incident  
Response Solution  
Provider of the Year



Forbes Cloud 100:  
Named as one of the  
top 100 private cloud  
companies



Winner — Artificial  
Intelligence Business  
of the Year



## Analyst Market Reports Featuring Darktrace

- **Gartner: Market Guide for Email Security**  
- [published October 2021]
- **Gartner: Vendor Identification for Email Security**  
- [published October 2021]
- **Gartner: Hype Cycle for the Internet of Things**  
- [August 2021]
- **Gartner: Top Use Cases for NDR**  
- [July 2021]
- **Gartner: Hype Cycle for Hybrid Infrastructure Services**  
- [July 2021]
- **Gartner: Hype Cycle for Security Operations**  
- [July 2021]
- **Gartner: Emerging Technologies: Adoption Growth Insights for Network Detection and Response**  
- [March 2021]
- **Gartner Peer Insights 'Voice of the Customer': Email Security**  
- [February 2021]
- **Gartner: Market Guide for Operational Technology Security**  
- [January 2021]
- **Gartner: Tool: Artificial Intelligence Use Cases for Insurance**  
- [Published December 2020]
- **Gartner: Hype Cycle for Smart City Technologies and Solutions**  
- [Published August 2020]
- **Gartner: Hype Cycle for Hybrid Infrastructure Services**  
- [Published July 2020]
- **Gartner: Hype Cycle for Communications Service Provider Operations**  
- [Published July 2020]
- **Gartner: Hype Cycle for Unified Communications and Collaboration,**  
- [Published July 2020]
- **Gartner: Hype Cycle for Risk Management**  
- [Published July 2020]
- **Gartner: Hype Cycle for IT Performance Analysis**  
- [Published July 2020]
- **Gartner: Hype Cycle for IT in the Middle East**  
- [Published July 2020]
- **Gartner: Market Guide for Network Detection & Response**  
- [Published June 2020]
- **Gartner: Hype Cycle for Security Operations,**  
- [Published June 2020]
- **Gartner: Magic Quadrant for Data Center Outsourcing and Hybrid Infrastructure Managed Services, Europe**  
- [Published June 2020]
- **Gartner: Hype Cycle for Network Security**  
- [Published June 2020]
- **Gartner: OT Security Best Practices**  
- [Published March 2020]
- **Gartner: Competitive Landscape: Operational Technology Security**  
- [Published March 2020]
- **IDC: IDC TechSpace: Worldwide Omni-Channel Security**  
- [Published July 2020]
- **IDC: IDC Market Glance: Network Intelligence and Threat Analytics, 4Q20**  
- [Published October 2020]
- **Forrester: Now Tech Market for NAV**  
- [July 2021]
- **Forrester: Mitigating Ransomware with Zero Trust**  
- [Published June 2020]
- **Forrester: Now Tech: Network Analysis and Visibility, Q2 2020**  
- [Published June 2020]
- **Forrester: The Emergence of Offensive AI: How Companies Are Protecting Themselves Against Malicious Applications of AI**  
- [Published February 2020]
- **KuppingerCole: Leadership Compass: Network Detection and Response**  
- [Published June 2020]