Dropzone AI

How Pipe Scaled 24/7 Security Without Adding Headcount

pipe

Company Profile

Pipe provides small business capital and financial tools to software platforms. Behind it, a small, dedicated team handles all of pipe's internal systems: developer experience, data engineering, and security. They build, operate, and secure the systems that the company's developers worldwide rely on.

One of the team is always on call, which includes investigating incoming security alerts from their Panther SIEM. This on-call engineer monitored out-of-the-box and custom detections that are designed to protect the company's "crown jewels"—customer data.

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>
> **Isaac Pedisich**
> Internal Systems Team, Pipe

Challenges

Pipe's Internal Systems needed a way to stay secure and responsive without sacrificing focus or sleep.

The Question of Alert Sensitivity	To reduce risk to the company's data "crown jewels," the team wanted to increase the sensitivity of detections that triggered alerts. The only problem was that the on-call engineer's time and attention was already stretched thin.
Breaking Engineers' Focus	Each new security alert meant dropping deep work to investigate across multiple tools and internal systems. The interruptions piled up, stealing up to one-quarter of the team's focus.
Difficult 24/7 Coverage	Pipe's fully remote developer team spans the United States, Europe, and Australia. But their internal systems team is located in the U.S. West Coast, meaning "impossible travel" and login alerts made 24/7 on-call work particularly burdensome.

See what Pipe gained by
deploying Dropzone AI,
in their own words:

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> We're a fully remote company with operations worldwide.
> The AI interviewer autonomously confirms users about abnormal
> logins at all hours and makes 24/7 coverage much easier.

Isaac Pedisich, Software Engineer, Pipe

Selection & Implementation

Pipe's team needed something that could think like an analyst and work while they slept. Being a lean team, they sought out AI automation solutions and found Dropzone AI.

"The AI interviewer was a big selling point for Dropzone," says Isaac Pedisich, Software Engineer at Pipe. "We're a fully remote company with operations worldwide. The AI interviewer autonomously confirms users about abnormal logins at all hours and makes 24/7 coverage much easier."

Dropzone's AI interviewer reaches out directly to employees to confirm suspicious activity. "Since we have a remote workforce, we need to ensure robust verification for all employees accessing Pipe systems, regardless of their location," Pedisich explains. "Dropzone's interviewer reaches out, gets that verification, and we can move on."

Dropzone AI connects to Panther, which aggregates alerts from Wiz, Sublime Security, and other tools, and pushes investigation results into Slack. "We already live in Slack," Pedisich says. "Dropzone fit right into our current processes. No new tools, no new workflows."

Key Performance Indicators (KPIs) and Results:

75+% reduction in alerts requiring manual review from ~100 per month to just a couple dozen	Up to 90% faster investigations for escalated alerts	25% engineering capacity reclaimed by minimizing on-call triage duties	24/7 alert coverage with zero overnight interruptions for global activity

A Lean Security Team, Finally in Control

Pipe's internal systems team now runs security the same way they run everything else: efficiently, thoughtfully, and without unnecessary toil. With Dropzone AI handling alert triage and investigations, the team has reclaimed focus, consistency, and peace of mind.

What once stole sleep and productivity is now fully automated. Alerts are investigated around the clock, allowing engineers to focus on building instead of chasing false positives.

For a global company with a lean team, Dropzone AI turned alert overload into calm control, scaling security without scaling headcount.

> Dropzone AI allows us to improve our security posture while remaining a lean and highly efficient team.

Isaac Pedisich
Software Engineer, Pipe

Benefits Realized with Dropzone AI

Easy 24/7 Coverage

Before Dropzone AI, overnight alerts woke the U.S.-based team whenever someone logged in from a new country. Now, the AI interviewer automatically checks with the user, confirms it's legitimate, and closes the case, with no middle-of-the-night interruptions.

Security That Scales Without Hiring

Pipe's internal systems team was built to be extremely lean and efficient. Acting like a 24/7 analyst, Dropzone AI extends the team's capacity without adding headcount or overhead, giving them the confidence and coverage of a much larger operation.

Dialing Up Alert Sensitivity

Since Dropzone AI has added capacity to their team, Pipe has been able to investigate lower-severity alerts from their Panther SIEM. Dropzone investigates each alert automatically and surfaces only what matters. The noise is gone; the team finally trusts that every alert has been handled.

Focus, Reclaimed

Unplanned alert investigations and constant context switching could sometimes derail entire days. With Dropzone managing investigations end-to-end, engineers stay in flow and projects move forward. Instead of reacting to alerts, the team can focus on improving systems and building what's next.

Consistent and Always On

Human triage varied depending on who was on call and their focus level. Dropzone brings a level of consistency and thoroughness that never wavers. Every investigation follows the same methodical process, fast, accurate, and unbiased, no matter the hour.

Reinforcements have arrived

Dropzone AI's agents make SOCs fast, scalable, accurate, and proactive. With Dropzone AI autonomously handling routine Tier 1 alert triage, organizations can spend less time on reactive security and more time on proactive security. The Dropzone AI SOC Analyst replicates the techniques of elite analysts and is trusted by more than 100 enterprises and MSSPs, including CBTS, Pipe, UiPath, Zapier. Learn more at www.dropzone.ai.

Request a Demo

Dropzone AI