



# Case Study

## Cybersixgill Investigative Portal



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### What is our primary use case?

We are an MSP who serves different customers of cyber intelligence services. One of the venues that they want to explore is how to do deep web and dark web. For example:

Is their access for sale? Are their analytics for sale? Is their monetization for sale? If there is malware, then this can become a problem for them.

My main use case is using Cybersixgill Investigative Portal as a search engine for anything that happens in the dark web. I also use it for an overall view of the trends regarding malware and bad stuff. It searches to identify the selling of operation or currency information for any of my customers in cyber intelligence services.

### How has it helped my organization?

The solution definitely helps in terms of deeper investigations. Usually my analysts come to the conclusion, "If there is nothing in Cybersixgill, maybe there is nothing around that specific topic." Or, if there is just one thing about a specific topic, maybe that is it, because they have a huge amount of information regarding deep web and dark web. If it is not in the solution, maybe it is really hidden or there is simply no information.

It is common for us that we have HyperFile customers in Mexico. Sometimes, there are hundreds of companies who want to sell to them. So, it is very common that they approach many customers with reports, and say, "You have hundreds of passwords for sale on the dark web," or "You have this kind of information

for sale on the dark web." Sometimes, the information is not really relevant information because it is really old.

To be diligent for the customer, we usually go into Cybersixgill Investigative Portal to analyze and search things. The solution tells us the reputation of cyber threat actors. So, if someone has a reputation of one, it is a really bad idea to care about what that person is saying. However, if you find someone with a reputation of nine, then there is a high probability that we need to address the problem. You can get information about these type of actors in Cybersixgill Investigative Portal. They have a huge collection, which is like having the rules/goals of the dark web and deep web without having to go there. Our analysts avoid going dark web because they have Cybersixgill Investigative Portal and can get the news from their browser, searching wherever they want.

We set up alerts for attacks related to specific websites or IP addresses, then we alert our customer to know if they need to change passwords or verify their assets. This way, a hacker won't be in a position where they can take them because of the changes that the organization did.

Cybersixgill Investigative Portal allows you to search social networking because it treats the dark web and deep web like social networks. This affects the security operations in my company, but also my customers'. For example, if new malware or ransomware start popping up,

then we can set up alerts regarding them.

## What is most valuable?

In the search engine, you are able to use operators. These operators allow you to do specific searches or open searches. The main things are:

If you want to search everything related to a specific malware family but you don't want to have anything related to specific search. So, you can just upload it from the search engine and search for it. If you only wanted to know about one specific vulnerability, but you don't care what is in Telegram or GitHub as repositories, then it will only care for these things in the dark web forums. You can narrow your search to that. If you want only sites in Spanish, but not in other languages, you can narrow your search to that. There are a lot of possibilities when using the search engine. It has become really useful for my analysts.

The solution has enabled us to access sources that we have not seen anywhere else, such as Telegram. It also gives us access to the Genesis Marketplace. Otherwise, we would have to pay someone for that. However, with Cybersixgill, we can go to the platform and search for whatever we want.

## What needs improvement?

We need real-time updated information. If we could have this, it would be amazing. For

example, if someone was posting something, then ten second later, it was on the platform. Sometimes, it takes a minute or hours right now, depending on the forum.

## For how long have I used the solution?

I have been using it for more than four years.

## What do I think about the stability of the solution?

It is a mature solution right now. They have a really good platform.

## What do I think about the scalability of the solution?

It scales well because it is a SaaS solution. I haven't seen any issues with it.

## How are customer service and technical support?

They have a great team around the platform who are always working to make sure that you receive high value. They ask for feedback all the time. They also listen to the feedback, which is the most important. The CEO company of the company really cares about customer service.

I don't call their technical support because their tool is working properly. If I do have to call

Cybersixgill for any reason, they respond immediately.

## How was the initial setup?

In this solution, you only have to give Cybersixgill the email addresses for passes to the platform. It is really simple. You also have two-factor authentication. So, you configure that, and that's it.

## What was our ROI?

It has helped a lot with investigation workloads. In the past, just for one case, we would spend a lot of time sifting through the dark web and tracking back to recognize threat actors. The solution is really helpful because there is no way to search in the dark web. It has saved a lot of time (about 80 percent), especially since we don't have to make sure each site is regulated to meet our intelligence requirements.

## What's my experience with pricing, setup cost, and licensing?

Sometimes, Cybersixgill Investigative Portal is cheaper than its competitors.



## Which other solutions did I evaluate?

It is very important that the solution runs on a collection of deep web, dark web, and closed sources. I have other platforms for other kinds of stuff. I have Cybersixgill only because of its capacity to have information regarding the deep web and dark web. That is its main feature.

The size and scope of the solution's collection is amazing. I have tested different solutions and Cybersixgill Investigative Portal is the one that has the most information regarding the deep web and dark web. They have a huge collection.

I have tested out other solutions. When we compare what they can and cannot do, we see how Cybersixgill Investigative Portal is superior in many ways.

## What other advice do I have?

Go for it. It is really simple. If you are unsure that it will give you value, just ask for access for 24 hours. Then, you can explore the solution and see how easy it is to operate it. You will love it. Everybody loves this solution.

The dark web by itself is overrated. Sometimes, you don't find what you want without the context of open sources. I believe Cybersixgill's strongest capability resides with the dark web and deep web. If they go a little into open sources, that is great, but they are good at what they do.

I would rate this solution as 10 out of 10.



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