To effectively protect organizations from cyberattacks, mitigate risk, and respond to incidents, IT security teams need a plethora of tools. How well these work together can make all the difference.

What are the main challenges you face when managing and maintaining multiple security tools? (Survey average)

- Ensuring clean data and tool complexity: 43%
- Lack of centralized visibility: 40%
- Lack of customizability: 39%
- Resource constraints: 36%
- Integration difficulties and training requirements: 35%

How satisfied are you with the integration and interoperability of your current security tools?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Brazil</th>
<th>Germany</th>
<th>Mexico</th>
<th>Singapore/Malaysia</th>
<th>USA</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>54%</td>
<td>39%</td>
<td>42%</td>
<td>42%</td>
<td>42%</td>
<td>42%</td>
</tr>
<tr>
<td>Slightly Satisfied</td>
<td>35%</td>
<td>35%</td>
<td>39%</td>
<td>39%</td>
<td>39%</td>
<td>39%</td>
</tr>
<tr>
<td>Neutral</td>
<td>11%</td>
<td>20%</td>
<td>19%</td>
<td>19%</td>
<td>19%</td>
<td>19%</td>
</tr>
<tr>
<td>Slightly Dissatisfied</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
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<td>3%</td>
</tr>
</tbody>
</table>

Many teams plan to invest in new tools...

Which of the following do you use or are you planning to use as part of your security toolkit? (Survey average)

- SOAR Software: 26% (Survey average: 54%)
- Security Orchestration, Automation and Response
- SIEM: 22% (Survey average: 60%)
- Security Information and Event Management
- Vulnerability Management Tool: 25% (Survey average: 57%)
- XDR: 24% (Survey average: 42%)
- Extended Detection and Response
- TI: 22% (Survey average: 39%)
- Threat Intelligence

... and care more about functionality than cost.

The 5 most important criteria for IT security specialists when shopping for software solutions (Survey average):

- Functionality: 52%
- Compliance and security features: 45%
- Timely security updates and patches: 41%
- Integration capabilities: 40%
- Usability + Reporting and analytics: 38%

Teams already using SOAR software attest to its return on investment.

In what ways does SOAR software support your SOC (Security Operations Center)? What are the exact benefits? (Survey average)

- It improves our incident response time: 52%
- It enhances the automation of our incident response processes: 44%
- It minimizes business disruption: 40%
- It reduces manual tasks: 35%
- It protects us from audits and fines: 31%
- It protects us from future incidents: 43%

The data used is based on an online survey conducted by Pollfish Inc. on behalf of OTRS AG, in which 500 IT and cyber security professionals in the U.S., Germany, Brazil, Mexico, Singapore and Malaysia participated between September 5, 2023, and September 8, 2023.