Sofie

Your helpful and always-present copilot

SOFIE: INTRODUCTION

Redefining Security Communication Standards with Three Use Cases

Rapid Awareness Assistant

- Simplifies security communications, replacing alerts across multiple channels

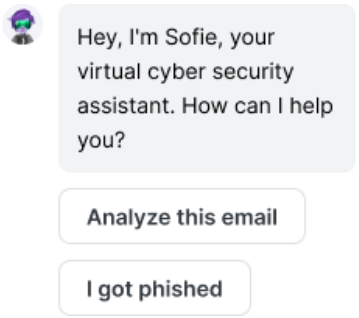
July 2023

Level Zero Support

- AI-driven first line of support for security questions, leveraging your knowledge base for personalized assistance

May 2024

ALPHA



Phishing Report Assistant

- Enhances frontline email security with AI guidance, improving report quality and efficiency

November 2024

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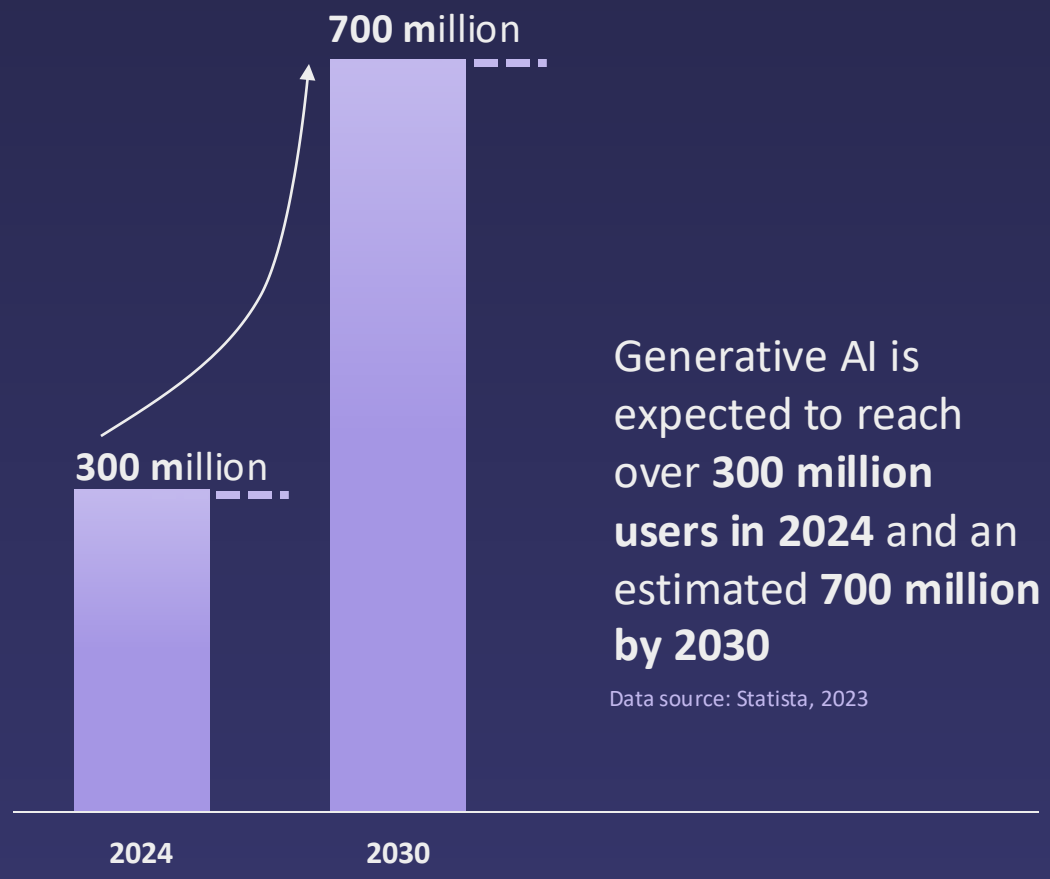
AI CHANGED EVERYTHING LAST YEAR

Generative AI is Here to Transform Business



Generative AI is expected to reach over **300 million users in 2024** and an estimated **700 million by 2030**

Data source: Statista, 2023

> Latest research estimates that generative AI could add the equivalent of **$2.6 trillion to $4.4 trillion annually across the 63 use cases** we analyzed—by comparison, the United Kingdom's entire GDP in 2021 was $3.1 trillion.

McKinsey and Company, The Economic Potential of Generative AI, June 2023

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THE PRESSURE INTENSIFIES

Challenge for security teams in 2024: shortage of staff & burnout

3.9 mil. unfilled cyber security positions worldwide

59% of organizations have a shortage of cyber security staff

66% of cyber security professionals suffer from significant work stress

> The number one challenge in the cyber security industry right now is burnout: There's too much data, too many cases, and not enough time.

Stéphane Duguin
CEO of the CyberPeace Institute

Data sources: ISC2, 2023; ISACA, 2023; Tines, 2023; Human Risk Review, 2023.

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Can AI address shortage and burnout problems for security professionals?

76%

of contact center and IT leaders say conversational AI/chatbot capabilities are revolutionizing business communications

8x8 State of Conversational AI Report

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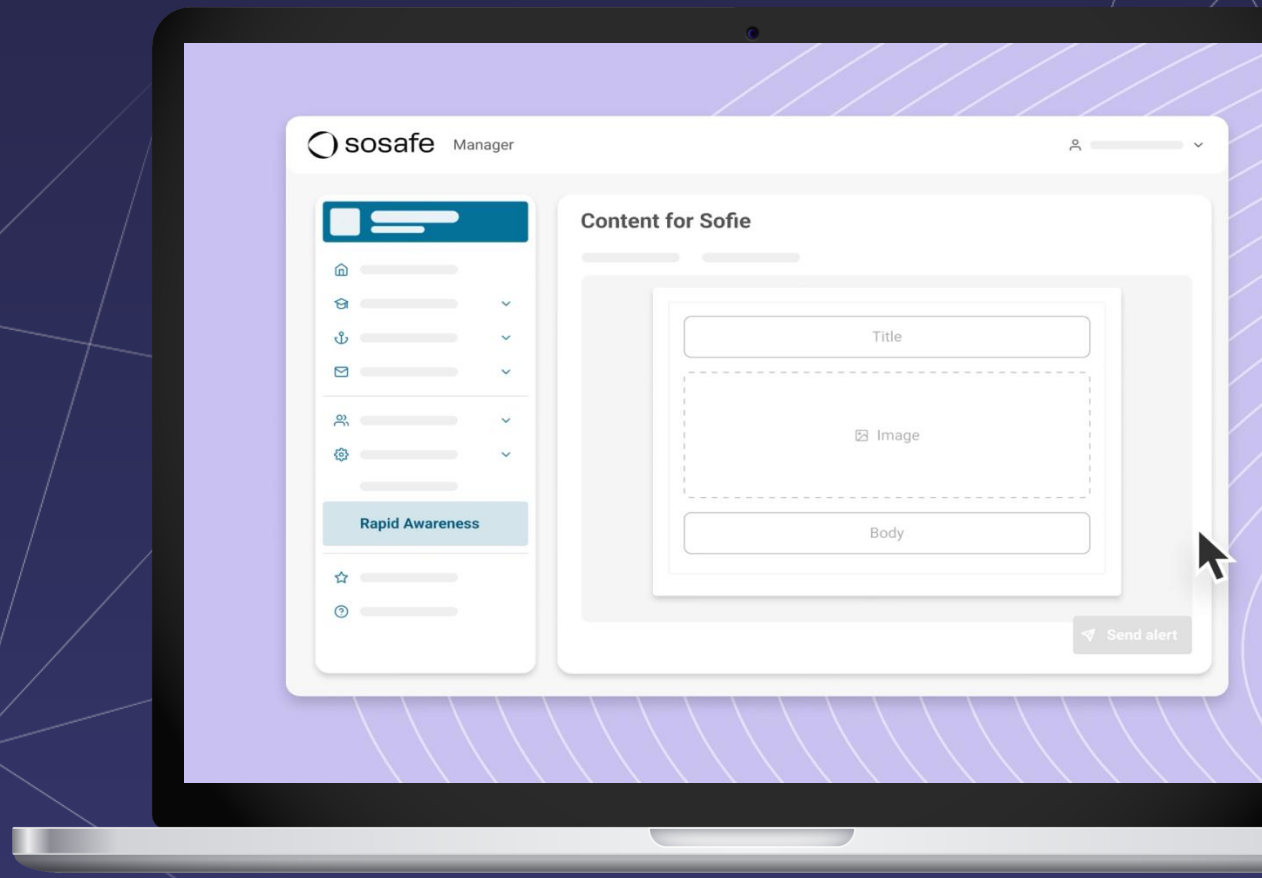
SOFIE RAPID AWARENESS

Act Fast, Not Last with **Rapid Awareness**

Reach your employees where they are – 1:1 in **MS Teams**

Easily **send alerts and updates**, making internal communication seamless

Keep awareness high, ensuring **no critical information is missed**



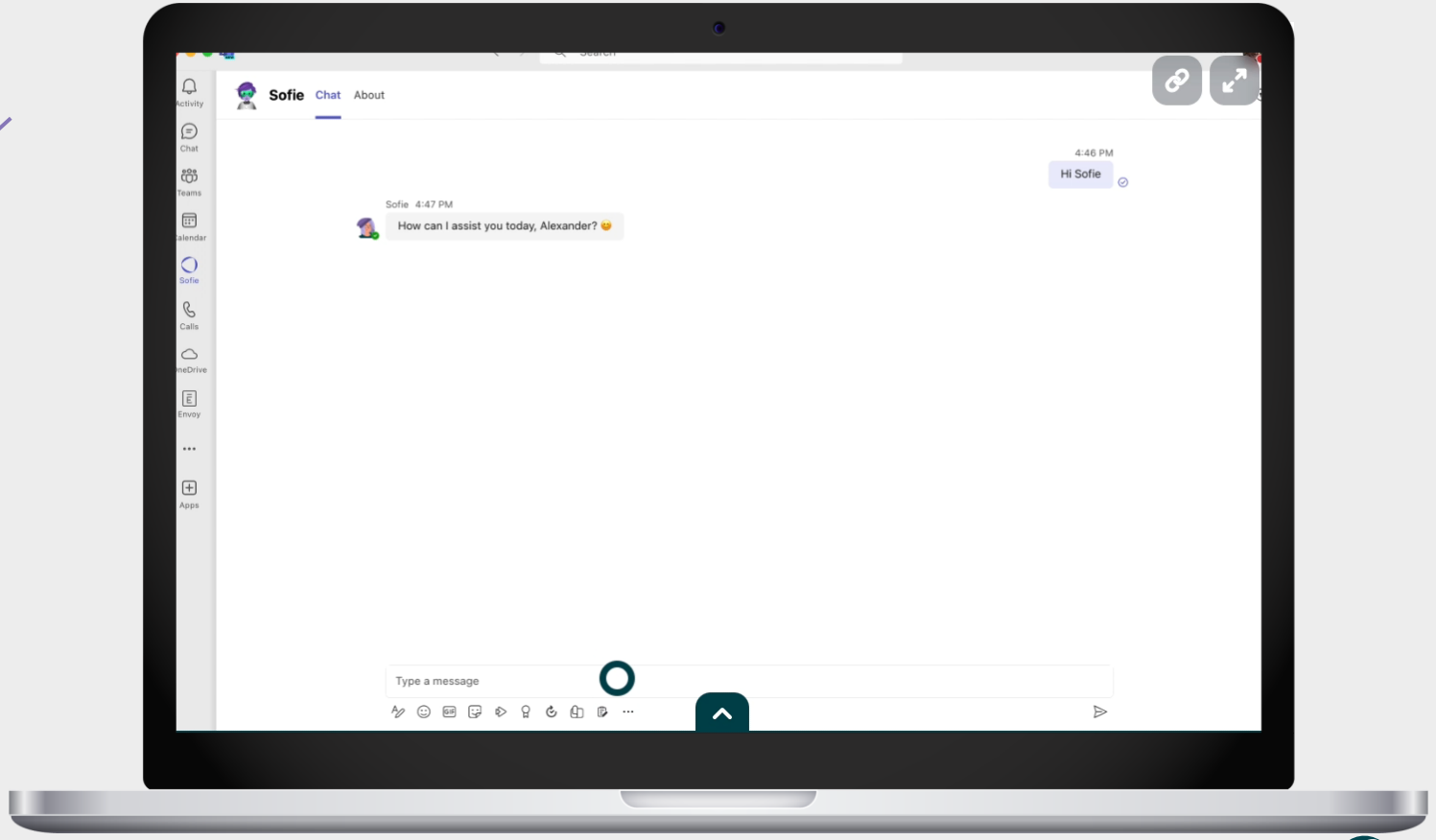
MEET SOFIE CONVERSATIONAL AI

Level Zero Support: The First Line of Support for Security Questions

Customize name and avatar!

Adjust tone of voice!

- ✓ An AI-powered conversational experience
- ✓ Saves time on zero-level customer support questions



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WHAT CAN USERS ASK LEVEL ZERO SUPPORT?

Use cases for Sofie

I may have clicked on a phishing email. Help.

My company phone was stolen. What should I do?

Am I allowed to use ChatGPT for work?

I accidentally disclosed some sensitive information. Now what?

Can I download program X to my computer?

How do I connect to my VPN from home?

I need access rights to a folder on the network.

My antivirus software is showing a warning message. What do I do?

Help, I forgot my password!

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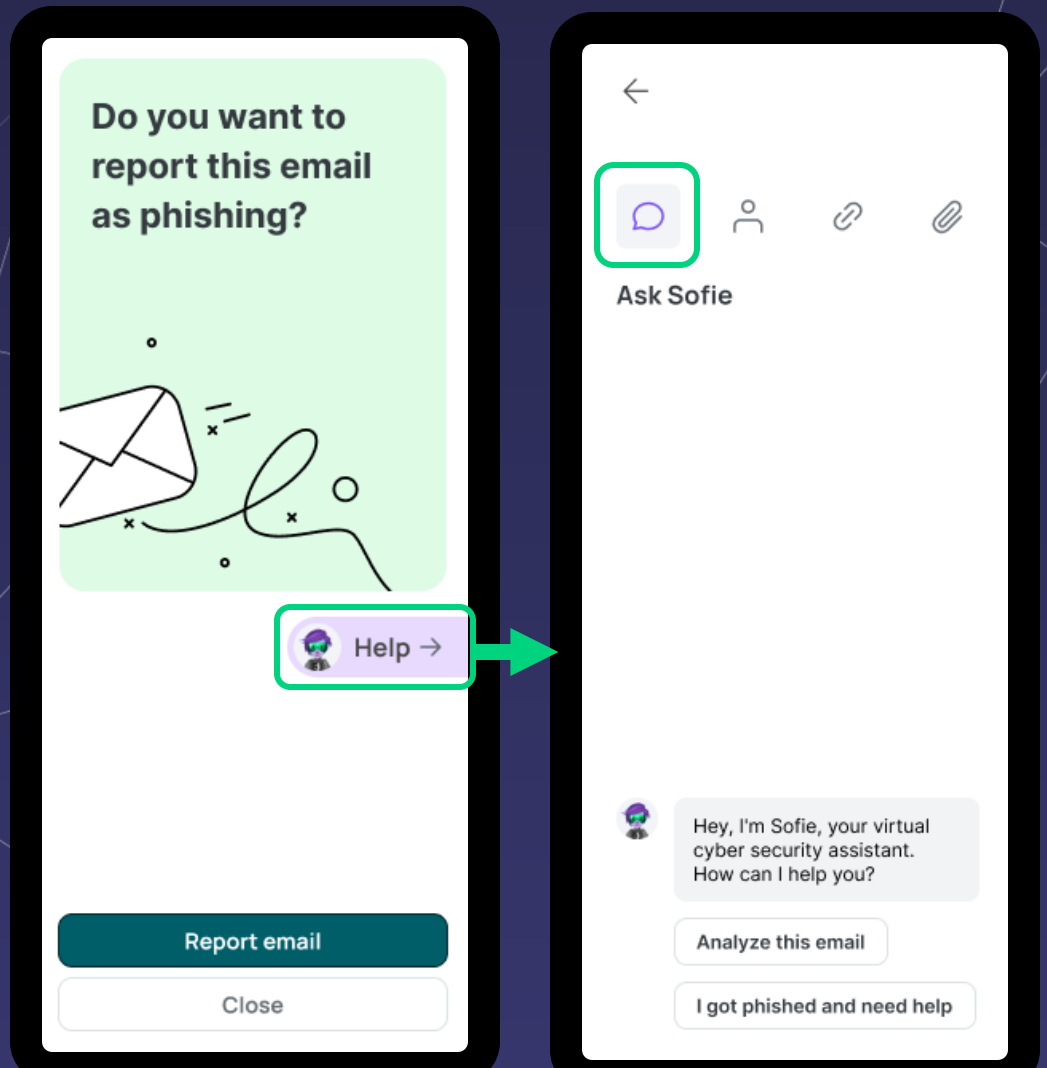
SOFIE PHISHING REPORT ASSISTANT

Sofie’s Intelligence at Your Email Frontline

- Reduce **risk level**
- AI-powered model **continuously learning** and iterating
- **Conversational discovery** of attacks



Why Sofie Copilot

- ✓ **Lowers time to resolution**: Sofie automates responses to common inquiries
- ✓ **Saves time for strategic projects**:Your security experts can focus on what truly matters
- ✓ **Increased security culture**: Educates and engages employees
- ✓ **Adapts to your brand**: Modify name, avatar and tone of voice
- ✓ **For organizations that prioritize data protection**: Data handling and processing meet the highest standards

Amateurs hack systems, professionals hack people.

Bruce Schneier

Expert in Cryptography
and Computer Security
Harvard University

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DIGITAL TOP 50

THE EUROPAS

smart country Startup Award Winner 2020