



# NetAssist Improves Detection 40% While Scaling Logs 300% and Cutting SIEM Costs

## COMPANY SNAPSHOT

### Industry:

Managed Security Services,  
Cybersecurity

**Headquarters:** Malaysia

**Company Type:** Regional MSSP

### Core Capabilities:

SOC Operations, Managed Security Services, Build-Operate-Transfer (BOT), Threat Detection and Response

### Customers Supported:

- Critical National Information Infrastructure
- National payment networks
- Banking, telecom, energy, manufacturing
- Large enterprises and SMEs

**Products Used:** Graylog Security

**Featured Leader:** Hon Fun Ping,  
Managing Director, NetAssist Sdn Bhd

**“Detection speed is non-negotiable for our customers. With Graylog, we can search across massive datasets instantly without restricting logging due to cost.”**

— Hon Fun Ping,  
Managing Director, NetAssist

## OVERVIEW

NetAssist Sdn Bhd operates security operations centers for organizations where detection speed and audit clarity directly affect financial stability and regulatory standing. Its customers include operators of critical infrastructure and national payment systems across Malaysia and the ASEAN region.

NetAssist delivers services through managed SOC operations and Build-Operate-Transfer models. Each engagement depends on fast detection, sustained log availability, and predictable operating costs at scale. Graylog Security became the platform that enabled all three.

## THE CHALLENGE

Before Graylog, NetAssist relied on traditional SIEM platforms that struggled as log volumes increased. Search latency slowed investigations, ingestion limits reduced visibility, and licensing models forced tradeoffs between cost and coverage. Analyst workload increased as manual investigation steps accumulated.

Key challenges included:

- Search delays across large, multi-tenant datasets
- Budget-driven limits on log ingestion and retention
- High analyst fatigue from manual workflows
- Licensing costs that scaled with data volume
- Slower rollout of new detection use cases

These constraints affected service-level commitments for customers operating regulated and high-risk environments.



## THE SOLUTION

NetAssist deployed Graylog Security to support multi-tenant SOC operations with high-speed search, flexible integrations, and predictable cost control. The platform aligned with both managed service delivery and BOT transfer requirements, ensuring customer SOC environments remained usable after handover.

### Platform Capabilities

- Multi-tenant architecture supporting rapid customer growth
- High-speed search across terabytes of log data
- Flexible schema and API for custom integrations
- SOAR integration to reduce repetitive analyst actions

**“Predictable cost control allows us to deliver strong security outcomes without limiting visibility. That stability matters for both regulators and customers.”**

**— Hon Fun Ping,**  
Managing Director, NetAssist

## Outcomes That Matter



### FASTER DETECTION

Mean Time to Detect improved by **40 percent**, dropping from approximately **4 hours to under 45 minutes**, reducing dwell time in high-risk environments.



### SCALABLE LOG INGESTION

NetAssist absorbed a **300 percent increase in log volume** without expanding SOC staffing levels.



### PREDICTABLE COST CONTROL

- **50 percent reduction** in SIEM licensing costs
- **30 percent savings** in hardware and cloud compute resources



### REDUCED ANALYST FATIGUE

Level 1 analysts now conduct advanced investigations through guided workflows and automation, decreasing reliance on senior specialists.

# Regulatory Confidence and Customer Trust

Graylog Security strengthened NetAssist's ability to meet regulatory reporting requirements from institutions such as Bank Negara Malaysia. Continuous log availability during peak traffic periods improved transparency for customers operating national payment networks and critical infrastructure.

The predictable cost model enabled NetAssist to extend advanced SOC services to both SMEs and large enterprises while maintaining consistent detection quality.



## Strengthening SOC Maturity Across Malaysia

Graylog plays a central role in NetAssist's position as a trusted SOC provider in Malaysia. Real-time visibility, rapid reporting, and scalable operations support long-term security partnerships across regulated industries.

Future initiatives include AI-assisted threat hunting, automated compliance reporting, and sector-focused SOC services aligned with Malaysia's digital growth.



### ABOUT GRAYLOG

Graylog is the AI-powered SIEM and log management platform that helps security and IT teams detect threats faster, investigate smarter, and control data costs without compromise.

[Learn More about Graylog Security >](#)