



Enable threat intelligence teams to seamlessly support enterprise security operations

Business challenges

Threat intelligence (TI) teams are under constant pressure to deliver timely, relevant insights in response to Priority Intelligence Requirements (PIRs) from multiple stakeholders. However, the volume and fragmentation of sources, ranging from open source and dark web data to premium vendors across multiple platforms, makes it difficult to collect, analyse, and report intelligence efficiently. At the same time, teams struggle to measure the impact of their work, especially with limited visibility into how intelligence products are used or acted upon.

While many organisations have built collaborative workflows around ServiceNow, TI teams often operate in siloed systems that aren't designed to manage the intelligence cycle. To increase the actionability and value of their outputs, TI teams need deeper integration with ServiceNow, connecting intelligence production with stakeholder workflows to ensure insights reach the right people, in the right context, at the right time.

Key value proposition

Silobreaker's integration with ServiceNow ITSM enables TI teams to seamlessly support enterprise security operations. TI analysts can quickly respond to Requests for Information (RFIs) by leveraging Silobreaker's extensive intelligence collections, conducting investigations and generating detailed reports, all within the same workflow.

Using Silobreaker's ITSM integration, TI teams can proactively monitor cyber, geopolitical and physical threats from trusted open-source and premium sources, correlating them with organisational exposure. Relevant threats can be pushed into ServiceNow as ITSM Incidents, ensuring timely remediation by the right teams. This integration enhances the impact of TI programmes, making threat intelligence more actionable across the business.

Key benefits

- Faster, higher-quality RFI responses for stakeholders
- Seamless push of new threat intelligence into ITSM Incidents for rapid remediation
- Flexible sync rules to define how tickets and Incidents are mapped and assigned
- Full field mapping, including custom fields, ensuring essential information is always included
- Real-time bi-directional synchronisation of comments and updates across both platforms for improved alignment
- KPI tracking to measure and communicate TI team impact based on PIRs and stakeholder needs

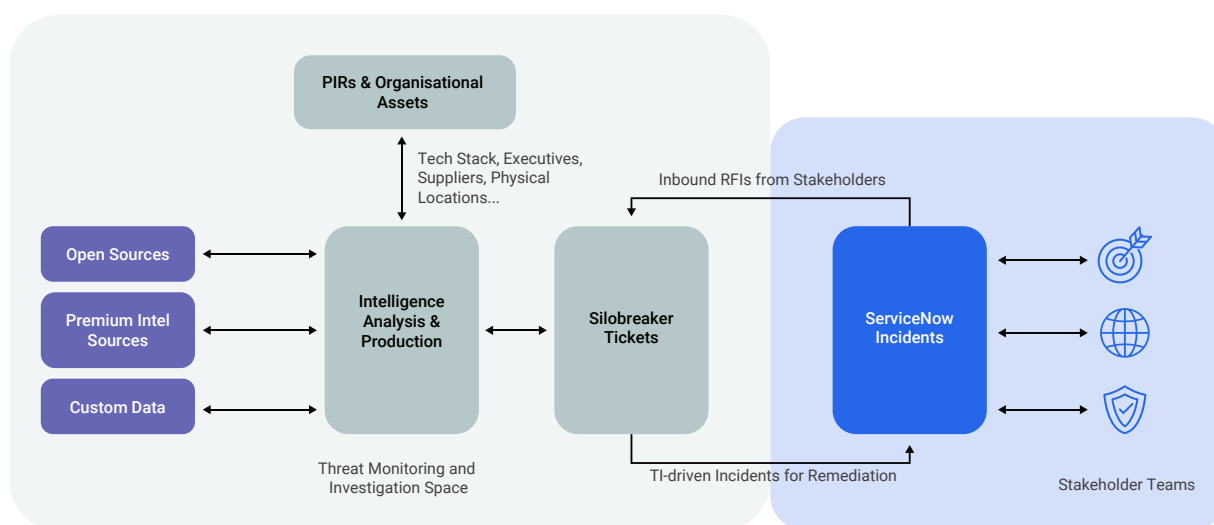
The Silobreaker Intelligence Platform

Silobreaker transforms vast amounts of data into actionable intelligence, aligning with all stages of the intelligence cycle. By automating data collection, accelerating analysis, and streamlining intelligence production, Silobreaker enables teams to efficiently address stakeholder priority intelligence requirements (PIRs) within a single platform.

With real-time monitoring across cyber, geopolitical and physical risk domains, intelligence teams can deliver higher-quality, timely intelligence that helps decision-makers assess and mitigate threats—enhancing business resilience.

How the integration works

The app connects Incidents in ITSM with Silobreaker's native ticketing feature. Business rules can be configured in the app to define which Incidents should be synced to Silobreaker as RFIs, and which Silobreaker tickets should be used to generate new Incidents in ServiceNow, with relevant assignment groups.



This integration is available as a certified app on the ServiceNow Store, making deployment simple and secure. Clients can request and install the app directly from the ServiceNow Store, with configuration support available from Silobreaker.

About Silobreaker

Silobreaker is a leading security and threat intelligence technology company, that provides powerful insights on emerging risks and opportunities in near-real time. It automates the collection, aggregation and analysis of data from open and dark web sources in a single platform, allowing intelligence teams to produce and disseminate high-quality, actionable reports in line with priority intelligence requirements (PIRs). This enables global enterprises to make intelligence-led decisions to safeguard their business from cyber, physical, and geopolitical threats, mitigate risks and maximise business value. Learn more at silobreaker.com