

Automating Microsoft Defender for Cloud Apps Alerts with RPA Technology

About Us:

UB Technology Innovations, Inc. (UBTI) is a leading global technology solution provider with over three decades of experience across all industries, specializing in Capital Markets (Asset Management), Logistics, and Healthcare. We are the preferred Microsoft Gold Certified partner backed by a world-class team of Microsoft Certified experts with rich experience in Azure Cloud Platform and Data Analytics.

Technology:

Platform - Windows; Database -SharePoint;

Technology – RPA (Power Automate)

Executive summary:

The organization uses Microsoft Defender for Cloud Apps (MDCA) to monitor and gain valuable insights into cloud service activities. They have created multiple Microsoft-recommended alerts to track any protection needed. However, the volume of daily alerts makes manual management and resolution impractical. Therefore, the organization wants to automate the MDCA Alerts resolving process, ensure comprehensive tracking, and enhance cloud security visibility for better management.

Challenges

The client encountered significant challenges and implemented the Microsoft Defender for Cloud Apps alert resolution process. Longer turnaround times hindered their ability to promptly address security threats, while repetitive tasks resulted in inefficiencies. Additionally, concerns about the cost of automation added to their complexities, requiring a solution that could balance cost savings and effective alert management.

UB Technology Innovations, Inc.

<https://www.ubtiinc.com> | info@ubtiinc.com | +1 (714) 912-1600



Automating MDCA Alerts with RPA Technology



Solutions:

The client wanted to automate the MDCA alert resolution process due to the overwhelming number of daily alerts. The solution involved developing a Cloud Flow to trigger notifications to users and admins, obtain necessary user details, resolve alert statuses in MDCA, and disable user access in critical cases. The platform and database used were Windows and SharePoint, respectively, and the technology employed was RPA (Power Automate). The resulting benefits included reduced manual tasks, saved time, improved user satisfaction, reduced human error, and longer turnaround times.

Customer benefits:

The customer achieved significant cost savings and business process efficiencies by automating the resolution of Microsoft Defender for Cloud Apps alerts with the help of a Microsoft solution partner's RPA solution, leveraging Power Automate technology. By automating the resolution of Microsoft Defender for Cloud Apps alerts with RPA technology, the client experienced a significant reduction in manual efforts, streamlined processes, heightened data security, and improved productivity. The customer can now manage and track every alert with better visibility, handle repeated tasks, and have a longer turnaround time.

Solution Benefits:

Strengthening Cloud Data Security: Automating the Microsoft Defender for Cloud Apps alerts resolution process with RPA technology enhances the client's ability to monitor and prevent data leaks in their cloud usage.

Unlocking Cost-Saving Benefits: Automation through RPA technology offers cost-saving opportunities for the client by reducing manual tasks and streamlining everyday processes to minimize the need for additional manpower.

Enhancing Cloud Security Visibility: Automating the MDCA alert resolution process provides the client with improved cloud security visibility and a comprehensive overview of potential risks and vulnerabilities through automated tracking.



UB Technology Innovations, Inc.
2401 E Katella Ave, Suite 450
Anaheim, CA 92806



www.ubtiinc.com



[company/ubti](https://www.linkedin.com/company/ubti)



info@ubtiinc.com



+1 (714) 912-1600



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