

# Self-Learning AI for Cloud Applications

Protecting SaaS Environments  
from Cyber-Threats



# SaaS: A Brave New World

## SaaS: A Brave New World

SaaS Security

Self-Learning AI

Autonomous Response

Augmented Intelligence

Threat Finds

Following the mass adoption of remote and hybrid working patterns, more critical data than ever resides in cloud applications – from Salesforce and Google Workspace, to Box, Dropbox, and Microsoft 365.

While these applications fuel efficiency and innovation at scale, security teams are now tasked with defending a complex patchwork of services with native security controls that are generally reliant on historical attack data, and incompatible across platforms.

Meanwhile, the efficiencies and scalability that these applications offer also act as a pull for cyber-criminals, who can launch their attacks at blistering speed and scale up and across the organization.

As cloud applications look set to remain an integral part of the digital estate, organizations are being forced to rethink how they protect their users and data in this area.

Security leaders are turning away from tools focussed on the attack, reliant on Threat Intelligence and confined to a single area of the digital estate, and towards Self-Learning AI which understands the digital business, revealing subtle deviations that indicate a cyber-threat, and then actioning an autonomous, targeted response.

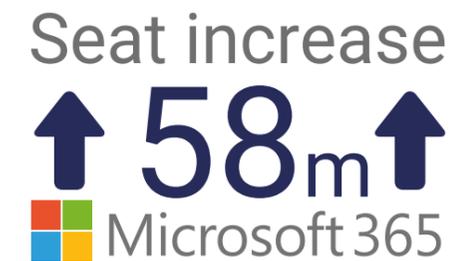


Figure 1: The explosion in SaaS usage since the global outbreak of COVID-19

# The State of SaaS Security

SaaS: A Brave New World

SaaS Security

Self-Learning AI

Autonomous Response

Augmented Intelligence

Threat Finds

Many organizations still rely on SaaS security tools that assume you can predict what the next attack will look like by referring to historical attack data. But with threat actors constantly innovating and updating their tools, techniques and procedures, novel and more sophisticated attacks bypass these static tools with ease.

Moreover, cloud security solutions have developed in siloes, and the complexity of managing this patchwork of disjointed technologies creates new vulnerabilities for stretched security teams. Whenever an innovative new SaaS platform begins to get adopted by business around the world, a familiar pattern can be found: a surge in micro-vendors focusing on a small set of security use cases, with no vision of the future or ability to innovate beyond features that are costly both in terms of money and time. In reality, defenders are having to protect an array of different platforms in an evolving threat landscape.

Common threat vectors that evade existing solutions include:



Account Takeover

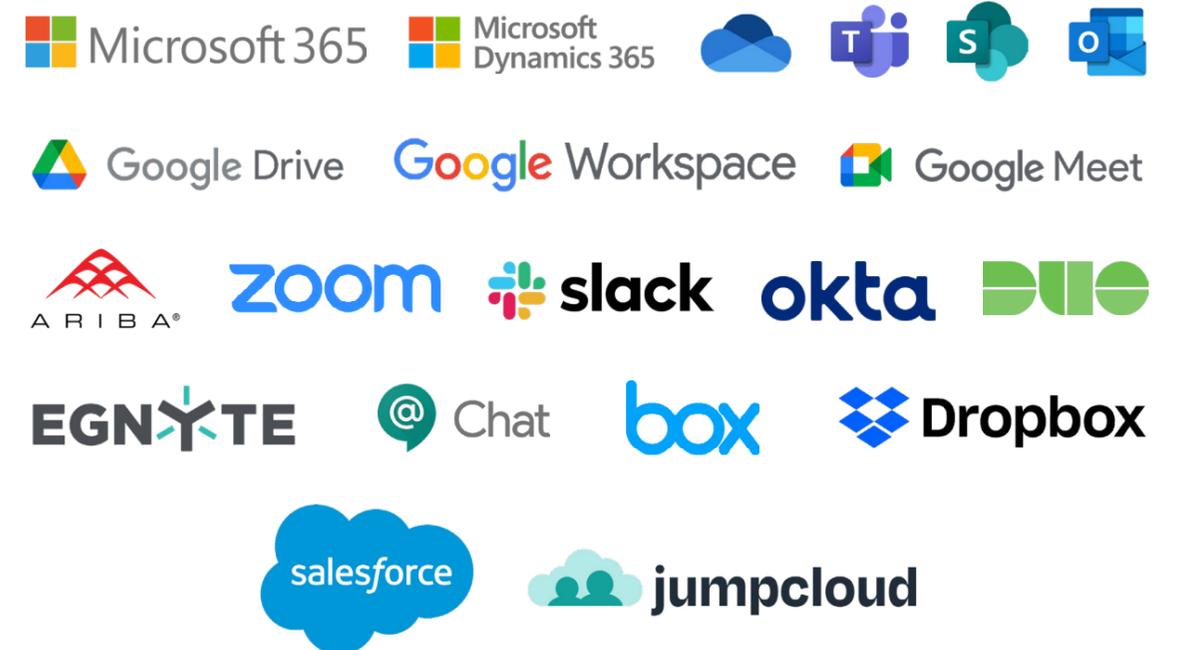


Insider Threat



Data Exfiltration

Organizations today are looking to simplify their security stack, and this requires a broader, more holistic approach to cloud security that protects multiple platforms with a single, proven approach to threat detection and response.



# Self-Learning AI in the Cloud

SaaS: A Brave New World

SaaS Security

Self-Learning AI

Autonomous Response

Augmented Intelligence

Threat Finds

Darktrace is the first and only solution to deliver intelligent, self-learning protection that understands the full scope of your dynamic workforce in order to spot and stop threats across cloud applications.

Without relying on prior assumptions or pre-defined rules, its Self-Learning AI technology continuously learns the ‘patterns of life’ for every user and device across the business, analyzing workforce behaviors in context and spotting subtle deviations that indicate a genuine threat. By learning a sense of ‘self’ for your entire workforce, the technology detects threats such as compromised SaaS credentials and malicious insiders, no matter which application is targeted.

Rather than focussing on a narrow set of use cases, the technology protects the full range of cloud platforms – including the full Microsoft 365 product suite, collaboration platforms like Slack, and file sharing applications like Dropbox. It is also uniquely able to counter threats in Salesforce. This self-learning approach has been proven to protect over 5,500 organizations in all industries around the world, containing the most sophisticated threats in cloud applications and beyond.

“Huffmaster companies added Darktrace to our cyber security stack and it has already paid off – we are notified within minutes when a Microsoft 365 account is breached.”

Director of IT, Huffmaster

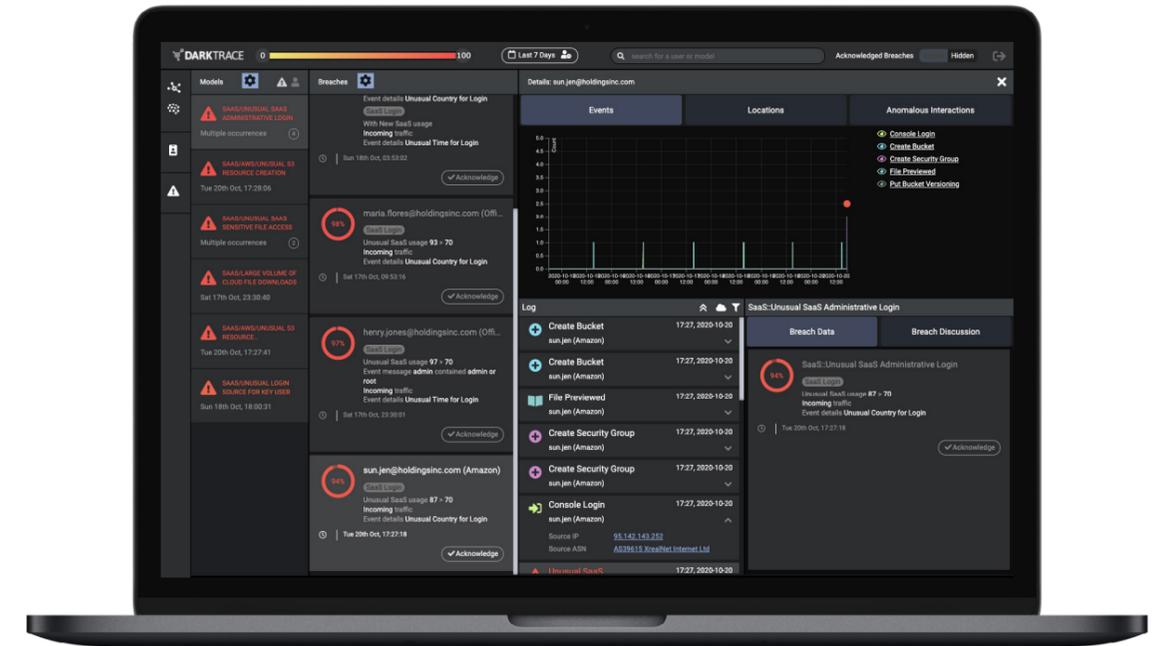


Figure 2: Darktrace’s Threat Visualizer intuitively presents its findings



# Augmented Intelligence: Uplifting Human Teams

SaaS: A Brave New World

SaaS Security

Self-Learning AI

Autonomous Response

Augmented Intelligence

Threat Finds

Self-Learning AI not only reveals the subtle signs of advanced threats, but augments human teams by automating the process of threat triage, investigation, and reporting. Darktrace’s Cyber AI Analyst launches an enterprise-wide investigation into every security event, connecting the dots between suspicious events in different areas of the business before settling on a high-level conclusion about the nature and root cause of the wider security incident.

Trained on an ever-growing data set of expert analyst behavior, Cyber AI Analyst automates analyst workflows at speed and scale, reporting on security incidents characterized by innovative attack techniques that would be impossible to capture with pre-defined playbooks. Cyber AI Analyst produces a dynamic situational dashboard as well as written reports that immediately put strained security teams in a position to take action.

“The new capabilities in Cyber AI Analyst have added real value to my team, especially the ability to launch on-demand investigations and query SaaS data or suspicious devices at any time.”

CISO, Calligo

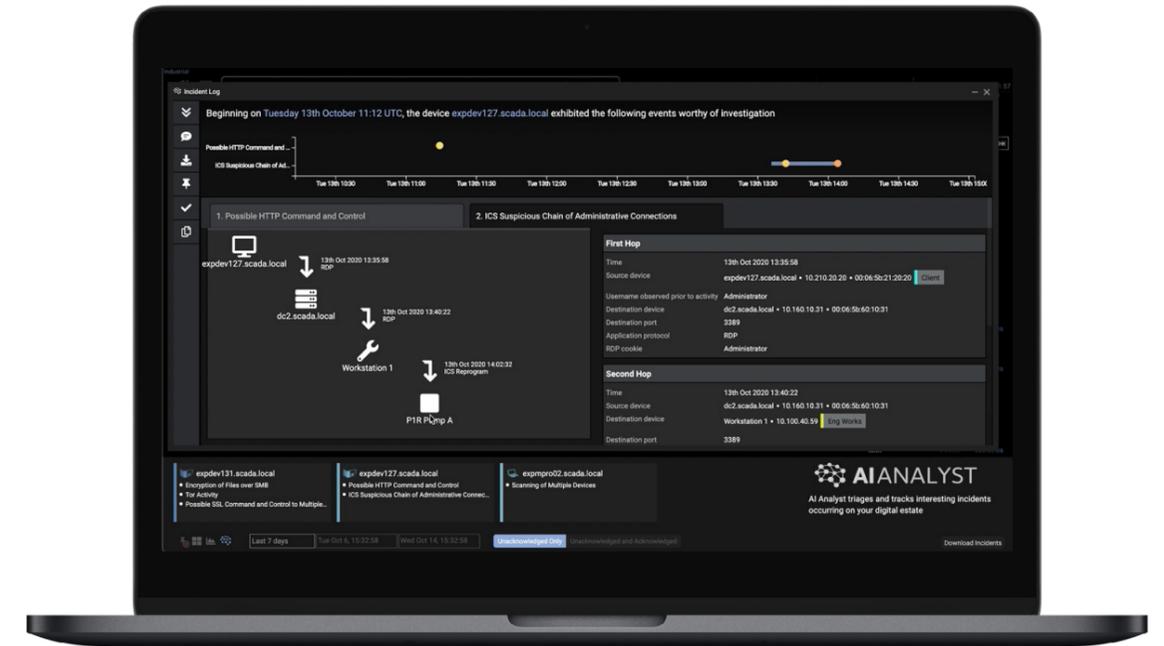


Figure 4: Cyber AI Analyst presents key information around an incident

# Threat Finds

SaaS: A Brave New World

SaaS Security

Self-Learning AI

Autonomous Response

Augmented Intelligence

Threat Finds

## Phishing Emails Lead to Multiple Microsoft 365 Account Compromises

During a trial at a logistics company, Darktrace’s AI detected a mass compromise when a phishing email led to multiple account takeovers.

The email came from a trusted source with a well-established history of correspondence. It therefore slipped under the radar of traditional tools, and the recipient was coaxed into clicking on a malicious link leading to a fake login page, where they were tricked into divulging their credentials.

Four days later, the attacker logged into the account from an unusual location, and proceeded to read files with sensitive information. The following day, Darktrace detected a new email rule from another unusual location. Almost immediately, a large volume of outbound emails was sent from the account, all containing the same suspicious link.

After this set of outbound emails, Darktrace alerted to unusual activity from anomalous locations on other company accounts – these users had been tricked into giving away their details from the emails supposedly sent by their colleague.

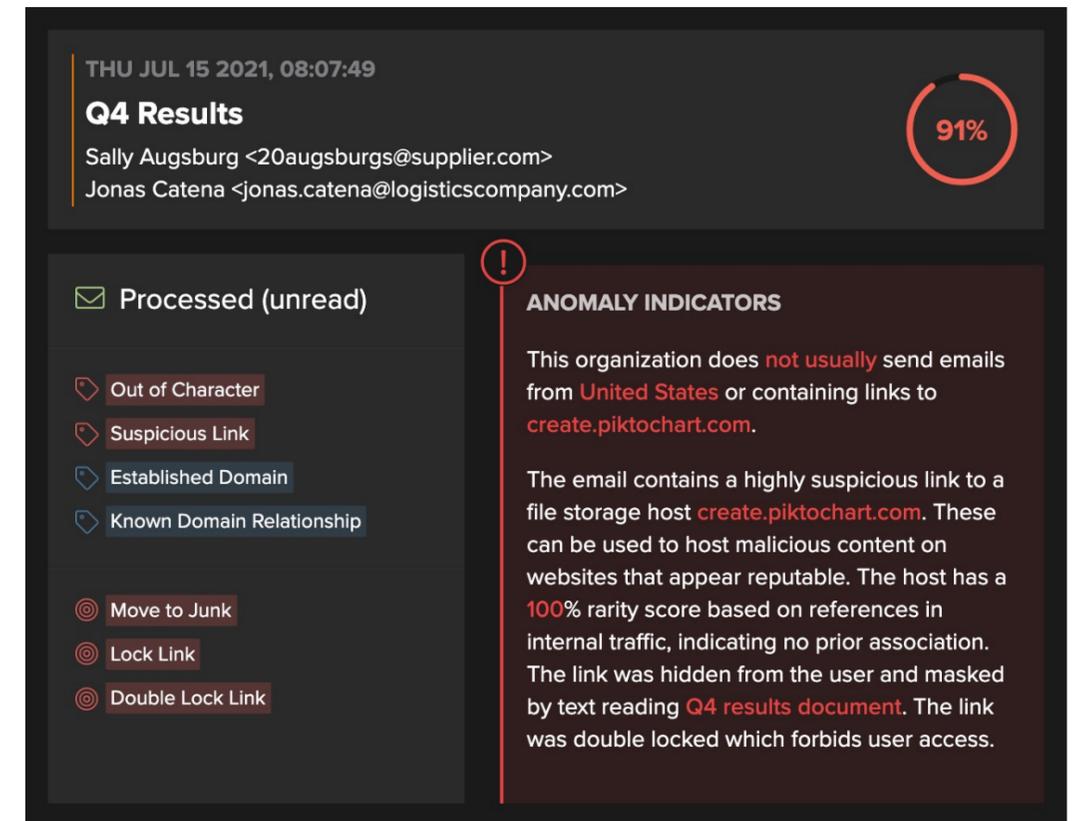


Figure 5: Darktrace reveals the indicators of threat in plain English (data has been anonymized)

SaaS: A Brave New World

SaaS Security

Self-Learning AI

Autonomous Response

Augmented Intelligence

Threat Finds

More sensitive customer files were read, followed by a second spike in outbound emails from these hijacked accounts. This time, the emails were sent to external contacts. In total, over 450 phishing emails were sent to a wide range of third parties. Many of these third parties in turn had their credentials compromised – repeating the cycle once again.

Darktrace surfaced multiple subtle anomalies which revealed the initial email to be suspicious, and Darktrace Antigena – Darktrace’s Autonomous Response technology – would have held the email back. However, as this was a trial, it was set in passive mode, so the attack was allowed to unfold.

We can also see how Darktrace Antigena would have recognized the unusual SaaS activity following the account hijacks, and intervened to lock the compromised accounts.

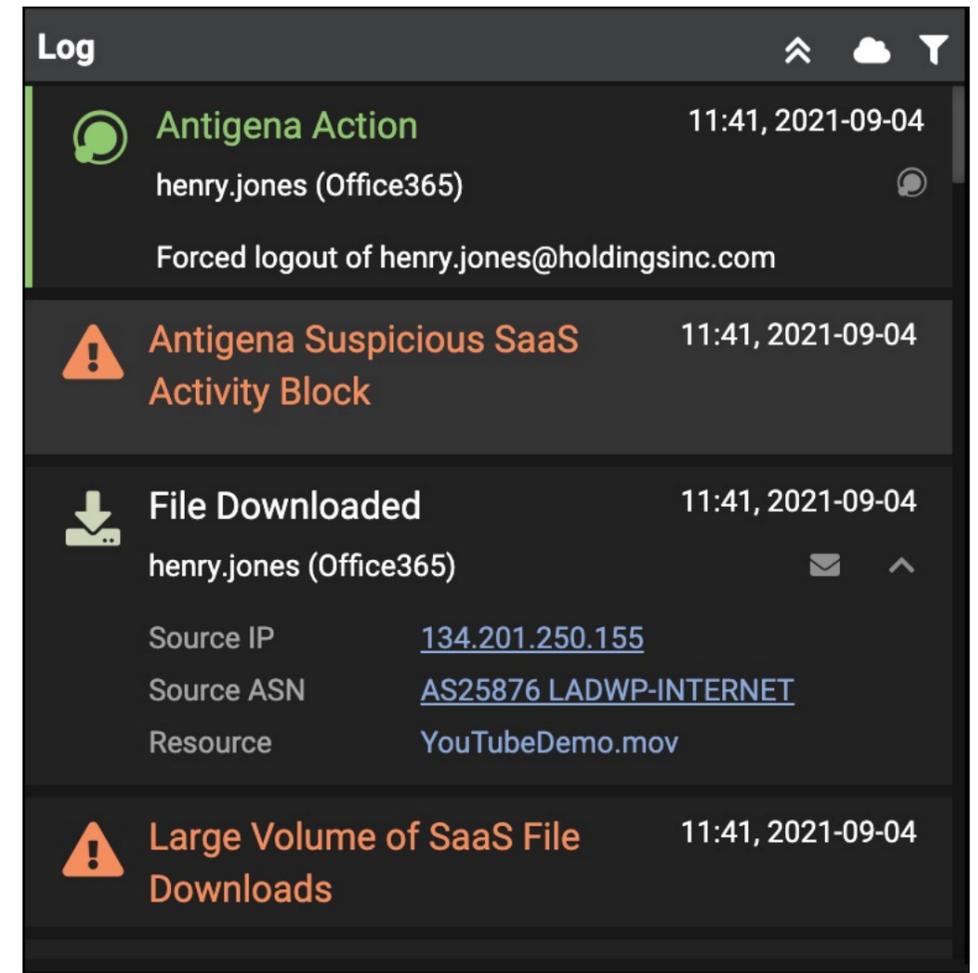


Figure 6: An example of Antigena autonomously locking a SaaS account

SaaS: A Brave New World

SaaS Security

Self-Learning AI

Autonomous Response

Augmented Intelligence

Threat Finds

## Data Exfiltration from Salesforce

At a financial services organization, an employee was supposedly logged in and active on both their Salesforce and their Google Workspace account, from two separate locations, one of which was in a country not associated with the company in any way.

Darktrace picked up on further suspicious activity when a large amount of data was exported from the Salesforce account to an unusual destination, correlating multiple indicators of threat, and locking the attacker out of Salesforce, preventing the data exfiltration.

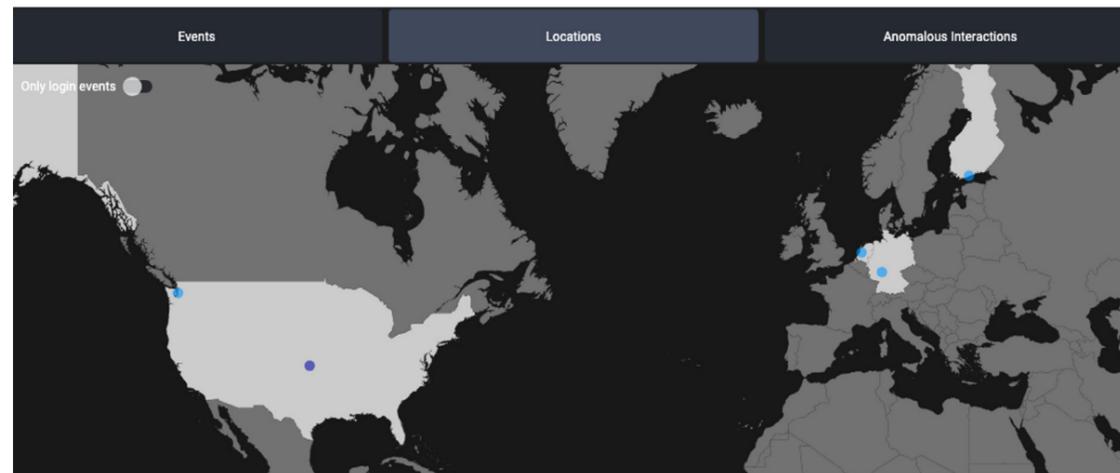


Figure 7: The geographical locations associated with the account, including the anomalous location in Finland

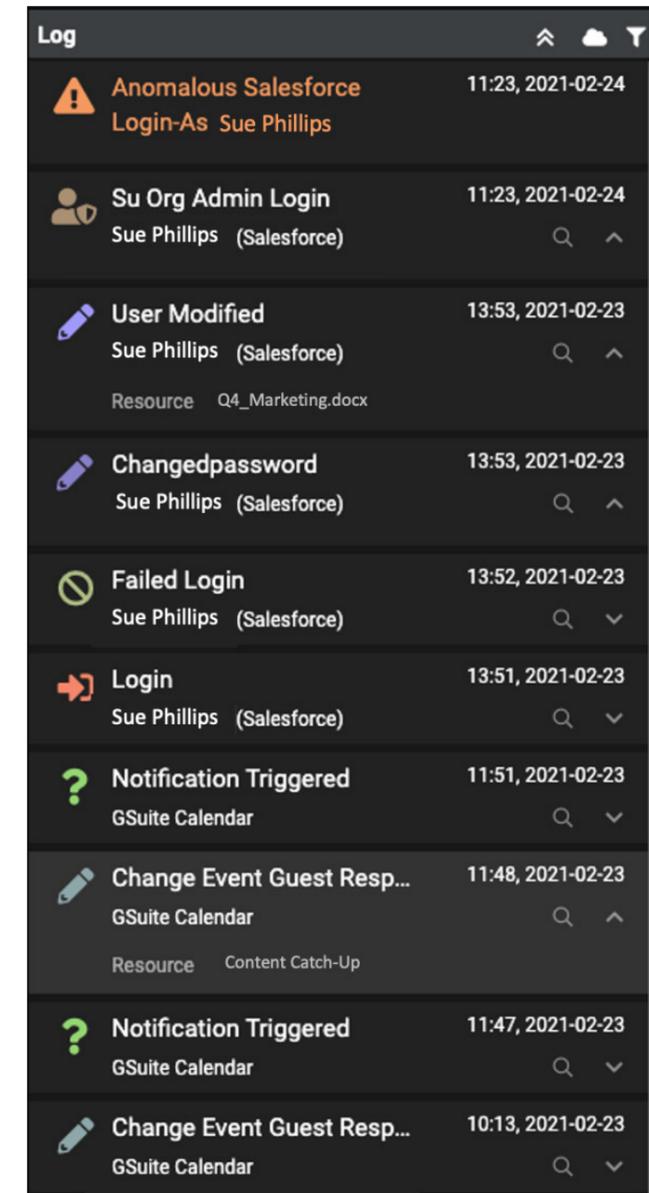


Figure 8: Darktrace correlated activity across multiple SaaS platforms to conclude that this was highly suspicious behavior

## Account Takeover across Office 365 and SharePoint

At a US-based insurance company, Darktrace's bespoke understanding of the business across multiple applications was crucial for stopping an attack that started with a compromised Microsoft 365 account.

When a threat actor successfully logged in to one of the client's Microsoft 365 accounts from an IP address located in the United Arab Emirates, Self-Learning AI identified the behavior as suspicious, as no other Microsoft 365 accounts had ever been observed logging in from this IP address.

Four days later, another rare IP located in the UAE was seen accessing the same compromised account. This time, the threat actor set up a new email rule, and further used their illegitimate access to read and write to files on the user's personal SharePoint account.

Darktrace had not previously seen any other user accounts communicating with UAE-based IPs from the particular network identified in these incidents, indicating that the observed behavior was highly unusual for the customer and the result of compromise.

Self-Learning AI stitched together these signs of anomalous behavior and locked the account, preventing the intruder from gaining further access.

SaaS: A Brave New World

SaaS Security

Self-Learning AI

Autonomous Response

Augmented Intelligence

Threat Finds

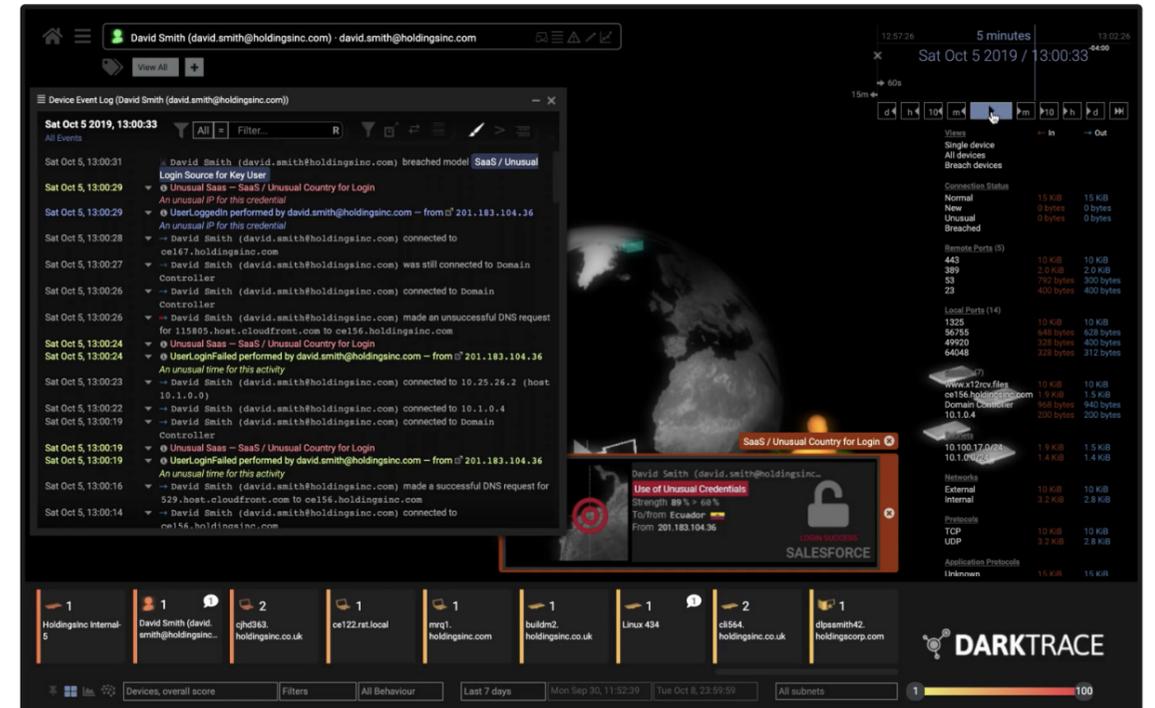


Figure 9: Darktrace's AI detects the unusual SaaS login location

SaaS: A Brave New World

SaaS Security

Self-Learning AI

Autonomous Response

Augmented Intelligence

Threat Finds

## Malicious File Download in Box

At a global produce supplier, several suspicious requests within the company's Box platform suggested that a user account had been compromised.

The actor behind the account logged in to Box successfully, and then proceeded to download expense reports, invoices, and other financial documents. The potential threat actor also went on to unlock a file containing a list of sensitive passwords.

With Self-Learning AI's bespoke knowledge of 'self' for every member of the organization's workforce, the technology was able to identify the threat immediately. The Enterprise Immune System detected that the activity occurred at a highly unusual time for the legitimate user, and that the location of the actor's IP address was also anomalous compared to the employee's previous access locations for this particular SaaS service.

While accessing these documents may have been normal for the employee in another context, Darktrace AI's deep understanding of user behavior and granular visibility within Box allowed it to spot the subtle signs of account compromise. Moreover, when Cyber AI Analyst automatically investigated, it was able to illuminate the wider narrative, understanding that each unauthorized file exposure was part of a connected incident and highlighting the breach as a key concern for the security team.

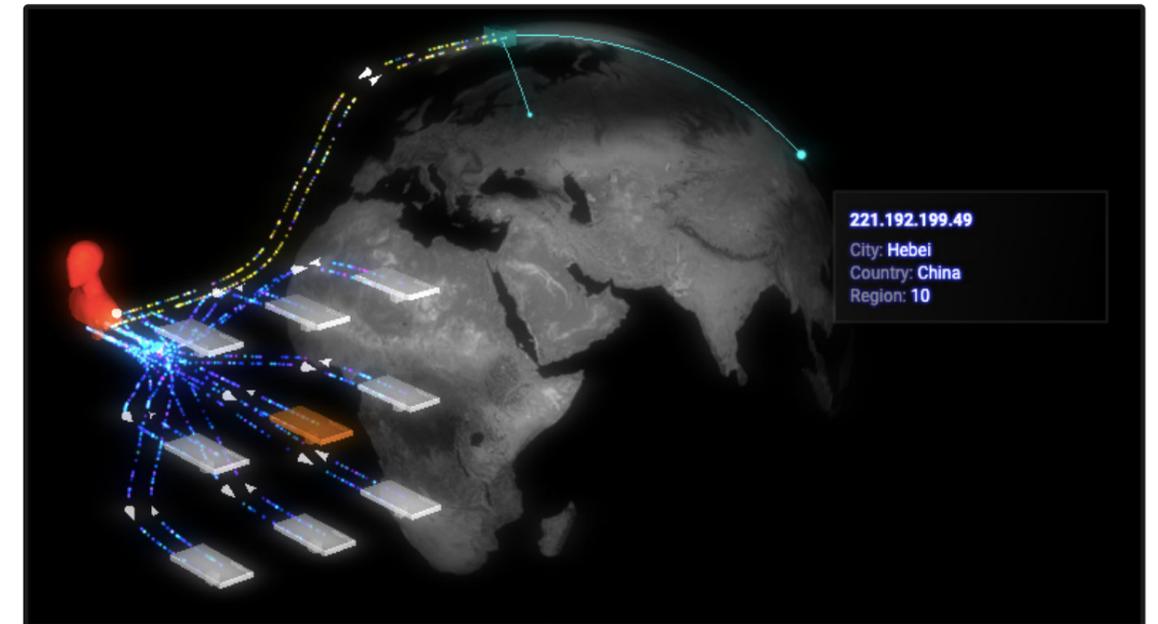


Figure 10: Darktrace showing the location of the unusual IP address

SaaS: A Brave New World

SaaS Security

Self-Learning AI

Autonomous Response

Augmented Intelligence

Threat Finds

## Microsoft Account Takeover at Panamian Bank

One Microsoft 365 account was used in a brute force attack against a well-known bank in Panama, with logins originating from a country that deviated from the normal ‘patterns of life’ of the company’s operations. Darktrace identified 885 logins over a period of 7 days.

While the majority of authentications originated from IP addresses in Panama, 15% of the authentications originated from an IP address that was 100% rare and located in India. A further analysis revealed that this external endpoint was included in multiple spam blacklists, and that it had recently been associated with abusive behavior online – possibly unauthorized Internet scanning or hacking.

Darktrace then witnessed what appeared to be an abuse of the password reset function, as the user in India was observed changing account privileges in a highly unusual manner. What marked the activity as particularly suspicious was that after the password reset, failed log-in attempts from an IP normally associated with the organization were observed, suggesting the legitimate user was locked out.

“Using AI, Darktrace can detect and respond to email-borne threats and cloud-based attacks that other tools miss.”

CIO, City of Las Vegas

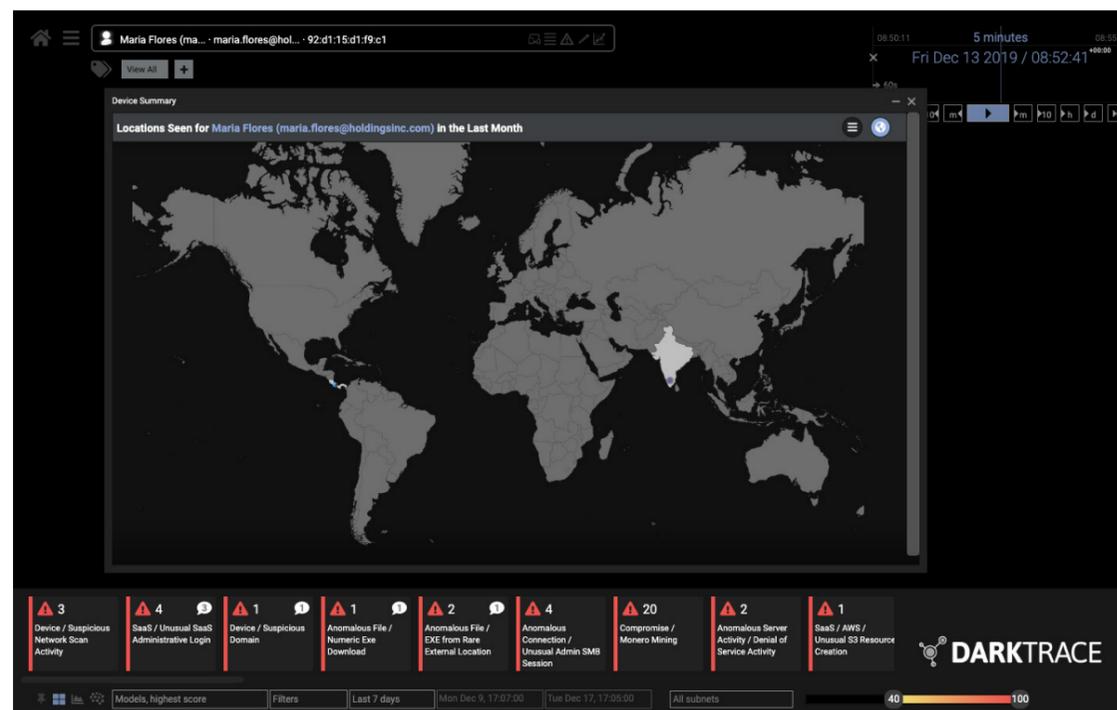


Figure 11: The user interface showing login locations

SaaS: A Brave New World

SaaS Security

Self-Learning AI

Autonomous Response

Augmented Intelligence

Threat Finds

## Bruteforce Login Attempt

Darktrace detected several failed login events on a Microsoft 365 SaaS account every day over the course of a week. Each batch of login attempts was performed at precisely 6.04pm on six days. The consistency in both the time of day and the number of login attempts was indicative of an automated brute force attack, which is programmed to discontinue after a certain number of failed attempts in order to avoid lockouts.

Darktrace considered this pattern of failed attempts highly anomalous and so alerted the security team. Were it not for Darktrace correlating multiple weak indicators and fleshing out the subtle signs of emerging threat, this automated attack could have continued for weeks or months, making educated guesses at the users' password based on other information it had already gathered.



Figure 12: Repeated login attempts at consistent times suggests an automated attack

“Darktrace AI adapts while on the job, illuminating our network and cloud infrastructure in real time, and allowing us to defend the cloud with confidence. Darktrace is the single most valuable security tool my team uses today.”

CISO, Aptean



## About Darktrace

Darktrace (DARK:L) a global leader in cyber security AI, delivers world-class technology that protects over 5,000 customers worldwide from advanced threats, including ransomware and cloud and SaaS attacks. The company's fundamentally different approach applies Self-Learning AI to enable machines to understand the business in order to autonomously defend it. Headquartered in Cambridge, UK, the company has 1,500 employees and over 30 offices worldwide. Darktrace was named one of TIME magazine's 'Most Influential Companies' for 2021.

## For More Information

✉ [info@darktrace.com](mailto:info@darktrace.com)

🐦 [Follow us on Twitter](#)