In the Boxing Ring
APR 2025

Network Box Technical News
from Mark Webb-Johnson
Chief Technology Officer, Network Box

Welcome to the April 2025 edition of In the **Boxing Ring**

This month, we are releasing our first system based purely on Generative AI technology: **Automated Advice for NBSIEM+ Incident Tickets**. Until now, when NBSIEM+ decides to escalate a reported event to create an incident ticket, it simply uses some templated text as the raised ticket. The new enhancement to this is to use our trained Generative AI model (using the raised incident ticket text and the event itself as contextual attachments) to generate automated advice to be provided as part of the raised ticket text. Highlighting background information, explaining the event, and recommendations on handling it. We discuss this in detail on pages 2 to 3.

In other news, the **NBSIEM+ App** is getting an exciting upgrade! Available later this month, the new version is packed with powerful updates to make security management smoother, faster, and more intuitive than ever. In addition, we are pleased to announce that Network Box won the **Most Trusted Cyber Protection Company** at the ***APAC Insider's Singapore Business Awards 2025***. This is the fourth consecutive year that Network Box has won this award – many congratulations to our Singapore office for their hard work in receiving this award.

Mark Webb-Johnson
CTO, Network Box Corporation Ltd.
April 2025

Stay Connected

You can contact us here at Network Box HQ by email: **nbhq@network-box.com**, or drop by our office next time you are in town. You can also keep in touch with several social networks:

https://x.com/networkbox

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https://www.facebook.com/networkboxresponse

https://www.linkedin.com/company/network-box-corporation-limited/

https://www.youtube.com/user/NetworkBox

In this month's issue:

AUTOMATED ADVICE for NBSIEM+ Incident Tickets

Today , we are proud to announce the release of our first system based purely on Generative AI technology:

Automated Advice for NBSIEM+ Incident Tickets

We have all noticed the explosion in the availability and use of Generative AI in recent months. This came to the forefront with the release of ChatGPT, but the technology has been simmering under the surface for some time now.

Network Box has been using AI in our products for 20+ years. Whether that is statistical (bayesian and other such learning systems), heuristic, or neural network-based, we have used these technologies with success in our malware, spam, frontline, and other intrusion engines—as well as in backend systems such as URL categorization, malware analysis, and others. It has been clear for over a decade that simple signature-based detection cannot cope with the onslaught of malware, and we have only managed to stay ahead of the bad guys by embracing non-signature-based detection methodologies.

However, our enthusiasm must be tempered with a realization of the limitations of 'AI' technology. While Artificial Intelligence (particularly generative AI) can yield phenomenally impressive results, it can also produce the most appalling garbage output. As the saying goes, "*To err is human, but to mess up takes a computer.*" I would add, "*...and to truly crash and burn needs AI*". At this point in time, AI simply can't be trusted to make decisions without human oversight. We can't trust it completely to drive our cars, power our robots, or decide whether to permit/deny network traffic. Whilst it might get it right 99% of the time, the remaining 1% often exemplify the most appalling mistakes.

Until now, when NBSIEM+ decides to escalate a reported event to create an incident ticket (whether that determination to escalate to an incident is via AI, Heuristic, or Signature rules), it simply uses some templated text as the raised ticket.

Today's enhancement to this is to use our trained Generative AI model (using the raised incident ticket text and the event itself as contextual attachments) to generate automated advice to be provided as part of the raised ticket text. This advice provides background information, explaining the event, and recommendations on handling it. As always, customers can simply continue the discussion on the ticket itself to obtain expert human advice from our Security Operation Centre engineers.

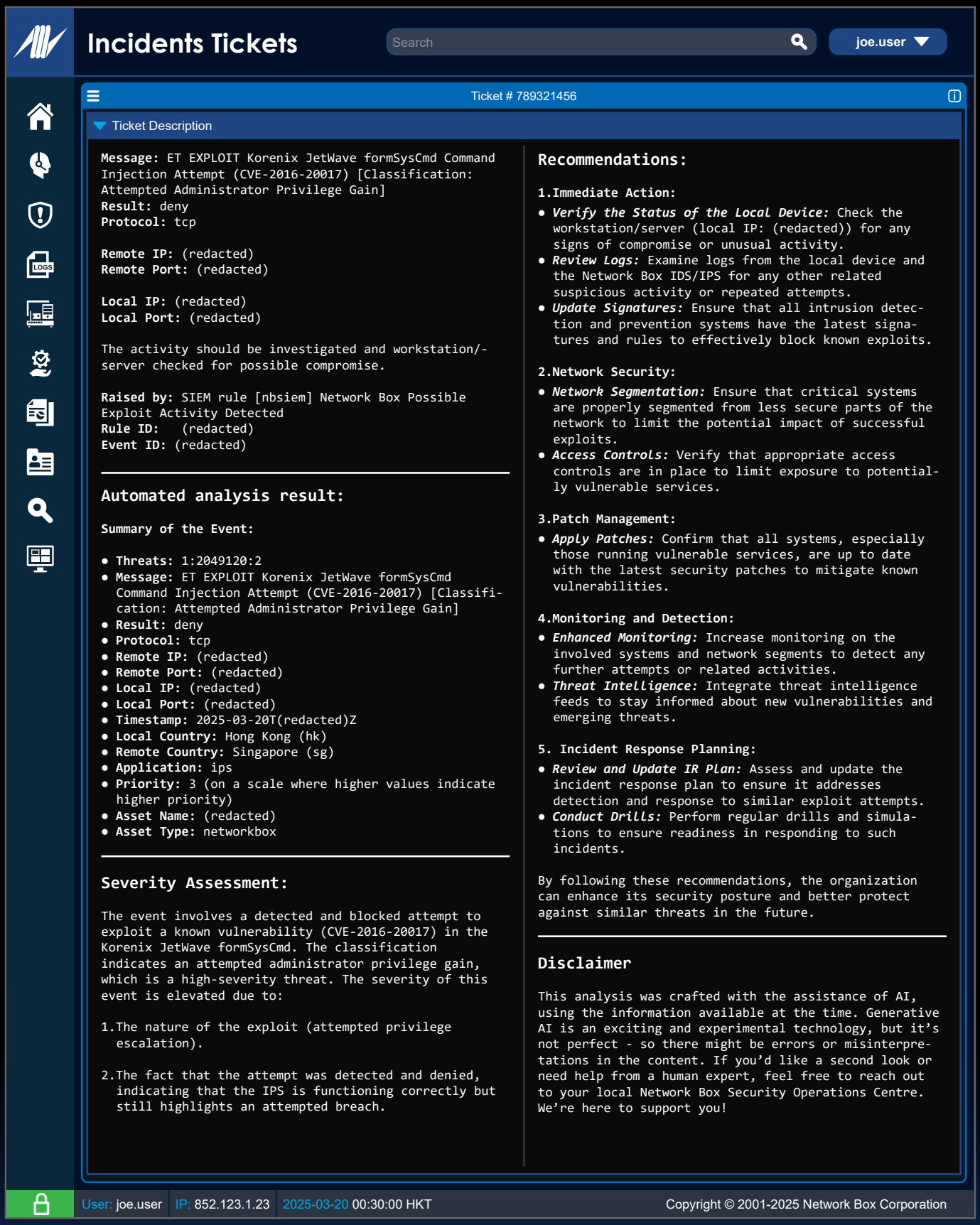
This advice can never be 100% accurate and can never be as good as a human analyst could provide, but it can occasionally determine information that an analyst may have overlooked and can be useful as baseline information to make decisions on. We clearly label these as 'Automated Analysis", and the customer always has the option to discuss further with a real human security analyst.

You may have seen this automated analysis appearing on some NBSIEM+ Incident tickets raised from 25th March 2025 onwards, and today, we release this globally to all users. We are also pleased to say that there will be no extra charge for this service.

Similarly, the second Generative AI system we will be launching with the upcoming major NBSIEM+ overhaul (scheduled for release in Q2 this year) is Automated Advice on events themselves. The user will be able to click on an event to receive a summary, analysis, and recommendations on how to handle it best. There will be no extra charge for this service, and most event automated analysis will be able to be completely delivered within 10 to 15 seconds.

As mentioned, exciting times are ahead, and we hope that these first releases of Generative AI technology in Network Box products will be able to help our customers better understand and manage these events and incidents.

As an example, here is the automated analysis of a recent NBSIEM+ incident ticket:



Network Box HIGHLIGHTS

Network Box wins
Singapore Business Awards 2025

Network Box is pleased to announce that the company won the **Most Trusted Cyber Protection Company** at the ***APAC Insider's Singapore Business Awards 2025***. This is the fourth consecutive year that Network Box has won this award, highlighting our continued effort to provide effective cybersecurity - many congratulations to our Singapore office for receiving this award.

Network Box NBSIEM+
App Update

The NBSIEM+ App is getting an exciting upgrade!
We are taking your Network Box experience to the next level! The NBSIEM+ App v6.5 is on the way, packed with powerful updates to make security management smoother, faster, and more intuitive than ever.

Key Features

- **Enhanced Android 14 & 15 Support**
  Large screen users, we heard you! Get ready for an improved experience that works seamlessly across your devices.
- **Boosted Performance & Compatibility**
  Whether you're on iOS or Android, expect better speed, reliability, and efficiency.
- **Future-Ready Integration**
  We're rolling out support for the upcoming NBSIEM+ 2025Q2 major release, ensuring you're always ahead of the curve.

The update is in its final stages, and pending App Store approval, it'll be hitting your devices later this month. **Stay tuned—you won't want to miss it!**

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