



Phoenix Cyber Strengthens Security Automation Reliability and Maintainability at U.S. Healthcare Retailer

THE CHALLENGE

A large U.S. healthcare retailer operates a large-scale, highly complex security automation environment built on the Swimlane security automation platform. While the retailer had invested significantly in tooling and internal capability, recurring technical and architectural issues were limiting its efficiency, scalability, and long-term maintainability.

Development teams encountered unnecessary duplication in automations with an increased risk of defects over time. Wrapper-related challenges and network-impacting issues disrupted workflows and required urgent attention to maintain operational continuity. Additionally, the absence of documented API methods for certain platform features created challenges in widget functionality, while reducing flexibility and slowing development. These challenges introduced inconsistency into day-to-day operations and created barriers to scaling security automation reliably across the organization.

THE PHOENIX CYBER SOLUTION

Phoenix Cyber partnered closely with the retailer as a supplemental technical account management and engineering resource, working side-by-side with internal teams to address critical issues and elevate development practices. Rather than treating issues in isolation, our approach focused on improving both immediate platform reliability and long-term engineering discipline.

We trained the organization's developers on proper component creation and reinforced DRY (Don't Repeat Yourself) principles to reduce redundancy and improve code quality across playbooks and custom components. In parallel, we actively triaged and resolved wrapper and network-related issues, restoring stability while minimizing disruption to ongoing security operations. To address design limitations, we applied the introduced patterns for widgets that enabled dynamic lookups even in the absence of fully documented APIs. Phoenix Cyber also served as a bridge to Swimlane support, creating and escalating tickets to ensure critical issues received timely attention and resolution.



The engagement resulted in a more resilient, scalable, and maintainable Swimlane platform for the retailer. By standardizing development practices and eliminating redundant code patterns, Phoenix Cyber helped reduce technical debt and improve the sustainability of automation over time.

Implementing widget design patterns enabled dynamic functionality and enhanced capability without reliance on incomplete documentation, unlocking greater flexibility for future development. Rapid identification and resolution of wrapper and network issues minimized downtime and preserved operational continuity. Through consistent coordination with Swimlane support, escalated issues were resolved more efficiently, strengthening confidence in both the platform and security automation as a whole.

SERVICES PROVIDED

Phoenix Cyber delivered a combination of hands-on technical execution and strategic enablement, including:

- Technical account management and engineering support
- Engineering training and best practice guidance
- Enforcement of DRY principles and reusable component design
- Troubleshooting and remediation
- Network issue triage and stabilization
- Support and escalation management

THE BENEFITS

The engagement delivered measurable qualitative improvements across the retailer's security automation environment including:

- Reduced code duplication
- Improved long-term maintainability
- Faster, more consistent development workflows
- Increased flexibility in widget design and feature deployment
- Minimized operational disruptions through rapid issue resolution
- Improved platform reliability and confidence in automated workflows
- Empowered internal teams with stronger development practices and platform expertise

As a result, the retailer emerged with a more efficient, scalable, and resilient security automation implementation capable of supporting ongoing growth and evolving security operations demands.

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Phoenix Cyber is a leading cybersecurity services company providing security engineering, operations, and technical cybersecurity expertise to federal agencies and enterprises determined to mitigate risk and safeguard their business.