Solution Brief

TufinMate: AI-Powered Assistants for IT, SOC, and Network Security Teams

Network Complexity Continues to Grow

Today's networks span on-premises, hybrid, and multi-cloud environments, each with unique policies, risks, and compliance requirements. As the attack surface expands, security teams must protect more with fewer resources and tighter timelines.

In parallel, network security professionals are under growing pressure to deliver secure access, maintain uptime, and enforce compliance. Manual processes only add to the strain as they are error-prone, inefficient, and unable to scale in the face of expanding threats. To keep pace and stay ahead, network security teams need to work smarter, not harder and that's where Tufin helps.

Accelerated Troubleshooting, Access and Self-Service

TufinMate is an AI-powered assistant built on the TufinAI engine, designed to streamline network security operations across hybrid environments. It empowers IT, SOC, and Network Security teams to resolve connectivity issues, accelerate access requests, and enhance compliance, all through natural language interactions.

How TufinAI Works

TufinAI combines advanced AI-driven analytics with Tufin's deep expertise in network and security policy management. As the platform's intelligence layer, it brings smarter automation, faster insights, and simplified operations to help teams move faster and reduce risk across complex network infrastructures.

Unlike generic AI tools, TufinAI combines Retrieval-Augmented Generation (RAG) with AI algorithms to deliver focused, Tufin-specific answers. TufinAI intelligently interprets natural language queries, surfaces policy-aware answers in real time, and references Tufin's trusted Knowledge Center, thereby delivering fast, accurate guidance without accessing sensitive customer data.

Purpose-Built for Every Team

TufinMate meets your teams no matter where they are, solving problems specific to their daily challenges. Here are the TufinMate AI assistants:

TufinMate for IT

TufinMate for IT runs directly inside Microsoft Teams, enabling users to troubleshoot connectivity problems and initiate access requests using plain language. For example, a help desk engineer can instantly verify whether a user has access to a required app or request a change without escalating. Thereby, reducing IT and help desk reliance on network teams by enabling faster, AI-powered access issue resolution.
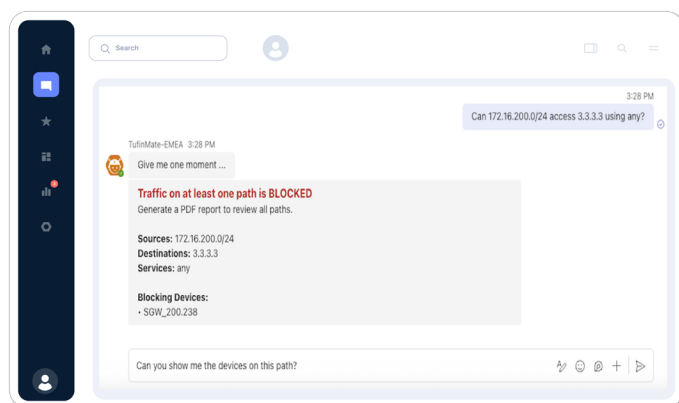
TufinMate for SOC

Designed for SOC analysts, TufinMate integrates with Microsoft Copilot for Security to provide real-time insights into the network impact of incidents and related vulnerabilities, helping to reduce response times while improving your security posture. Thereby, enabling faster containment, fewer blind spots, and stronger lateral movement defense.

TufinMate for Network Security Engineers

Built for Network Security teams, TufinMate AI-guided assistant allows them to efficiently access network data and manage security policies. For example, a network security engineer can ask how to configure a new policy object and get step-by-step instructions with links to existing Tufin documentation. This enables network engineers to quickly access trusted guidance and automate policy tasks without escalating to a specialist.
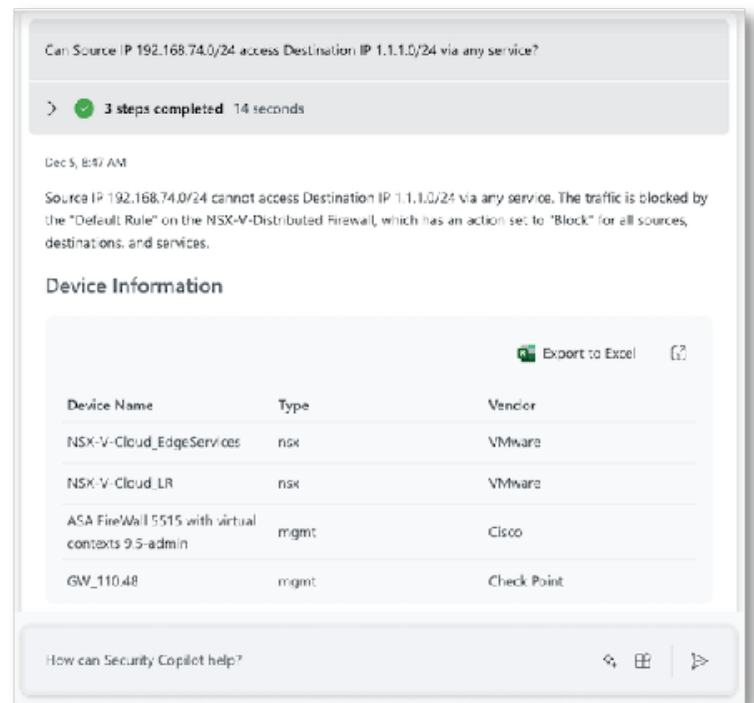
Why It Matters

TufinMate delivers tangible value where it counts across speed, efficiency, and control. By putting AI-driven support into the hands of IT, SOC, and network teams, it reduces reliance on overburdened teams and eliminates time lost to repetitive tasks.

- Cut resolution times with guided answers and workflow automation
- Reduce support bottlenecks and streamline access for non-security teams
- Improve compliance posture with consistent, auditable guidance
- Empower teams to scale without growing headcount

TufinMate turns everyday operations into strategic wins, so your security teams can focus on what truly moves the business forward.

TufinMate in Action

See how TufinMate can reduce risk and eliminate slowdowns across your security operations—starting day one.

Contact your Tufin representative or visit tufin.com/tufinmate to request your personalized demo today.

About Tufin

Tufin provides a single platform for network security teams and firewall administrators to simplify the management of security policies across today's complex, multi-vendor on-premise and cloud networks. The platform gives some of the largest companies in the world the end-to-end visibility and automation tools necessary to swiftly provide new access, enable fast and secure application deployment, and ensure continuous compliance and audit readiness. Tufin's proven solutions have helped more than 2,900 customers across industries including healthcare, financial services, utilities, telecommunications, and retail to quickly identify and mitigate network risks.