



HUNTR~~E~~SS[®] + TryHackMe Success Story

Huntress reduced onboarding time by 50%, improved SOC Support team readiness, and scaled training without overloading managers, thanks to TryHackMe's hands-on cybersecurity learning platform.



Introduction

Huntress, a leading **cybersecurity company** headquartered in Columbia, Maryland, provides robust Enterprise-grade managed cybersecurity services, including **EDR, ITDR, SIEM, and Security Awareness Training**, for ALL businesses.

The organization's SOC Support team plays a critical role in assisting the SOC team in delivering world-class threat detection and response. With rapid growth, Huntress needed a **scalable, engaging, and measurable training solution** to onboard new hires, upskill security knowledge talent, and transition staff into SOC roles.

TryHackMe's **interactive cybersecurity training platform** provided Huntress with custom learning paths, practical hands-on content, and the ability to **track progress and performance**.

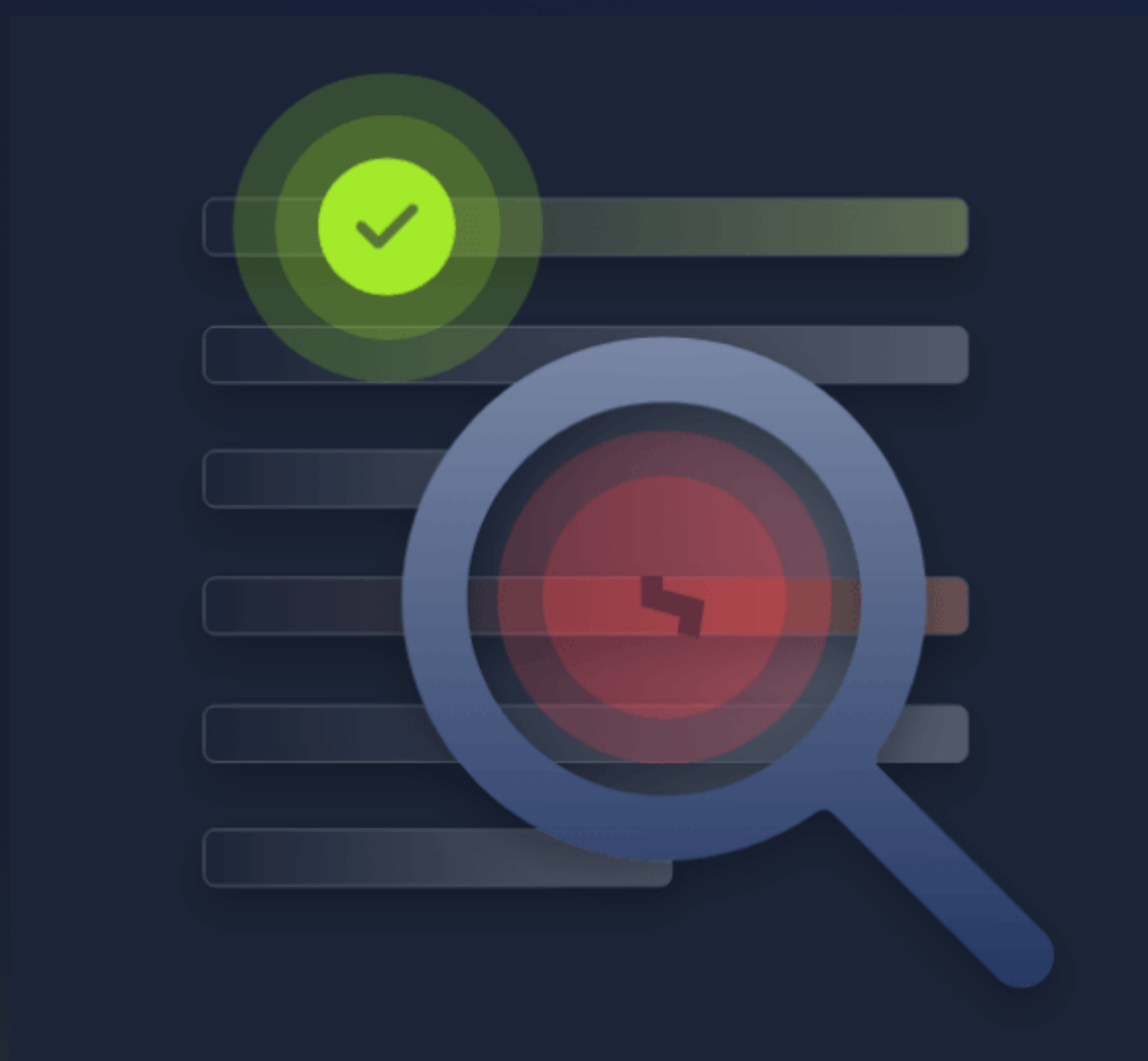


The Challenge

As Huntress scaled, training its SOC Support team became increasingly complex:

- **Time Constraints for Training Development:** Tyler Benson, the SOC Support Manager, was manually designing training programs which collectively took 20-30 hours to build. This led to delays in speed-to-competency for new hires
- **Knowledge Gaps:** Team members struggled to build strong cybersecurity fundamentals while simultaneously learning Huntress's tools and processes
- **Operational Impact:** A lack of technical confidence and inconsistent training led to slower incident resolution, increased escalations, and extended first response and full ticket resolution times.
- **Scalability Concerns:** Reliance on shadowing and custom in-house labs strained senior techs and hindered onboarding efficiency.

Without a structured, scalable solution, Huntress risked bottlenecks in their SOC support operations, reduced confidence among junior staff, and slower customer response times.



The TryHackMe Solution

TryHackMe provided a comprehensive and scalable solution tailored to Huntress's training needs:

- **Foundational Training Content** rapidly equipped the team with core cybersecurity skills within weeks, closing early-stage knowledge gaps:
 - Windows, AD, Linux and Networking, Security Solutions and Defensive Security Fundamentals
 - Network and System Security
 - Endpoint Security Monitoring
 - Windows Exploitation, Initial Access and Post Compromise
- **Custom Assignments** allowed Huntress to cut manual onboarding prep by 80%, standardizing day-one readiness, covering company-specific fundamentals and role-based training.
- **Skills Tracking** gives Managers the ability to monitor engagement, measure progress and identify knowledge gaps. The **Skills Matrix** shows skill development related to core topics across Foundations, Security Operations, Security Engineering and Penetration Testing.
- **Flexible, Hands-On Learning:** The platform's **gamified labs and SOC Simulator** made training fun, reducing resistance and boosting adoption.
- **Growth Roadmap:** Huntress engaged with TryHackMe and contributed feedback to future content and product plans, including advanced SOC simulations, Threat Hunting simulations and reporting dashboards.

This combination empowered Huntress to **streamline training, increase visibility into team skills, and standardize onboarding.**

Implementation

The rollout of TryHackMe was **collaborative, iterative, and phased**:

1 Pilot Deployment

Began with SOC support team, then expanded to the Detection Engineering team.

2 Custom Content Integration

Created onboarding assignments, Linux-specific courses, and skill-based paths tailored to business priorities.

3 Feedback-Driven Optimization

Iteratively refined onboarding groups, broke content into smaller modules, and incorporated learner feedback to boost engagement.

4 Manager Enablement

Leadership used analytics dashboards to **track progress in real-time**, ensuring training was tied to measurable outcomes.

This approach allowed Huntress to **embed cybersecurity training into the team's culture**, not just its onboarding program.

The Results

Impact Metrics	Before TryHackMe	After TryHackMe
Onboarding Duration	~90 days	~45 days (50% reduction)
Onboarding Cost	~\$13,850 per hire (based on SOC Support Specialist salary)	~\$6,900 per hire. With 10 analysts onboarded, cost savings total ≈\$69,000
Team Confidence	Limited baseline knowledge, slower task ownership	Improved technical confidence and readiness
Training Scalability	Manager-developed, time-intensive training	Centralized platform with automated assignments
Engagement	Ad hoc training with varying adoption	High engagement: SOC Simulator widely praised, excitement for new content

Key outcomes:

- **50% Faster Onboarding:** Streamlined training cut onboarding time in half, accelerating speed-to-competency for new hires.
- **Cost Savings:** Significant financial impact with **~\$69,000** saved across 10 hires.
- **Partner Cost Savings:** Quicker support resolutions mean partners can get their environments back up and running faster, saving costs from downtime.
- **Higher Engagement:** Teams are excited about training, particularly the SOC Simulator, gamified learning, and upcoming content.
- **Stronger SOC Support Performance:** Team members are better prepared for incidents, reducing reliance on Senior Specialists and improving customer experience.
- **Data-Driven Decisions:** Managers now have clear visibility into skills and engagement, enabling more effective training roadmaps.
- **Career Growth:** Four promotions to date (three to Senior, one to Team Lead), demonstrating tangible career progression and skill uplift.

Conclusion / Testimonial

The partnership between Huntress and TryHackMe has created a **scalable, engaging training culture** that drives measurable business value.

TryHackMe has completely transformed how we onboard and train our SOC Support team.

What used to take three months now takes six weeks, thanks to a streamlined and engaging training process.

The platform is fun, hands-on, and has given my team the confidence and skills they need to protect our customers.

From day one, new hires are building foundational knowledge, and as a manager, the ability to assign and track progress is invaluable.

We're excited about the future of this partnership and have already recommended TryHackMe to others in the industry.

— Tyler, SOC Support Manager, Huntress

With plans to expand usage to detection engineering teams, red teaming initiatives, and continuous learning programs, Huntress is doubling down on its investment in **team capability, customer trust, and SOC Support excellence** powered by TryHackMe.