

a.team × **ziggiz**

From 9 Months to 5 Days: How Ziggiz Made Enterprise-Grade Security Accessible to All with A.Team



Overview

Security teams are drowning in data. Every new log source, detection rule, or tool integration adds to an already crushing workload where teams spend more time maintaining data infrastructure than detecting actual threats. **Security analysts often spend nearly three hours a day triaging more than 4,000 alerts—yet 67% of these go unaddressed, overwhelmed by alert fatigue and false positives.**¹ Critical security intelligence remains trapped, locked behind manual processes, brittle parsers, and constant troubleshooting. In industries like healthcare, where IT resources are minimal and lives hang in the balance, this gap can prove catastrophic.

Ziggiz set out to democratize enterprise-grade security by automating the data engineering burden that cripples most security operations. To make their platform accessible to everyone from Fortune 500 companies to local hospitals with one-person IT teams, they needed AI expertise that could translate complex security data into actionable insights.

Enter A.Team. Within two weeks of Ziggiz's initial outreach, A.Team identified Richard Abrich, a Principal AI Engineer with the rare combination of deep AI expertise and healthcare domain knowledge Ziggiz needed. Over eight months, Abrich built a natural language interface and automated data processing system that transformed Ziggiz's platform. The results were dramatic: customer onboarding time dropped from nine months to just five days, while the system became accessible to users across the technical spectrum.

¹Vectra AI

**"How do you get access to exceptional talent that understands it's not about the tool, but how you use it?
A. Team can get the right person for the job to help you get to your next stage of growth."**



— George Webster, Founder & CEO of Ziggiz

The Challenge: Finding World-Class AI Expertise Without Burning Runway

Ziggiz faced a challenge that went beyond typical technical complexity. While they had the expertise to build sophisticated security infrastructure for large organizations, they needed to make this technology accessible to an entirely different audience: healthcare workers who had no technical background.

As an early-stage startup, Ziggiz also faced practical constraints that shaped their talent search. They needed world-class AI expertise but couldn't sustain the burn rate of a full-time hire.

The requirements were exacting:

- **Deep AI expertise** with practical understanding of which tools to use when
- **Healthcare domain knowledge** to ensure the platform spoke the language of practitioners
- **Experience building similar systems** at scale
- **Speed to deliver** within their aggressive timeline

Webster had worked with freelance groups and dev shops before, but they lacked the specialized AI expertise Ziggiz needed. Traditional hiring would eat up precious runway and require months of onboarding. They needed someone who could hit the ground running.

"We're a young startup, which means I don't want to over rely on full time hires that consistently hit our burn rate. We have tons of other things that need to be built in parallel. **We need to extend that runway as far as possible**, but we still need a heavy hitter to accomplish our goals."



— George Webster, Founder & CEO of Ziggiz

The Solution: Embedded AI Expertise Precision Matched to Business Needs

An investor recommended A.Team to Ziggiz. Within just two weeks of detailing their requirements, A.Team had identified Richard Abrich—a Principal AI Engineer who brought precisely the skill combination Ziggiz needed:



Richard Abrich

Principal AI Engineer

- Led agentic AI product builds for Microsoft and Cleveland Clinic; shipped systems exceeding human accuracy and adopted in clinical settings.
- Founded OpenAdapt.AI, an open-source platform for generative process automation.
- Delivered production LLM systems for Headspace and Sandow Media, from data pipelines to natural language analytics.



Deep AI expertise with practical application knowledge: Abrich understood that AI success meant selecting the right tool for each specific challenge, not chasing trends.



Healthcare domain expertise: Having worked in healthcare, Abrich understood the unique constraints and requirements of the industry.



Experience building similar systems at scale: He had previously tackled comparable data structuring and natural language processing challenges.

The efficiency of the match was significant. Unlike traditional hiring or even typical contractor relationships, Abrich integrated seamlessly into Ziggiz's team from day one. He joined their standups, collaborated directly with leadership, and aligned with their culture.

"Instead of having to spend a lot of time onboarding like you would with a permanent staffer or typical contractor, Richard fit in seamlessly because he had experience, deep knowledge and understanding of AI, and has done this before."



— George Webster, Founder & CEO of Ziggiz

The Technical Journey: Democratizing Enterprise-Grade Security

Abrich's approach to building with AI exemplifies what makes A.Team's talent network unique: the understanding that AI success comes from selecting the right combination of techniques to achieve specific business outcomes, not from using the newest tools.

Over eight months, Abrich architected and built two interconnected systems that helped transform how Ziggiz delivers security intelligence.

Natural language agent: Making security accessible for all

The first challenge involved creating an interface that could bridge the gap between complex security data and non-technical users. Abrich built a natural language agent that serves as an intelligent translator and guide in security operations.

The agent enables interactions like:

- "I want to detect DDoS activity."
- "Show me the top five users with the highest risk."
- "What does this alert mean and what should I do?"

When a security alert fires, instead of cryptic technical speak, the system explains in plain language what's happening and what actions to take, clear enough that, as Webster puts it, *"a surgeon can understand what to do."*

This wasn't about slapping a chatbot on top of existing systems. Richard applied sophisticated techniques that went beyond traditional prompt engineering. He recognized that LLMs operate within conversation threads where each interaction affects subsequent outputs, an approach the AI community calls "context engineering."

"If at some point in that thread, the model gets bad information or confusing context, it'll completely go off and hallucinate"



— Richard Abrich, Principal AI Engineer

His approach carefully controlled how information accumulated across multiple interactions, constraining the problem enough to guide the model without overwhelming it. This attention to context management made the difference between an unreliable chatbot and a system security teams could trust.

Data processing & semantic layer: Automating the 90%

The second system Abrich built addressed what Webster calls "the dirty secret of cybersecurity"—that 90% of security work is just data engineering. Every new data source, every format change, every integration traditionally required months of manual effort.

Abrich created a semantic knowledge graph that transforms how Ziggiz handles security data:

- **Builds semantic understanding** of data relationships, not just routing between systems
- **Enables sparse field extraction**—processing only the data actually being used, dramatically reducing costs
- **Orchestrates data for both human and machine consumption** with appropriate context
- **Optimizes processing** to handle massive scale efficiently

This isn't just moving data from point A to point B—it's creating an intelligent layer that understands what the data means, how it relates, and what's actually worth processing. Abrich employed a carefully curated toolkit—from SVMs for clustering to Gaussian curves for analysis, from cutting-edge LLMs to time-tested statistical methods. But what set him apart was knowing exactly which tool to use when.

Measurable Impact: From Onboarding Customers in 9+ Months to 5 Days

In just eight months, Abrich's work delivered measurable results that fundamentally improved how Ziggiz onboards customers and serves users.

Category	Before	After
Customer Onboarding Time	9+ months	5 days
Integration of New Data Formats	3–6 months	Hours
Security Data Processing	Manual, slow, highly variable	Automated and optimized for scale
User Accessibility	Limited to technical experts	Usable by non-technical users (e.g., surgeons)

Accelerated customer onboarding by 99%

Before the engagement, bringing a new customer online could take upwards of nine months—primarily due to the complexity and variability of security data feeds. With the implementation of automated data processing and a semantic layer, Ziggiz reduced initial onboarding to just five days. Integration of new data formats, which once required three to six months, now takes hours. This shift not only shortened sales cycles but enabled Ziggiz to scale more efficiently.

Lowered the barrier to security expertise

The natural language interface Abrich developed made it possible for users with no technical background—such as hospital staff—to understand and act on complex security alerts. By translating technical outputs into plain language and guiding users through common security questions, Ziggiz expanded the usability of its platform well beyond IT professionals. This accessibility was especially important in healthcare environments, where dedicated security teams are often nonexistent.

Strengthened core IP and competitive positioning

The semantic layer and data ingestion system Abrich built helped formalize and accelerate work on what Ziggiz considers its core intellectual property. By turning what was previously a highly manual, opaque process into a scalable, automated pipeline, the company strengthened its underlying platform in a way that is difficult for competitors to replicate. The engagement not only delivered immediate functional benefits but also positioned Ziggiz to protect and extend its technical advantage as it moves into broader markets.

Strategic Lessons for Building with AI

For organizations looking to leverage AI effectively, Ziggiz's success with A.Team offers crucial insights:



Tool selection beats tool obsession. Success in AI isn't about using the newest model—it's about knowing which tool fits which problem. A.Team's network brings practitioners who understand this distinction.



Domain expertise amplifies technical skills. Abrich's healthcare background proved as valuable as his AI knowledge, enabling him to translate complex concepts into language practitioners understand.



Embedded expertise accelerates everything. Having Abrich fully integrated into the team meant faster decision-making, immediate context, and real ownership of outcomes—advantages that traditional consulting models can't match.



Focus relentlessly on outcomes. "Abrich kept his eye on how to actually achieve that business outcome, not just solve a technical problem," Webster notes. This orientation shaped every technical decision.



Speed and quality aren't mutually exclusive. With the right expertise, eight months was enough to build production-ready systems that dramatically transformed the business. The key was having someone who had done it before.

Laying the Groundwork for Business Growth

For Ziggiz, Abrich's work laid the foundation for further democratizing enterprise-grade security capabilities. By focusing on the "first mile" of security data—making it usable from the start rather than trying to manage the chaos downstream—Ziggiz enables organizations of all sizes to implement effective threat detection.

Having successfully emerged from stealth in April 2025, Ziggiz now enters its growth phase with a proven platform and validated approach. Their experience with A.Team proved so valuable that they plan to engage Abrich again for this next stage of expansion.

"There are great tools out there. Cool new ones come out constantly. Get the expert that can navigate it for you."



— George Webster, Founder & CEO of Ziggiz

In an AI landscape filled with hype and confusion, A.Team helps companies access the expertise they need to succeed, with a vetted network of experts who possess not just technical skills, but the rare combination of domain knowledge, practical experience, and business focus.

In the age of AI, success isn't about the tools you have—it's about knowing how to use them.

About A.Team

A.Team is the AI-Native Systems Integrator transforming business realities. Our platform precisely assembles elite tech talent and agentic systems that deliver real value before traditional SIs finish their slide decks. Drawing from our network of 11,000+ pre-vetted builders, we've helped over 500 organizations such as Lyft, McGraw Hill, and Grindr achieve exceptional results with less.

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