

Globe Telecom Cuts Through 99% of the Noise in One Year with Vectra AI

Globe Telecom is the largest mobile network provider in the Philippines, expanding its reach beyond telecommunications into fintech, health tech, and data centers with a diverse portfolio of businesses. Globe Telecom’s dedication to innovation and exceptional customer service is matched by its commitment to strong security measures, proving that growth can coexist with rigorous data protection.



Organization
Globe Telecom

Industry
Telecom & Communication Services

The Challenge
Globe Telecom struggled with visibility gaps in their infrastructure, limiting their ability to detect threats beyond endpoint protection.

The Solution
Vectra AI provided Globe Telecom with real-time visibility and MDR services, enabling faster threat detection across their network.

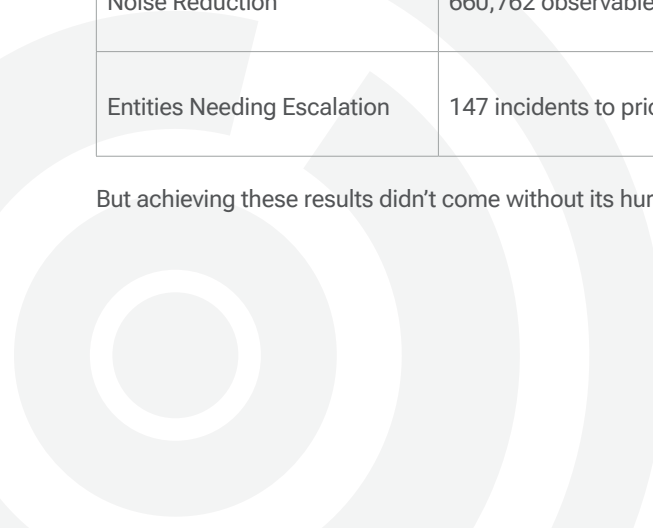
The Results
Globe Telecom improved incident response time by 78%, reduced noise by 99%, and cut escalations by 96%, securing services for their 80 million customers

Security Transformation Platform value at a glance

Building on their long-term partnership with Vectra AI, Globe Telecom has made key improvements, allowing for quicker incident response, reduction in noise, and reduced escalations. These efforts have kept their security posture resilient, ensuring reliable services for over 80 million customers.

Past year			
Metric	Before Vectra AI Attack Signal Intelligence	After Vectra AI Attack Signal Intelligence	Outcome
Incident Response Time	16 hours	3.5 hours	78.1% improvement
Noise Reduction	660,762 observables flagged	8,437 potential attack progressions	99% reduction in noise
Entities Needing Escalation	147 incidents to prioritize	6 escalations to focus on	96% reduction in escalations

But achieving these results didn’t come without its hurdles.



The Challenge

Tackling visibility gaps across a distributed infrastructure

Anton Bonifacio, CISO and CAIO at Globe Telecom, oversees a security team where 35% of workloads span outside of the core telecommunications business. While CrowdStrike effectively secured their endpoints, a critical gap remained: gaining a complete view of threats across their extensive infrastructure.

In the telecom industry, the scale and complexity of systems, combined with the integration of operational technology (OT), often creates additional obstacles in securing networks, including a lack of visibility across distributed environments.

“The biggest challenge was our limited visibility outside of the workload, which is a particularly significant issue on the telecommunications side of the fence,” Bonifacio said.

The Solution

Maximizing threat detection and unlocking deeper insights

To address this challenge, Globe Telecom turned to the Vectra AI Platform. Leveraging AI-powered Attack Signal Intelligence, Vectra AI fit naturally alongside CrowdStrike’s EDR (Endpoint Detection and Response), delivering detailed insight across their broader network that they had been previously missing.

Vectra AI’s NDR (Network Detection and Response) solution integrates with CrowdStrike’s EDR to give the team complete visibility across both network and endpoint activity. By correlating network-based detections from Vectra AI with rich endpoint context from CrowdStrike, the team can swiftly identify and respond to malicious behavior.

“Vectra AI helps us gain visibility into areas that our EDR can’t cover,” explained Garrett Silao, Head of the Security Operations Center at Globe Telecom. “For example, we have proprietary legacy systems that can’t support EDRs, and Vectra effectively fills that gap.”

As Globe Telecom integrated Vectra AI into their operations, the results were immediately noticeable.

“With Vectra AI in place, the light started to turn on. Its automation and filtering capabilities allowed us to focus on the most important threats, which made our team more efficient and effective in our response,” Bonifacio explained.

With a clearer understanding of their network activity, Globe Telecom’s security team was able to maintain tighter control over their environment. Additionally, having a comprehensive view of east-west traffic and lateral movement allowed them to uncover hidden threats before any damage could occur.

An extra layer of defense with Vectra AI MDR

Vectra AI’s MDR (Managed Detection and Response) service provided Globe Telecom with round-the-clock support, offering continuous alert management, threat hunting and expert analysis. With additional eyes on their network, Vectra AI MDR secures their frontline — enabling their team to concentrate on high-priority alerts that demand immediate action.

“The MDR aspect was a key differentiator for us. Vectra AI’s MDR team and their threat hunting expertise have been invaluable in helping us secure our environment,” Bonifacio said.

“With Vectra AI in place, the light started to turn on. Its automation and filtering capabilities allowed us to focus on the most important threats, which made our team more efficient and effective in our response.”

ANTON BONIFACIO
CISO and CAIO, Globe Telecom

Past 6 months

Before Vectra AI Attack Signal Intelligence	With Vectra AI Attack Signal Intelligence	With Vectra AI MDR Analysis	Outcome
2,478 suspicious behaviors triggered	79 Vectra entities	3 customer escalations	97% reduction in noise 97% reduction in escalations needing customer attention

The Results

A strong partnership

Globe Telecom’s commitment to strengthening its security operations has been bolstered by their close partnership with Vectra AI. As their security needs evolve, maintaining this trusted relationship has played a vital role in supporting their security efforts.

Bonifacio underscores the value of this collaboration, stating, “One thing that truly stands out about Vectra AI is the strong relationship we’ve built. They’ve always been a supportive partner, even during challenging times, and we really appreciate that.”

[Read more customer stories](#)

“Vectra AI helps us gain visibility into areas that our EDR can’t cover. For example, we have proprietary legacy systems that can’t support EDRs, and Vectra AI effectively fills that gap.”

GARRETT SILAO
Head of the Security Operations Center, Globe Telecom

About Vectra AI

Vectra AI is the leader in AI-native security and observability. Vectra AI delivers organizations real-time visibility into their network, clear insight into which behaviors matter, and the ability to act before risk becomes impact. By connecting on-premises, multi-cloud, identity, SaaS, edge, and IoT/OT infrastructure, Vectra AI helps organizations reduce exposure, accelerate detection and response, and automate security operations with AI. With over a decade of AI and ML innovation, 39 patents and a Leader in the 2025 and 2026 Gartner Magic Quadrant for Network Detection and Response, Vectra AI empowers security teams to stay ahead of emerging AI powered attacks, increase operational efficiency, and prove resilient in an increasingly complex, AI-driven world. For more information, visit www.vectra.ai.

For more information please contact us: Email: info@vectra.ai | vectra.ai