Securing a Global Outsourcing Backbone in the Digital Age

About the Customer

The customer is a global business process outsourcing (BPO) and IT services provider with a presence across North America, Europe, Asia, and Australia. Their delivery capabilities span multiple verticals including healthcare, finance, insurance, legal, engineering, and customer support. Operating with over 18,000 professionals and serving clients in more than 160 countries, the company's infrastructure comprises a blend of proprietary platforms, cloud-based applications, and third-party integrations to support critical customer operations around the clock.

The Challenge

Operating as a digital outsourcing partner for global clients brings unique security complexities:

Securing sensitive customer data across geographically distributed delivery centers and partner networks.	Managing access controls across dynamic user environments spanning thousands of endpoints.	Preventing insider threats and data leakage, especially across healthcare and financial services projects.
Monitoring multiple communication channels, including email, file transfers, and support portals, for potential threats.	Complying with multiple regulatory mandates such as HIPAA, GDPR, and ISO 27001 without slowing service delivery.	Ensuring 24/7 visibility and response in a follow-the-sun delivery model, across a globally spread IT footprint.

With multiple clients trusting them with business-critical workloads, the company needed a security partner that could enable real-time threat detection, compliance automation, and proactive attack surface reduction.

Deception for Early Threat Detection with XDR+

The use of deception strategies allowed the organization to:

- Deploy decoys in client project environments to detect early signs of malicious activity.
- Detect 7 insider anomalies across different delivery centers within the first quarter.
- Reduce dwell time of undetected threats by 67% compared to previous baselines.

Compliance Automation with GSOS

With clients spanning healthcare, legal, and financial industries, compliance was mission-critical:

- Mapped over 200 security controls across HIPAA, GDPR, and ISO 27001 standards.
- Automated audit reporting and evidence collection, reducing manual work by 51%.
- Maintained 100% audit readiness for over 12 client compliance audits in the past year.

CTEM in Action with Invinsense OXDR

CTEM Stage	Outcome
Scoping	Discovered 1,150+ assets including virtual desktops, data transfer pipelines, and client portals.
Discovery	Uncovered 61 critical vulnerabilities, 22 misconfigured assets, and 9 exposed credentials across business units.
Prioritization	Identified 39 high-impact risks linked to client-facing operations.
Validation	Simulated 10 attack chains involving phishing, lateral movement, and data exfiltration.
Mobilization	Resolved 91% of critical exposures within 21 days using Invinsense insights and team coordination.

Executive Quote

"We needed a cybersecurity partner who understands the unique risks of outsourcing at a global scale. Invinsense helped us protect our delivery operations, reduce compliance burdens, and stay ahead of threats without disrupting service quality."

– Head of Information Security, Global BPO & IT Services Company

Solutions Used

The customer implemented the full Invinsense platform to operationalize cybersecurity across locations and workloads:

- Invinsense XDR was deployed to unify threat monitoring across on-premises, cloud, and hybrid environments.
- Invinsense XDR+ brought deception-based detection into critical client project environments, flagging suspicious behaviors early.
- Invinsense OXDR provided end-to-end attack surface visibility, simulating real-world adversary paths across their digital landscape.
- Invinsense GSOS enabled streamlined compliance mapping and risk tracking, reducing manual GRC overhead.

Key Results

- 57% reduction in overall threat exposure across delivery environments.
- 67% improvement in detection time for suspicious activities.
- 91% of critical vulnerabilities remediated within three weeks.
- 51% reduction in compliance-related administrative efforts.
- 100% client audit success rate over the last year.

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About Infopercept - Infopercept is one of the fastest growing comprehensive cybersecurity companies in India, serving global clients. It provides platform led managed security services that covers all areas of cybersecurity, including defensive, offensive, detection and response, and security compliance. Infopercept has its own cybersecurity platform, 'Invinsense,' which integrates tools such as SIEM, SOAR, EDR, deception, offensive security, and compliance tools. Its cybersecurity and MDR services include dedicated teams of experts, ensuring that organizations have 24x7 cybersecurity operations support.

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