



Securing a Dairy Giant's Digital Ecosystem Across People, Platforms, and Processes



About the Customer

The customer is one of the most respected dairy and food manufacturing companies in the Middle East, with a legacy spanning over five decades. As a pioneer in providing high-quality dairy, juice, and culinary products, the company operates large-scale manufacturing units, cold chain logistics, and an extensive distribution network. With its expanding digital infrastructure—including ERP, smart factories, cloud systems, and customer engagement platforms—cybersecurity became essential not only for protecting operational continuity but also for maintaining regulatory compliance and customer trust.

The Challenge

With growing digital integration across their production and logistics landscape, the organization faced four pressing cybersecurity priorities:

Achieving ISO 27001 certification to align with international information security standards

Running continuous testing across applications, infrastructure, and cloud to proactively find and fix security gaps

Protecting the human layer through phishing, vishing, and smishing simulations tailored to diverse user groups, from office employees to plant operators

Maximizing security ROI by optimizing the use of existing security and IT tools through a structured, best-practice-based program

To address these, the customer sought a long-term cybersecurity partner with offensive, compliance, awareness, and optimization capabilities.

Solutions Used

ISO 27001 Implementation and Certification

Infopercept led a structured ISO 27001 journey that aligned security controls with both factory-floor OT systems and cloud-hosted IT services:

Defined the scope of the ISMS covering manufacturing, warehousing, logistics, and administrative functions	Created a complete set of policies and procedures under Annex A controls
Conducted internal audits and pre-certification readiness assessments	Successfully helped the customer achieve ISO 27001 certification within 6.5 months

Continuous Testing under CTEM Framework

Infopercept’s offensive team delivered a structured Continuous Threat Exposure Management (CTEM) model:

Conducted web, mobile, API, infrastructure, and cloud testing across 15+ core platforms including ERP, MES, and logistics apps	Aligned testing with real-world TTPs using the MITRE ATT&CK framework	Ran monthly adversary simulations and bi-weekly threat validation cycles
Helped identify and remediate 280+ critical and high-risk vulnerabilities across applications and environments	Enabled prioritization of exposures based on business impact, risk propagation, and likelihood	Resulted in a 49% reduction in mean time to remediate (MTTR) security gaps over the year

Human Layer Testing: Phishing, Vishing & Smishing Simulations

Recognizing the human element as a crucial line of defense, Infopercept rolled out a full-spectrum awareness simulation program:

Phishing campaigns sent quarterly across all departments, including office, plant, and logistics staff	Vishing tests (voice-based social engineering) targeted critical roles such as finance, procurement, and operations	Smishing simulations used SMS-based lures commonly exploited in the region
Initial baseline testing saw 42% click rates and 19% response actions	After three rounds of simulations and training, the rates dropped to 7% click rate and 2% response rate	Created a risk-based user awareness scorecard for targeted coaching

Technology Optimization Center (TOC) Services

Infopercept's Technology Optimization Center helped the client achieve greater efficiency and readiness from existing systems:

Audited and optimized 10+ technologies, including SIEM, endpoint protection, backup systems, email security, and Azure/Microsoft 365	Applied vendor-specific best practices and cloud security benchmarks to configurations and deployment	Improved visibility and coverage in SIEM by 60%, reduced false positives by 45%, and fine-tuned EDR policies to increase detection accuracy
Conducted quarterly optimization reviews and monthly configuration health checks	Helped align all systems with 95%+ compliance to CIS and Microsoft security benchmarks	

At a Glance

Area	Outcome Summary
Compliance	ISO 27001 Certified in 6.5 months
CTEM Security Testing	280+ high-risk vulnerabilities remediated, 49% MTTR reduction
User Awareness	83% drop in phishing response rates over 3 quarters
Technology Optimization	60% better log visibility, 45% false alert reduction, 95% config compliance

Executive Quote

"Cybersecurity in our industry isn't just about protecting systems—it's about protecting operations, food safety, and consumer trust. Infopercept's approach across offensive security, user readiness, compliance, and technology tuning helped us build a resilient security foundation without disrupting our daily operations. It's a partnership that blends global standards with local context."

— IT & Security Manager, Leading Dairy and Food Manufacturing Company

Conclusion

Infopercept's integrated approach—covering ISO 27001 readiness, continuous testing, user-layer simulations, and technology optimization—has enabled this regional food industry leader to turn cybersecurity from a compliance requirement into a competitive advantage. With CTEM as the backbone, the organization now responds to threats proactively, trains its people effectively, and gets the most value from every security investment made.



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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