Enhancing Cybersecurity Posture in a Regional Power and Utilities Leader

About the Customer

The customer is one of India's prominent integrated power utilities, responsible for generation, transmission, and distribution of electricity across multiple regions. With millions of customers, mission-critical SCADA systems, and cloud-connected enterprise platforms, cybersecurity is fundamental to ensuring service reliability, safety, and compliance with evolving energy-sector regulations.

The Challenge

As the organization scaled digitally, it aimed to:

Achieve ISO 27001 certification to standardize security across IT and OT layers	Implement a unified GRC platform for internal audits, compliance workflows, and policy lifecycle management
Train and test personnel—especially operational and engineering teams—against phishing, vishing, and smishing threats	Enable automated tracking and closure of risks, vulnerabilities, and compliance deviations

Solutions Delivered

ISO 27001 Certification Enablement	Infopercept's compliance team supported the client from readiness to audit: • Covered data centers, substations, field units, and headquarters within the ISMS scope • Created asset-based risk assessment models for both IT and OT assets • Conducted multiple readiness assessments and helped close gaps prior to audit • Result: ISO 27001 certified in 6.5 months
Invinsense GSOS for GRC	The utility deployed Invinsense GSOS to digitize governance and compliance operations: • Linked all ISO 27001 controls to specific business and technical owners • Configured risk scoring models tailored to the power sector (e.g., outage impact, grid reliability) • Automated audit scheduling and task workflows for evidence collection and approvals • Enabled centralized visibility across 8 departments and 3 regional units
Phishing, Vishing & Smishing Simulations	Security awareness campaigns were tailored for frontline and back-office teams: • Simulated phishing emails with real-world lures (e.g., maintenance updates, HR messages) • Vishing campaigns targeted engineers, call center reps, and finance officers • Smishing tests were focused on mobile-reliant field technicians and asset managers • Initial simulation: 41% engagement, 18% action taken • Within 4 quarters, this dropped to 7% engagement and 2% response • Created heatmaps of vulnerable departments and delivered micro-training accordingly

Outcomes Achieved

Area	Outcome Summary
Compliance	ISO 27001 achieved in 6.5 months
GRC Streamlining	70% faster closure of non-conformities via GSOS
User Awareness	80% drop in phishing/vishing/smishing response rate
Cross-Functional Adoption	100% GRC coverage across all operational departments

Executive Quote

"Cybersecurity is core to grid stability and customer trust. With Infopercept's support, we moved beyond check-box compliance. Their GSOS platform and user simulation program helped us build security into both systems and human workflows."

— Head of Information Security, Regional Power & Utilities Company

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