Strengthening Security and Compliance in a Global Pharmaceutical Organization

About the Customer

The customer is a leading pharmaceutical company with a global footprint across more than 40 countries. Known for manufacturing high-quality generic and specialty medications, the organization operates research labs, manufacturing plants, and distribution networks across multiple regulatory jurisdictions. As digital systems increasingly support production, IP management, and regulatory reporting, cybersecurity and compliance have become mission-critical.

The Challenge

Operating in a highly regulated industry, the customer needed to:

Achieve ISO 27001 certification to reinforce its commitment to data integrity, patient safety, and partner confidence	Deploy an agile GRC platform to manage and track compliance efforts, risk registers, and internal audits
Address rising human-targeted cyber threats, including phishing, vishing, and smishing, with data-sensitive employees in R&D, manufacturing, and corporate functions	Build a scalable, repeatable process for continuous governance and awareness training

Solutions Delivered

ISO 27001 Certification Enablement

Infopercept led the pharmaceutical company through all stages of ISO 27001 implementation:

- Defined the ISMS scope covering five manufacturing plants, R&D labs, and corporate offices
- Designed custom security policies, SOPs, and control documentation
- Facilitated risk assessments and internal audits aligned with pharmaceutical regulations
- Guided them through a successful third-party certification audit within 7 months

Invinsense GSOS for GRC

The company adopted Invinsense GSOS, Infopercept's GRC platform, to drive compliance transparency and streamline risk processes:

- Created centralized repositories for policies, risk registers, and control audits
- Enabled automated mapping of ISO 27001 controls to internal processes
- Tracked audit readiness in real-time through customizable dashboards
- Integrated GSOS with HR and IT systems to automate asset ownership and risk ownership mapping

Human-Layer Security Awareness Simulations

To harden the last line of defense—its people—the company adopted Infopercept's awareness simulation suite:

- Phishing campaigns conducted every quarter across 1,200+ employees
- Vishing simulations targeted finance, procurement, and legal teams handling sensitive data
- Smishing simulations tested response to mobile device threats in logistics and field teams
- Initial click rate: 34%; credential submission: 12%
- After 3 quarters of simulation and training, reduced to 5% and 1% respectively

Outcomes Achieved

Area	Outcomes Delivered
Compliance	ISO 27001 Certified in 7 months
GRC Automation	80% reduction in manual audit prep effort via GSOS
Awareness & Resilience	85% reduction in phishing/vishing/smishing success rates
Visibility & Reporting	Real-time compliance dashboards with automated control status tracking

Executive Quote

"Infopercept helped us build a security and compliance culture that meets the pace of innovation in pharma. With Invinsense GSOS and a strong awareness program, we now have real-time visibility across controls, risks, and human readiness."

— Global IT Compliance Head, Leading Pharmaceutical Company

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