



CUSTOMER SUCCESS STORY

A Leading BPO Transforms
Its Application Security
Approach, Forever

ABOUT THE CUSTOMER

With an aging approach to testing application security, a leading Philippines based BPO was facing challenges in delivering domain specific quality assurance for ensuring regulatory compliance. The leadership had plenty of motivation to embrace automation at scale.

In an industry that interacts with many sectors across multiple engagement models, the security of customer data is of utmost importance, and it is critical for BPOs to comply with regulatory standards.

THE CHALLENGE

Our customer, a business technology services company with a global presence, offering cutting-edge back-office products and solutions driven by comprehensive outsourcing services, needed an application security and quality assurance partner that guides the company out of legacy approaches.

In reality, the company was experiencing poor quality security testing outcomes and prolonged certification process for its applications due to security ambiguities in the deployment of new configurations to its multiple back-office products.



HOW SISA HELPED?

SISA's engagement with our outsourcing customer commenced with an exhaustive analysis of the existing security tools and technologies, processes and methodologies of configuring applications.

With a compelling vision of the adoption of automation for orchestrating testing along with product development of 5 critical applications, we performed vigorous penetration and regression test cycles.

To help our customer recognize the value in developing an orchestration layer to move critical application configurations from QA to testing through development, we reorganized the CI/CD pipelines with automation for quarterly reviews of security controls dedicated to PCI DSS and ISO regulatory requirements.

THE IMPACT

Instead of managing testing configurations of applications on a compliance basis that delayed the certification process of its back-office applications, the company was able to reduce the need of repeat testing, thereby eliminating manual errors and QA duplication efforts.



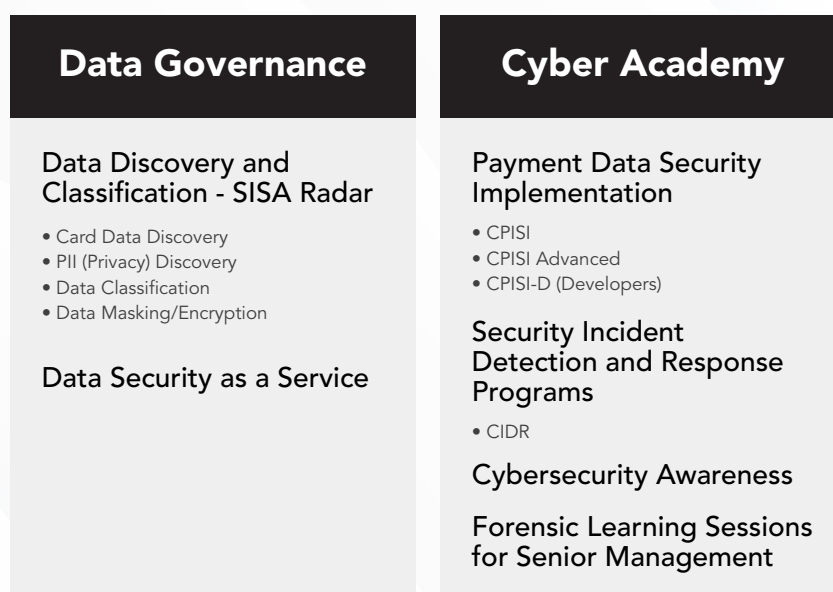
Speed
in application
readiness for
audit purposes



Vulnerabilities
discovered and
fixed before
production

SISA is a global forensics-driven cybersecurity solutions company, trusted by leading organizations for securing their businesses with robust preventive, detective, and corrective cybersecurity solutions. Our problem-first, human-centric approach helps businesses strengthen their cybersecurity posture. Industry recognition by CREST, CERT-In and PCI SSC serves as a testament to our skill, knowledge, and competence.

We apply the power of forensic intelligence and advanced technology to offer true security to 2,000+ customers in 40+ countries.



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