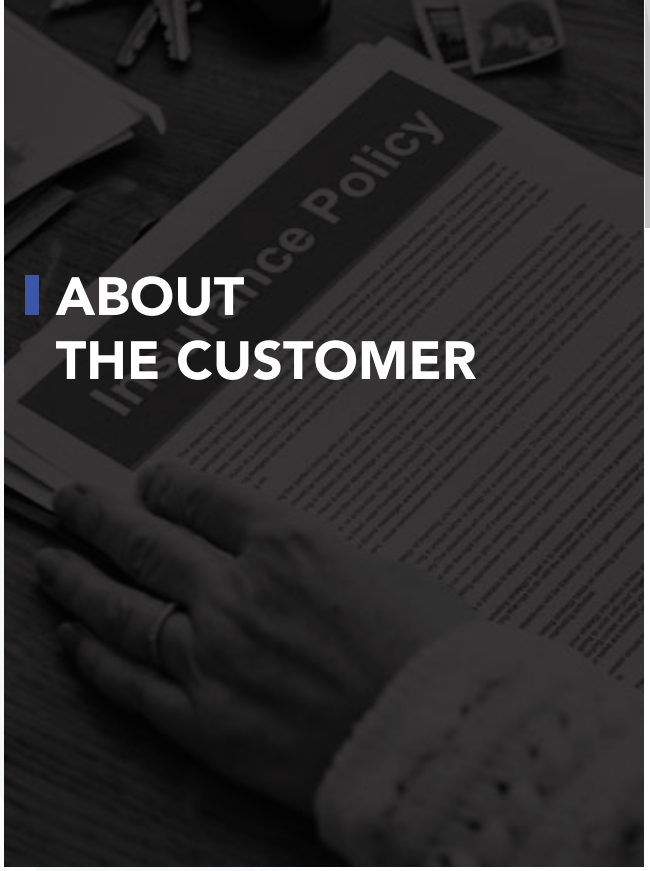
SISA

CUSTOMER SUCCESS STORY

Hong-Kong based insurance MNC leverages SISA Radar to reinforce sensitive data discovery and classification



ABOUT THE CUSTOMER

The client is a Hong Kong-based multinational insurance and finance corporation. One of the largest public-listed life insurance and security groups in Asia-Pacific, it also has a presence in the markets of Western Europe, North America, the India-Pacific region, and the Middle East. The client offers a wide range of services to both individuals and businesses seeking life insurance, medical insurance, credit insurance, retirement planning, wealth management, investments, and security solutions.

THE CHALLENGE

Being one of the world's leading insurance companies with a vast and dynamic data environment, the client was confronted with challenges while scanning multiple platforms, endpoints, and servers. Firstly, the sensitive data scattered across the network made compliance with Payment Card Industry Data Security Standards (PCI DSS) and the identification of Personally Identified Information (PII) a complex task. It was challenging to scan the network environment for PCI and PII data without impacting the performance of numerous databases, file storage servers, and cloud platforms. In addition to that, terabytes of data in storage devices and production databases made the scanning process an uphill battle. Further, the insurance company encountered a high frequency of false positives as the existing tool was unable to differentiate between real card numbers and 16-digit insurance reference numbers. Other complexities also included scanning hard copies of hand-written applications stored as PDFs and images with unencrypted credit card information. Moreover, with the existing data discovery tool, the client was unable to identify and remediate card data present in audio files.

SOLUTION OFFERED BY SISA

For a simplified and cost-effective scanning process, unlike other data discovery vendors, SISA was able to assist the client with minimum recommended server specifications to scan 750 servers. SISA Radar also provided agent-based scans for file storage devices with only 0-3% CPU usage. To identify the insurance policy numbers and minimize the frequency of false positives, SISA Radar provided customized algorithm for scanning policy numbers. SISA Radar also helped create an algorithm for the client to scan region-specific insurance policy numbers. By implementing AI & ML features, SISA Radar was able to eliminate the false positives automatically based on the percentage of accuracy while scanning. Further, SISA Radar also provided an option to implement a customized ML feature for image scanning through which the client was able to upload the PDFs, images, and scanned copies in the tool to identify and remediate card data. SISA Radar, with its Optical Character Recognition (OCR) capabilities, also assisted in the discovery and remediation process of hand-written card numbers in PDFs and image files. Leveraging SISA Radar's ability to integrate with third-party APIs like Microsoft Bing API, the insurance company successfully scanned and masked the audio files containing card data. SISA also shared best practices and recommendations from forensics learnings derived from previous investigations to help the client address the security gaps. The forensics learnings which encompass a set of 'Preventive and Detective' controls above and beyond the PCI controls, helped the client implement stronger controls, without hampering the PCI certification program.

BUSINESS IMPACT

By choosing SISA Radar as a solution to overcome the challenges faced while scanning the huge data environment, the client was able to achieve compliance with Payment Card Industry Data Security Standards (PCI DSS) and identify Personally Identifiable Information (PII) across the network. The learnings from SISA's forensics-driven cybersecurity approach helped build in the requisite features in SISA Radar to be used in this specific case. The client was also able to discover and mask hand-written and human-readable card data present in images with 92% accuracy. By automating the remediation process within the tool, SISA Radar reduced 80% of manual efforts and completed the scans in less time.

SISA

A forensics driven cybersecurity company, trusted by organizations across the globe for securing their businesses with robust preventive, detective, and corrective security services and solutions.

Compliance

PCI Compliance

- PCI DSS
- PCI PIN
- PCI 3DS
- PCI P2PE
- PCI S3
- PCI S-SLC
- PCI CP (Card Production)
- Facilitated PCI SAQ

PCI Compliance

- CCPA
- GDPR
- HIPAA
- ISO
- NIST
- SOC 1
- SOC 2
- Swift
- Cloud Security
- Risk Assessment
- Quarterly Security Audits

Security Testing

Application Security

- Application
- Penetration Testing
- CREST/CERT-in Approved
- Security Testing
- API Testing
- Secure Code Review

Network Security

- Vulnerability Assessment
- Penetration Testing
- Configuration Review
- Red Teaming Exercise
- Firewall Rule Review
- ASV Scan

IoT Security Testing

Managed Security Services

Phishing Simulation

Cyber Resilience

Managed Detection and Response Solution

SISA ProACT

Incident Response and Forensics

- Incident Response / Compromise Assessment Services
- Forensic Readiness Audit
- Forensic and Incident Response Retainer Service
- Payment Forensics Investigation
- Internal Forensics Investigation

Advanced Threat Hunting

Data Protection

Data Discovery and Classification Tool - SISA Radar

- Card Data Discovery
- PII (Privacy) Data Discovery
- Data Classification

Data Discovery as a Service

Training

Payment Data Security Implementation Programs

- CPISI
- CPISI Advanced
- CPISI-D

Security Incident Detection and Response Programs

- CIDR

Forensic Learning Sessions for Senior Management

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