



SISA

CUSTOMER — SUCCESS STORY

SISA Helps a Global BPO Simplify
Multi-Framework Compliance Through a
Unified Audit Approach

ABOUT THE CUSTOMER

The client is a leading global outsourcing and business process services provider, headquartered in Australia and empowers enterprises to deliver seamless customer experiences and operational excellence across industries like finance, healthcare, logistics, and technology. Operating across 15 locations with a workforce of over 9,500 professionals, the organization offers customer experience management, back-office operations, and technology support.

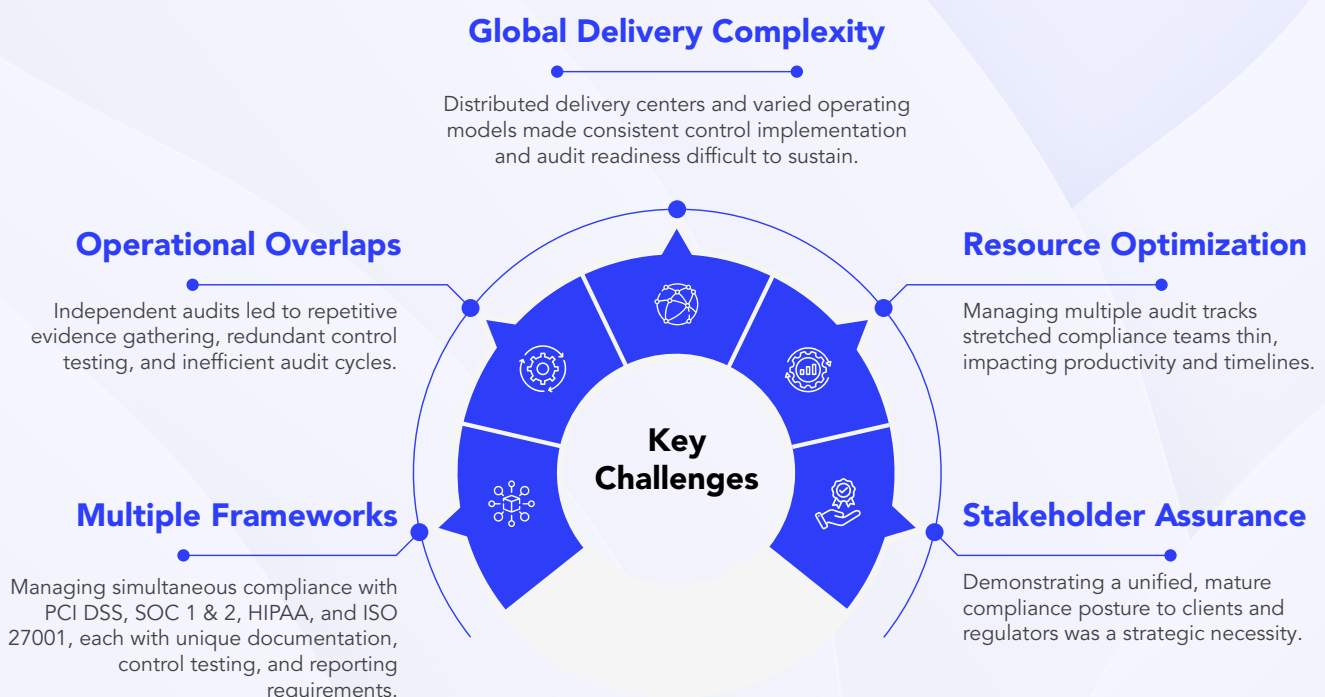
Guided by its values of being safe, flexible and innovative, the company leverages automation and AI-driven solutions to help clients operate smarter and grow faster.

BUSINESS CHALLENGE

As the organization expanded its global delivery footprint, ensuring consistent compliance across multiple regulatory frameworks became increasingly complex. The company was required to demonstrate adherence to several standards, PCI DSS, SOC 1 & 2, HIPAA, and ISO 27001, each with distinct requirements, control mappings, and audit timelines. Managing separate audits had led to duplicated efforts, overlapping evidence collection, and increased resource strain across business units.

In addition, with delivery centers spread across regions and operating under varied models, maintaining uniform control implementation and continuous compliance monitoring proved to be a significant challenge.

To help address this, the organization needed a streamlined, unified audit approach that could optimize effort, eliminate redundancies, and strengthen stakeholder confidence in its governance and security posture. The organization chose to partner with SISA to undergo a unified audit across PCI DSS, SOC 1 & 2, HIPAA, and ISO frameworks, aimed at simplifying compliance management, improving operational efficiency, and enhancing assurance across its global operations.



SISA's SOLUTION

SISA designed and executed a Unified Audit Framework, – an integrated approach that consolidated assessments for PCI DSS, SOC 1 & 2, HIPAA, and ISO 27001 into a single streamlined program.

The framework designed included three key steps:

Control Mapping & Rationalization

SISA conducted an end-to-end control mapping exercise to identify overlaps across PCI DSS, SOC, HIPAA, and ISO frameworks-enabling evidence reusability and minimizing redundant testing.

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Unified Compliance Calendar

A centralized compliance calendar was designed to align audit timelines across frameworks, streamlining assessments and improving audit readiness.

Cross-Functional Alignment

Collaborative workshops were held with teams from Information Security, Operations, HR, and IT to ensure consistent control implementation and unified compliance ownership across the organization.

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BUSINESS IMPACT

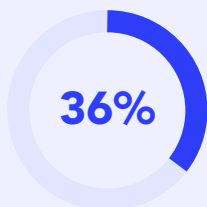
Overall, SISA's engagement transformed compliance management into a continuous, data-driven process, delivering greater efficiency, scalability, and long-term assurance across all major regulatory frameworks.

By combining deep expertise with automation-driven methodologies, SISA helped the organization reduce audit effort and time through control harmonization, while ensuring standardized documentation and evidence management across frameworks. The implementation of centralized tracking improved visibility into findings, remediation, and overall compliance status, fostering greater transparency across teams. This unified view also improved governance by streamlining risk management and strengthening regulatory accountability. In parallel, stronger cross-functional coordination between Information Security, IT, HR, and Operations enhanced operational resilience, ensuring consistent control maturity across geographies.

What once was a recurring compliance obligation evolved into a strategic business advantage positioning the organization as a benchmark for audit efficiency and governance excellence in the BPO industry.

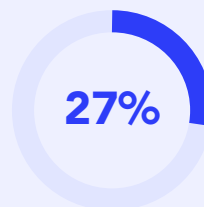
Key Outcomes

Audit Efficiency



reduction in audit timelines through streamlined control harmonization and evidence reuse.

Cost Optimization



lower compliance costs enabled by eliminating duplicate testing and optimizing auditor interactions.

CONCLUSION

Through its partnership with **SISA**, the organization successfully transitioned to a **continuous, data-driven compliance model** achieving scalability, efficiency, and long-term assurance across multiple frameworks.

This collaboration transformed compliance from a reactive requirement into a **strategic business enabler**, setting a benchmark for audit efficiency in the global BPO sector.

About SISA

SISA is a Global Leader in Cybersecurity Solutions for the Digital Payment Industry. As a Global Payment Forensic Investigator of the PCI Security Standards Council, we leverage forensics insights into preventive, detective, and corrective security solutions, protecting 1,000+ organizations across 40+ countries from evolving cyberthreats. Our suite of solutions from AI-driven compliance, advanced security testing, agentic detection/ response and learner focused-training has been honored with prestigious awards, including from Financial Express, DSCI-NASSCOM and The Economic Times. With commitment to innovation, and pioneering advancements in Quantum Security, Hardware Security, and Cybersecurity for AI, SISA is shaping the future of cybersecurity through cutting-edge forensics research.

Compliance	Security Testing	Cyber Defense	Data Protection & Governance	Trainings & Certifications	Leading Tech Security
Payment Data Security • PCI DSS • PCI PIN • PCI 3DS • PCI P2PE • PCI S3 • PCI S-SLC • PCI CP (Card Production) • Facilitated PCI SAQ • Quarterly Health Check-ups • Central Bank Compliance • SWIFT Strategy and Risk • CCPA • GDPR • HIPAA • ISO • NIST • SOC 1 • SOC 2 • Cloud Security • HITRUST Unified Audits Managed Compliance	Application Security • Application Penetration Testing • CREST/CERT-in Approved Security Testing • API Security Testing • Secure Code Review Network Security • Vulnerability Assessment • Penetration Testing • Configuration Review • Firewall Rule Review • PCI ASV Scan Phishing Simulation Red Teaming Exercise • Layer Security Testing	Managed Extended Detection and Response Solution - SISA ProACT • 24x7 Monitoring • UEBA • Threat Intel • Advanced Threat Hunting • Breach & Attack Simulation • SOAR • Use-case Factory Digital Forensics and Incident Response • Incident Response / Compromise Assessment Services • Forensic Readiness Audit • Forensic and Incident Response Retainer Service • PCI Forensic Investigation (PCI) • Internal Forensic Investigation (IFI) • Ransomware Simulation	Data Discovery and Classification • PCI/PII/PHI Data Discovery • Data Classification in Endpoint (Windows, Linux) • Data Classification in O365, Metadata • Dynamic Masking, Redact, Truncation • Integration to DRM, DLP, SIEM Data Privacy Professional Services • Assessments (Unified Privacy Maturity, DPIA, 3rd Party Risk) • Data Inventory, Mapping and Process flow, RoPA • Data Privacy Framework - Policy, Notice, SoPs • Consent and Notice Management framework • Data Breach and Management • Principal management • Privacy by Design implementation guide • Define Data Retention Guidelines and processes • Technical/Organization measures • Privacy Training/Awareness	Payment Data Security Training and ANAB Accredited Certification • CPISI (2 Day Program) • CPISI (3 Day Program) • CPISI- Advanced (3 Day Program) • CPISI-D (Developers) • CPISI Hybrid (4 Weeks) Certification Program in Cybersecurity for AI – CSPAI • CSPAI Forensic Briefing Sessions for Senior Management	PRISM • PRISM LLM Vulnerability Scanner Solution • AI Risk Management and Governance Solution Framework • AI Compliance and Governance Consulting Service Hardware and IoT Security Testing • Firmware Security Testing • Hardware/Embedded Security Testing • IoT Network Security Testing • IoT/Embedded Application and Management Layer Security Testing • MPOC/ PCI PTS Quantum Security • Quantum Cryptographic Consulting • Quantum Security Risk Assessment • Quantum Security Standards Compliance

SISA is a Global Leader in Cybersecurity Solutions for the Digital Payment Industry

USA | Canada | UK | Bahrain | Saudi Arabia | UAE | Qatar | India | Singapore | Malaysia | Australia

To learn more about SISA's offerings visit us at www.sisainfosec.com or

Contact your SISA sales representative at contact@sisainfosec.com