



AUDIT

METHODS

OPINION

REPORT

SERVICE

QUALITY

CUSTOMER — SUCCESS STORY

A Leading Global BPO Provider Achieves
50% Reduction in Evidence Submission
with SISA's Unified Audit Framework

ABOUT THE CUSTOMER

The Client is a leading global Business Process Outsourcing (BPO) and technology services provider supporting some of the world's most recognized brands across industries such as banking, healthcare, fintech, and telecommunications. With delivery centers across multiple countries, the organization manages large volumes of sensitive information, including financial transactions and personal data, on behalf of its customers.

Given the nature of its operations, security, privacy, and regulatory compliance form the foundation of the organization's business commitments. Through continuous adherence to global standards, the company ensures robust protection of client data, safeguarding its confidentiality, integrity, and availability across all operations.

BUSINESS CHALLENGE

As the organization scaled rapidly to meet global client demands, it faced increasing regulatory and contractual obligations. Each client engagement required proof of compliance with one or more globally recognized frameworks, including PCI DSS, SOC 2, HIPAA, ISO 27001, and HITRUST e1.

Over time, this led to audit fatigue, as the company underwent 5 separate audits annually with similar control requirements but different auditors and reporting cycles. Each audit required repetitive evidence submission, multiple stakeholder interviews, and separate validation exercises.

Challenges of a Fragmented Approach

Redundant Efforts Across Frameworks

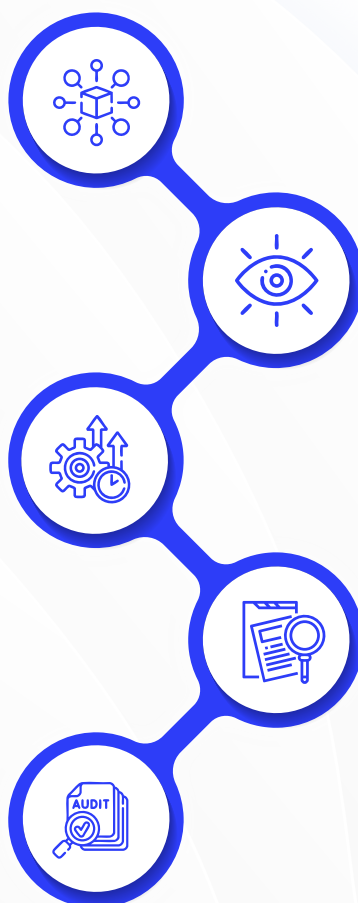
Each audit required separate documentation, evidence collection, and control testing - resulting in extensive manual effort.

Operational Disruption

Simultaneous audits conducted during business-critical periods impacted productivity.

Resource Fatigue

Internal teams were burdened by repeated auditor interactions for similar controls.



Limited Cross-Framework Visibility

Teams struggled to track compliance progress across different standards due to siloed assessments, leading to inconsistent audit observations.

Lack of Centralized Evidence Repository

Evidence scattered across departments led to delays and inconsistencies.

SISA's SOLUTION

Recognizing the client's challenges, SISA implemented a Unified Audit Framework that consolidated PCI DSS, SOC 2, HIPAA, and ISO 27001 assessments into a single, structured, and streamlined engagement.

This approach leveraged SISA's expertise across multiple standards and deep domain experience in compliance automation to minimize duplication and enhance efficiency.

Key components of SISA's solution included:



Unified Control Mapping

SISA conducted an extensive control harmonization exercise to map overlapping requirements across PCI, SOC 2, HIPAA, and ISO 27001. This enabled a "test-once, report-many" approach to control validation.



Centralized Evidence Management through SISA's Tool

A centralized repository was established for evidence submission, version tracking, and validation. This automation eliminated repetitive requests and improved traceability.



Single-Window Audit Delivery

A dedicated SISA audit lead managed the entire engagement, ensuring consistency, coordination, and clear communication throughout the audit lifecycle.



Collaborative Audit Planning

Audit timelines were aligned across frameworks to reduce disruption and optimize stakeholder availability.



Integrated Reporting

A single, comprehensive report summary highlighted the compliance posture across all frameworks, reducing documentation overhead and improving management visibility.

BUSINESS IMPACT

SISA's unified approach transformed the Client's complex and resource-intensive compliance journey into a simplified, efficient, and outcome-driven model.

Key measurable benefits included:

50% Reduction in Evidence Submission

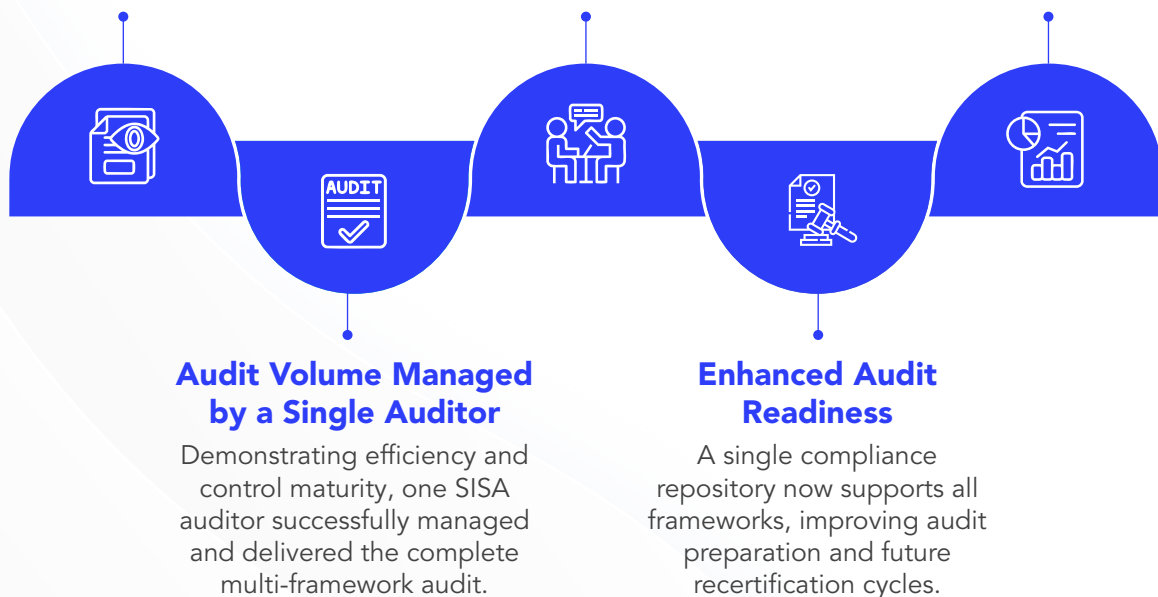
Centralized evidence management and unified testing eliminated duplication and streamlined data flow.

Reduced Audit Fatigue and Resource Load

Fewer redundant interviews and simplified coordination freed up internal resources for strategic initiatives.

Strengthened Compliance Posture

Consistent reporting and unified testing improved transparency and trust among stakeholders and clients.



CONCLUSION

By consolidating multiple standards into a unified, scalable audit framework, automating evidence management, and streamlining coordination, SISA significantly reduced operational burden and improved audit readiness. The result was a more efficient, transparent, and resilient compliance posture, empowering the Client to meet global regulatory demands with confidence and agility.

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