

CASE STUDY

Achieving Operational Excellence in Cyber Security for a Global Communications Leader



Overview

A leading international communications company with a customer base of more than 100 million across the Middle East, North Africa, and Southeast Asia known for delivering world-class services for consumers, businesses, residences, and organizations. The company struggled with security alerts, unmonitored assets, and outdated infrastructure, limiting its ability to offer robust cybersecurity services to B2B partners.

Client Background and Challenge

They needed a robust and secure framework for their cyber security operations and partner network. However, the company faced critical challenges, including:

- ▶ **30,000+ alerts** causing poor analysis of the threats and further recommendations.
- ▶ **45+ unmonitored assets**, unpatched systems, and outdated EOL/EOS licenses and subscriptions, leading to security vulnerabilities.
- ▶ Inadequate on-premises infrastructure with limited support and maintenance.
- ▶ Security Information and Event Management (SIEM) and Non-Person Entity (NPE) offerings to B2B partners, as well as limited cybersecurity service portfolio offerings, impacted the sustainability of the existing customer.

Our Approach and Solution

To address these challenges, Tech Mahindra implemented a comprehensive cybersecurity transformation incorporating:



People

- ▶ Onboarded a transition team within one week of the deal being awarded.
- ▶ Leveraged the **multi-skilled MSSP resources** with the cost-effective hybrid model.



Process

- ▶ Implemented a three-tier governance model.
- ▶ **Transitioned the SOC operation** from the hostile situation within the lead time with zero escalations.



Technology

- ▶ Patched eight servers, replaced faulty hardware, and extended support warranties.
- ▶ Prepared a well-defined maintenance calendar to improve the availability of the **SIEM platform**.



Tools

- ▶ **MSSP SEIM Tool:** LogRhythm, Sentinel
- ▶ **Vulnerability Management:** Tenable
- ▶ **Digital Forensics and Incident Response:** FortiGuard IR
- ▶ **Brand Monitoring:** Cyble

Business and Community Impact



Efficiency

- ▶ **30% alarm reduction** achieved through fine-tuning of noisy alerts.
- ▶ **140+ run books** created for quick analysis.
- ▶ **666** rules were mapped to the MITTRE framework to enhance security posture.
- ▶ 10 SIEM log integration guide prepared for new customer onboarding.
- ▶ Automated incident reports into dashboards.



Benefits

- ▶ Optimized costs with a **hybrid operational model** implemented through MSP shared services.
- ▶ Expanded cybersecurity offerings, enabling cloud security and managed services.
- ▶ Strengthened stakeholder trust through regular governance meetings, driving business growth.



**SECURITY
INFORMATION AND
EVENT
MANAGEMENT**

About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 150,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognises global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit www.techmahindra.com

TECH mahindra



www.youtube.com/user/techmahindra09
www.facebook.com/techmahindra
www.twitter.com/tech_mahindra
www.linkedin.com/company/tech-mahindra
www.techmahindra.com
mktg@TechMahindra.com

Copyright © Tech Mahindra Ltd 2025. All Rights Reserved.

Disclaimer: Brand names, logos, taglines, service marks, tradenames and trademarks used herein remain the property of their respective owners. Any unauthorized use or distribution of this content is strictly prohibited. The information in this document is provided on "as is" basis and Tech Mahindra Ltd. makes no representations or warranties, express or implied, as to the accuracy, completeness or reliability of the information provided in this document. This document is for general informational purposes only and is not intended to be a substitute for detailed research or professional advice and does not constitute an offer, solicitation, or recommendation to buy or sell any product, service or solution. Tech Mahindra Ltd. shall not be responsible for any loss whatsoever sustained by any person or entity by reason of access to, use of or reliance on, this material. Information in this document is subject to change without notice.