THE COST OF TRUST AND HOW ORGANIZATIONS GOT IT RIGHT WITH INFOSYS CYBERSECURITY

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Foreword

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The world is changing at an unprecedented pace, and the need for enterprise-level cybersecurity is only increasing. As enterprises advance in digital transformation, they operate on highly scaled and interconnected platforms leveraging cloud and AI to drive business outcomes. This progress creates an expansive and complex attack surface for enterprises. Geopolitical shifts, economic volatility, and environmental disruptions further compound this complexity, reinforcing the critical importance of cybersecurity in today's digital-first economy. Organizations that prioritize robust security practices will be best positioned to protect their data, maintain customer trust, and achieve long-term success in an unpredictable world.

At Infosys, we enable enterprises to stay competitive by securing their present and building resilience for the future through our approach based on three fundamental foundations: **Cyber Resilience at the Core, Platform-Enabled, and AI-Powered Services.**

This compilation of transformative success stories illustrates how leading brands upheld stakeholder trust and thrived in this digital-first world by leveraging these foundations. It also offers a unique lens into real-world scenarios, underscoring that cybersecurity is a shared responsibility that transcends internal and external borders. Our aim is to provide readers with actionable insights and practical lessons that helped enterprises fortify their security posture. By learning from these experiences, we can build a secure, resilient digital future, safeguarding trust, enabling innovation, and ensuring resilience in a world where technology and risk are inseparable.

Financial Services

Delivering Security across Portfolio Management Platform for a Global Financial Services Provider

A leading North American financial services firm, supporting 32,000 financial advisors and 1,100 institutions, aimed to enable advisors to manage client portfolios on their platform through secure and trusted customer experience. However, the firm faced challenges due to a highly complex environment with multiple security tools and customized configurations, resulting in inefficiencies and limited scalability.

Infosys partnered with the client to optimize security operations, implement multi-tiered support, and introduce metrics to detect deviations from baselines. These initiatives enhanced security maturity, enabled proactive risk identification and remediation, and delivered a secure, resilient platform for advisors and institutions, while reducing operational overhead and driving significant cost savings.

Cyber Consulting & Advisory | Identity and Access Management | Cloud Security | Data Protection and Privacy | Governance, Risk and Compliance

Infrastructure Security | OT Security | Vulnerability Management | Threat Detection and Response | Managed Security Services

Key Transformation Highlights:

Identity and Access Management

1,300 human and **15,000** non-human accounts secured with Privileged Access Management Platform

40% reduction in access-related incidents with account cleanup

25% improvement in operational efficiency through automated credential management processes

55% reduction in onboarding issues by automating access provisioning workflows

99.9% reduction in Turn Around Time for **>90%** of provisioning requests

80% non-human identity lifecycle streamlined by integrating CMDB with a centralized cloud identity platform

NYDFS (New York State Department of Financial Services) regulatory compliance achieved

Vulnerability Management

42 major issues across 5 critical applications identified through penetration testing

119 re-tests performed to confirm remediation of identified exposures

Infrastructure Security

350+ complex firewall reviews completed, strengthening perimeter security

90+ web-traffic policy requests completed, minimizing internet-facing threat exposure

Data Protection and Privacy

21,498 data loss prevention incidents identified and remediated, minimizing risk of data leakage

500+ encryption certificates deployed ensuring data privacy, integrity and secure connectivity

Threat Detection and Response

14% true positive incidents handled within 6 months of engagement

300 confirmed true positive incidents remediated

Banking

Enabling 24x7 Secure, Scalable Banking and Compliance for a Leading UAE Bank

One of the largest banks in the UAE, serves millions of users across 19 international markets through retail, corporate, and investment banking. As its digital footprint expanded across ATMs, forex rates, and third-party integrations, the bank faced challenges such as transaction glitches, latency spikes, and gateway failures. These issues affected real time payments, online banking, and introduced chargebacks, reconciliation delays, and added regulatory complexity.

Infosys partnered with the client to deliver a comprehensive cybersecurity transformation aimed at simplifying IT operations and enabling secure digital banking growth. By embedding Zero Trust principles, leveraging automation, and implementing proactive risk remediation, we minimized business risk and established robust preventive and detective controls across critical systems. This transformation strengthened the bank's cybersecurity posture, safeguarded financial data, ensured service continuity, and created a resilient foundation for future digital innovation.

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Key Transformation Highlights:

Identity and Access Management

2,750
user access managed, including employees, contractors, and third-parties

180+
siloed identity management applications unified

37,000+
redundant access rules rationalized, minimizing unauthorized access risk

40%
reduction in manual efforts by automating password management for privileged accounts

Infrastructure Security

220+
firewalls upgraded with centralized security controls

94%
reduction in manual intervention by automating firewall analysis

60%
reduction in operating costs through cloud optimization

40%
reduction in administrative overhead by replacing legacy system

440+
database monitoring managed for data confidentiality, integrity, and availability

95%
applications maintained on disaster recovery infrastructure, supporting
100% uptime

Governance, Risk and Compliance

GDPR, PCI DSS
compliance achieved

100%
compliance maintained during change windows

Vulnerability Management

2,998
servers scanned and **~1TB** logs analyzed daily to detect unauthorized changes and prevent downtime

11.5%
reduction in backlog infrastructure vulnerabilities with risk-based prioritization

79%
IT risk vulnerabilities remediated by fixing misconfigurations, updating asset records, and optimizing rules and policies

Insurance

Strengthening Global Trade Resilience for a Leading European Credit Insurance Group

A leading European credit insurance group, provides trade credit and political risk insurance, guarantees, and financing solutions to businesses worldwide. As part of its digital transformation, the insurance group migrated core applications to the cloud and expanded digital services for its clients and partners. This migration, however, necessitated strengthening the security posture and elevating the secure score beyond the defined baseline while aligning with industry best practices.

Infosys partnered with the client to modernize their infrastructure from on-premises to the cloud. This transformation, coupled with our best practices, enhanced the client's security posture, reduced reliance on traditional infrastructure, and optimized capital and operational expenditure. These improvements established a resilient foundation for secure global trade operations, cross-border transactions, regulatory confidence, and future-ready growth.

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Key Transformation Highlights:

Identity and Access Management

50%

reduction in access provisioning delays by consolidating **141** applications with a unified identity management platform

10%

increase in compliance score through strong access policies for **1,591** internal and **169** external users

Infrastructure Security

27 rewalls, **17** VPNs, and **51** application gateways migrated to a cloud-based security architecture

669 assets and **214** servers enhanced with advanced endpoint security and updated rewall congurations

Vulnerability Management

60%

reduction in legacy vulnerabilities by streamlining remediation processes

60%

reduction in threat exposure via secure coding and penetration testing

Data Protection and Privacy

40

on-premises encryption certificates consolidated to 5 cloud-based, strengthening data security

Healthcare

Empowering America's Leading Managed Care Organization with a Trusted Platform for Affordable Insurance

A leading multi-state managed care organization serving over 5 million members carries a critical responsibility to safeguard highly sensitive healthcare data. Its priorities include secure access, robust identity controls, and the rapid delivery of innovative solutions to enhance user experience and maintain trust. However, legacy infrastructure slowed remote access provisioning, unresolved security gaps increased compliance risks, fragmented identity management heightened the likelihood of unauthorized access, and legacy monitoring tools limited visibility, leaving vulnerabilities exposed.

Infosys partnered with the client to transform their security posture and enhance user experience by implementing Zero Trust principles. This initiative raised their security maturity from 1.5 to 3, secured sensitive health records, and delivered a seamless, compliant platform for millions of users. As a result, the client can now provide cost-effective, high-quality healthcare to underserved communities with confidence and agility.

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Key Transformation Highlights:

Identity and Access Management

40% ↑
increase in effort efficiency by automating migration of **2,500+** privileged accounts and **10,000** servers from legacy to a cloud-based identity platform

1,000+ excessive privileged and **700+** dormant accounts revoked, reducing unauthorized access risks

30%
costs saved by integrating **200+** identity applications into a centralized governance platform

70% ↓
reduction in provision wait times by streamlining access management

Infrastructure Security

40%
costs saved by migrating 2 data centers to the cloud

Optimized infrastructure by migrating workloads from on-premises to the cloud, resulting in a reduction of **4,000** servers

20,000+
remote users gained secure, seamless access to critical applications by migrating from traditional VPN to a zero-trust based cloud solution, reducing latency

Cloud Security

500,000+
users enabled to securely access applications on cloud with cloud-based identity management solution

Data Protection and Privacy

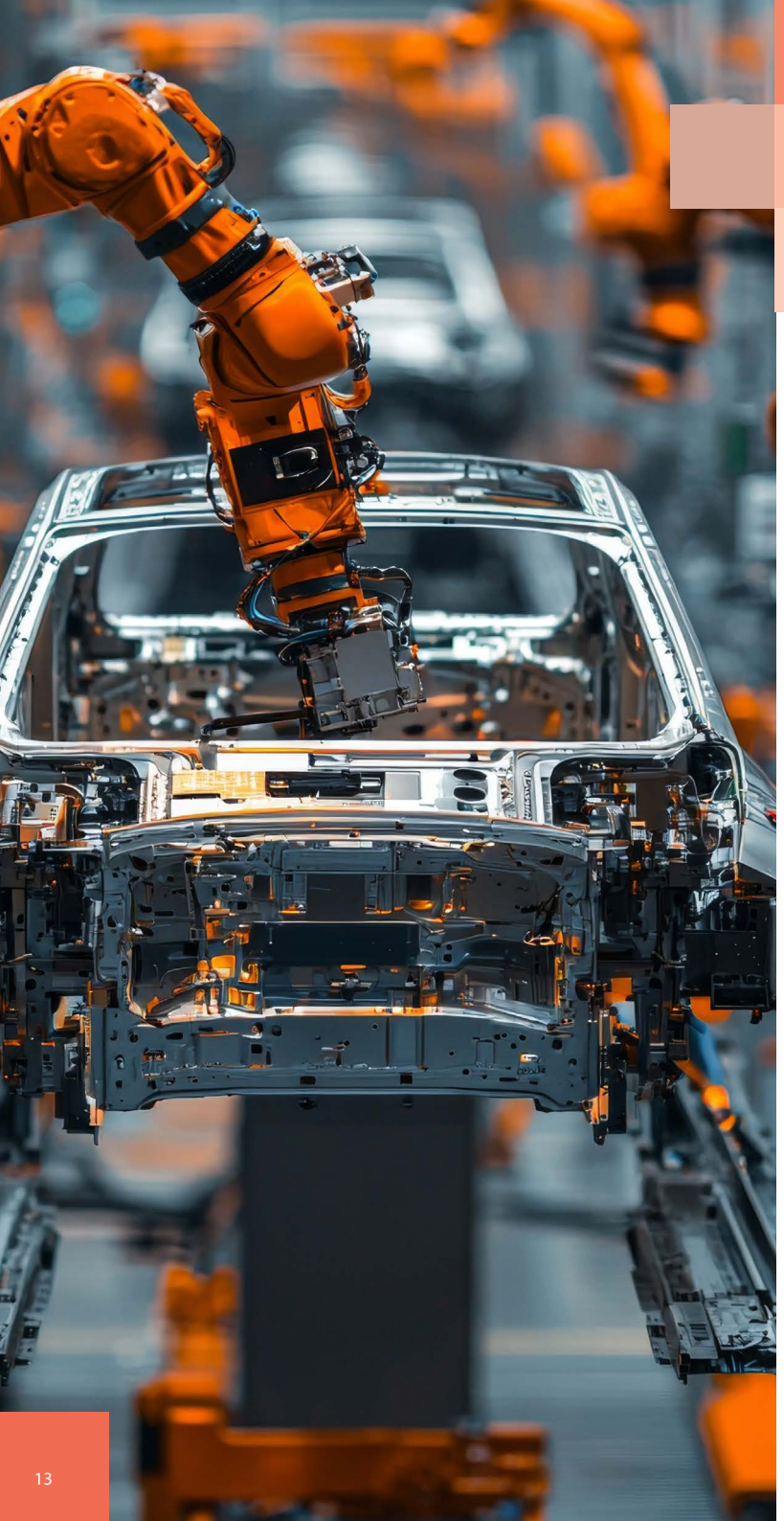
50% downtime and **30%** costs reduced by automating and centralizing encryption certificate lifecycle

Threat Detection and Response

20% ↓
reduction in manual effort by accelerating incident response through automated playbooks

Vulnerability Management

~250,000
vulnerabilities targeting critical applications identified and prioritized for risk-based remediation



Manufacturing

Securing the Ecosystem of a European Automotive Pioneer for Operational Excellence

A leading European automotive manufacturer with a global footprint is advancing premium electric mobility and human-centric innovation to expand electric vehicle programs. It is embedding AI to prevent accidents and scale digital services across factories, vehicles, platforms and third-party ecosystems. To support this vision, the client required a secure, scalable foundation that strengthens identity governance, protects data, and ensures resilience, thereby reducing outages, closing audit gaps, and improving efficiency across a complex global landscape.

Infosys partnered with the client to deliver a secure and scalable foundation, focusing on automation, tool consolidation, and security enhancements. By unifying identities, automating certificate management, strengthening data governance, and institutionalizing risk and audit practices, the client improved resilience, simplified operations, and reinforced trust across factories, vehicles, and digital platforms. This resulted in a consistent security posture that enables safer innovation, protects sensitive information, and supports confident growth in an increasingly connected automotive ecosystem.

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Key Transformation Highlights:

Identity and Access Management

5 identity solutions consolidated into one platform supporting **3,000+** applications and **215,000** external users

35% onboarding incidents and **75%** factory outages reduced, and **99.9%** availability achieved by onboarding 200+ legacy applications to an integrated platform

67% identity hygiene score improved from **37%**

22,346 inactive accounts backlog eliminated by automating access reviews

2 long-pending critical audits closed

100% audit coverage expanded from **60%**, ensuring zero audit findings for 2 years

79% increase in task efficiency from **10%**, and **24 person-months saved annually** by standardizing service intake, incident triage, and maintenance processes

Data Protection and Privacy

30% reduction in false alerts, and **>30%** improvement in compliance scores with enterprise-wide data protection and encryption measures

60% cost saved by implementing and automating data loss prevention measures

80% faster certificate issuance and **360 hours saved annually** by managing 5,000+ digital certificates critical for secure online interactions

Infrastructure Security

75% reduction in factory outages through automated alerts, shared dashboards, and joint incident response

Energy and Utilities

Stabilizing Security for a Fast-Growing Global Oil and Energy Major

A global integrated oil and energy leader has been expanding aggressively through mergers and acquisitions. This introduced challenges such as inconsistent security controls, fragmented processes, and the need to embed secure-by-design principles across applications, enabling seamless, secure access for all users. Additionally, compliance with regulations like GDPR and PCI DSS was essential to protect transactions across retail outlets, preventing penalties, and safeguarding brand reputation.

Infosys partnered with the client to deliver a comprehensive cybersecurity transformation that scaled with growth while optimizing costs. We embedded secure-by-design principles into enterprise architecture, implemented intelligent insights for proactive incident response, and deployed robust controls to automatically isolate compromised assets and prevent lateral threat movement. This transformation strengthened resilience, optimized operational costs, and reinforced regulatory confidence across global operations.

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Key Transformation Highlights:

Cyber AI

1,500

monthly queries handled for **3,400+** users through a **Gen-AI driven Cybersecurity Advisor solution**

95%

response accuracy achieved while maintaining alignment with enterprise security and AI governance

50%

reduction in knowledge search time, enhancing productivity

Infrastructure Security

65,000+

endpoints updated with corporate security standards to validate device health

75,000

users enabled with secure remote access via Zero Trust Network Architecture

~50

redundant access policies, **2,000** unused hosts, and **100** obsolete application segments eliminated, improving security posture

75,000

endpoints upgraded, **500+** security policies optimized, protecting internet facing assets

Vulnerability Management

65,000+

endpoints scanned to flag vulnerabilities, zero-day exploits, and regulatory violations

85%

reduction in manual efforts and **10X improvement** in productivity via automated onboarding of applications to testing tools

Building an AI-Driven, Cloud-First Security Framework for a Global Metals Manufacturer

A global leader in silicon metal and ferroalloys serving high-growth sectors, relies heavily on digital infrastructure to manage distributed manufacturing and supply chain operations. However, legacy network architectures, fragmented governance, manual security processes, and weak cloud controls exposed the organization to significant vulnerabilities. Operational inefficiencies such as high false positives, manual investigations, and lack of automation led to delayed incident resolution.

Infosys partnered with the client to strengthen cyber resilience and operational integrity across its global ecosystem. Through network modernization, stronger identity security controls, cloud hardening, and AI-driven automation, Infosys transitioned the client to a proactive security posture that reduces risk, accelerates response, and safeguards critical assets. This ensured uninterrupted plant operations, improved compliance, and positioned the client to embrace digital innovation while mitigating threats in an increasingly complex industrial landscape.

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Key Transformation Highlights:

Threat Detection and Response

100% autonomous alert triaging, **3X** faster incident resolution with AI-powered workflows

38%

productivity improvement with human-AI collaboration

140+

use cases created and **15+** automation workflows implemented for automatic investigation and mitigation of security alerts

Infrastructure Security

50

legacy firewalls consolidated for centralized management and consistent security policies

15%

over-permissive and unwanted rules removed across 21 sites via firewall optimization

Identity and Access Management

150+

inactive accounts eliminated for enhanced identity security

Governance, Risk and Compliance

ISO27001

aligned governance

Vulnerability Management

55%

reduction in open vulnerabilities by automating patching

38%

increase in vulnerability coverage, enhancing visibility

Cloud Security

85%

security score maintained via multi-layered cloud security, protecting critical applications

OT Security

21

sites assessed identifying critical gaps and vulnerabilities in the OT environment

Resources

Securing 100+ Years of Mining Legacy for a Leading Australian Mining Major

A leading Australian mining major with a global footprint and large-scale operations, faced challenges in securing operations across 5 data centers due to fragmented vendor ecosystems, inconsistent processes, legacy systems, and lack of centralized visibility.

Infosys partnered with the client to strengthen their digital-first approach by embedding intelligence-driven security operations, unifying disintegrated functions, automating processes, and leveraging advanced analytics to accelerate response times. Additionally, 150+ awareness campaigns improved security culture by 23%. This transformation delivered a secure, scalable environment capable of meeting evolving business needs, while ensuring operational continuity, resilience, and enabling global innovation at scale.

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Key Transformation Highlights:

Threat Detection and Response

2 Million+
indicators of compromise ingested, **120,000+** threats detected, **3,000+** critical incidents prevented, **120+** adversary tactics and zero-day vulnerabilities monitored through Threat Intelligence Platform

55%
acknowledgement time reduced, **45%** SOC efficiency improved via automated, intelligence-driven operations

Vulnerability Management

100% critical, **63%** high
vulnerabilities reduced with intelligence-driven vulnerability prioritization

98%
manual remediation effort reduced by automating reporting

2,000+
annual vulnerabilities prioritized through intelligence-driven workflows

50
OT plants enhanced with robust IT security controls, eliminating IT-OT spillage risks

Data Protection and Privacy

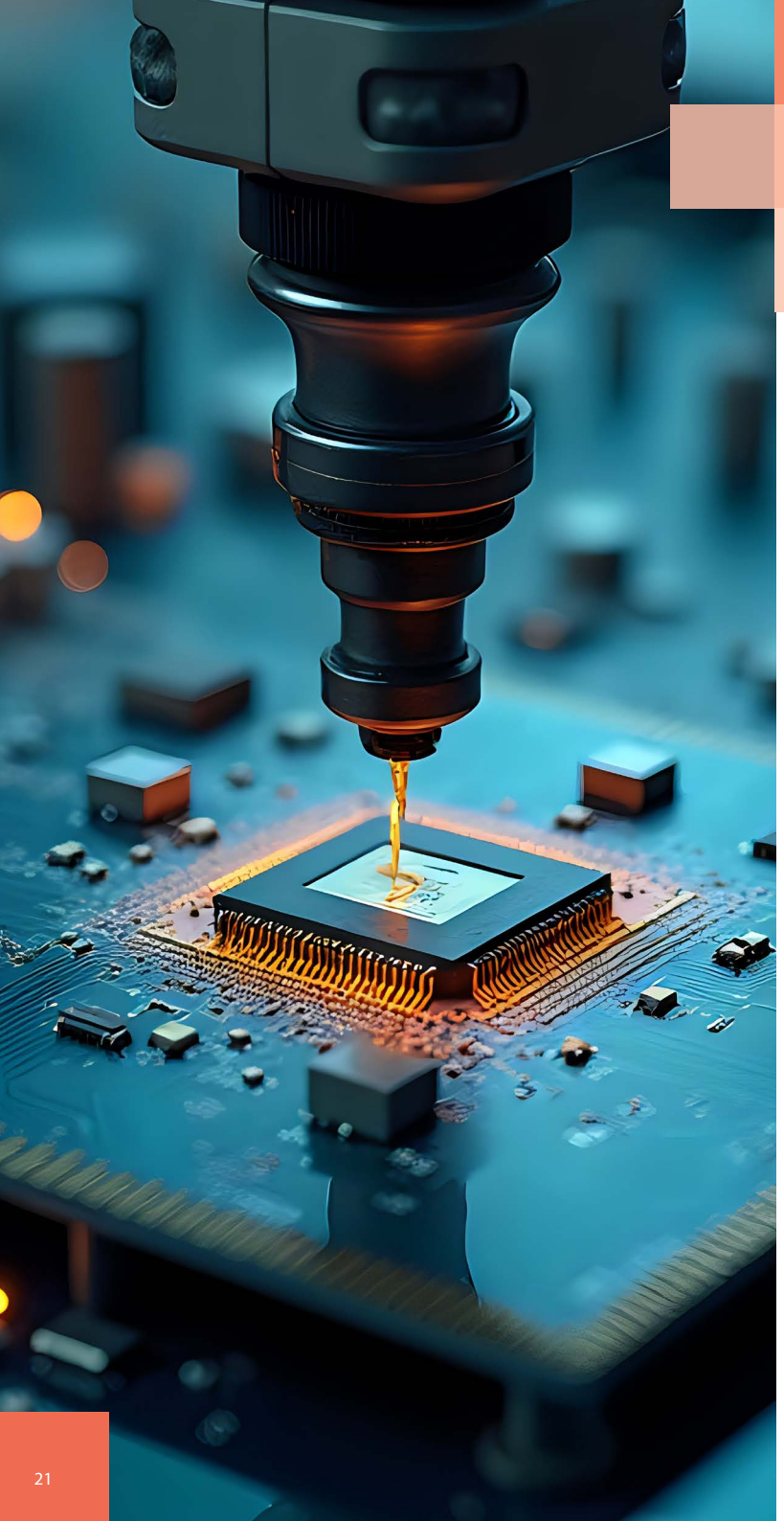
11,000+ devices monitored and **50,000** backlog incidents cleared through continuous monitoring of data at rest and in motion

600 man-hours
saved by automating reporting processes

Infrastructure Security

188
global firewalls managed centrally for consistent security standards

30,000
remote users enabled with region-specific internet content, enhancing user experience



Technology

Protecting Innovation at Scale Through Unified Security for a Global Semiconductor Leader

A leading semiconductor manufacturer in high-growth markets such as automotive electrification and industrial automation, drives innovation in electric vehicles, charging infrastructure, smart grids, and more. With 15+ manufacturing sites, 40+ design centers, and reliance on extensive supply chain, its scale demanded resilience. However, their diverse and distributed environment resulted in fragmented tools, inconsistent controls, and immature processes, creating vulnerabilities and operational bottlenecks.

Infosys partnered with the client to modernize their security landscape by consolidating fragmented tools, deploying advanced solutions, and enforcing consistent policies aligned with industry best practices. This initiative strengthened security controls across multiple domains and built a robust foundation that reduces risk, enhances operational resilience, and safeguards the innovation driving their global semiconductor ecosystem.

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Key Transformation Highlights:

Threat Detection and Response

99.8% reduction in mean time to respond via automated incident response

14% reduction in false positives via 10+ playbooks, 40+ SOPs, and 4 threat-specific automation scripts

50% reduction in monthly security incidents by correcting faulty playbooks

Infrastructure Security

200+

firewalls upgraded, 10,000+ users and 50 remote sites migrated to a cloud-based Zero-Trust solution, securing remote access

Identity and Access Management

70

applications migrated to a cloud-based identity platform for centralized governance

Governance Risk and Compliance

120

third party vendors assessed via optimized and standardized processes, reducing lateral threat movement

Cloud Security

52% reduction in vulnerabilities via advanced monitoring across multi-cloud environments

94%

compliance achieved, up from **65%**, by eliminating excessive cloud privileges, decommissioning idle resources, and removing misconfigured virtual machines

Vulnerability Management

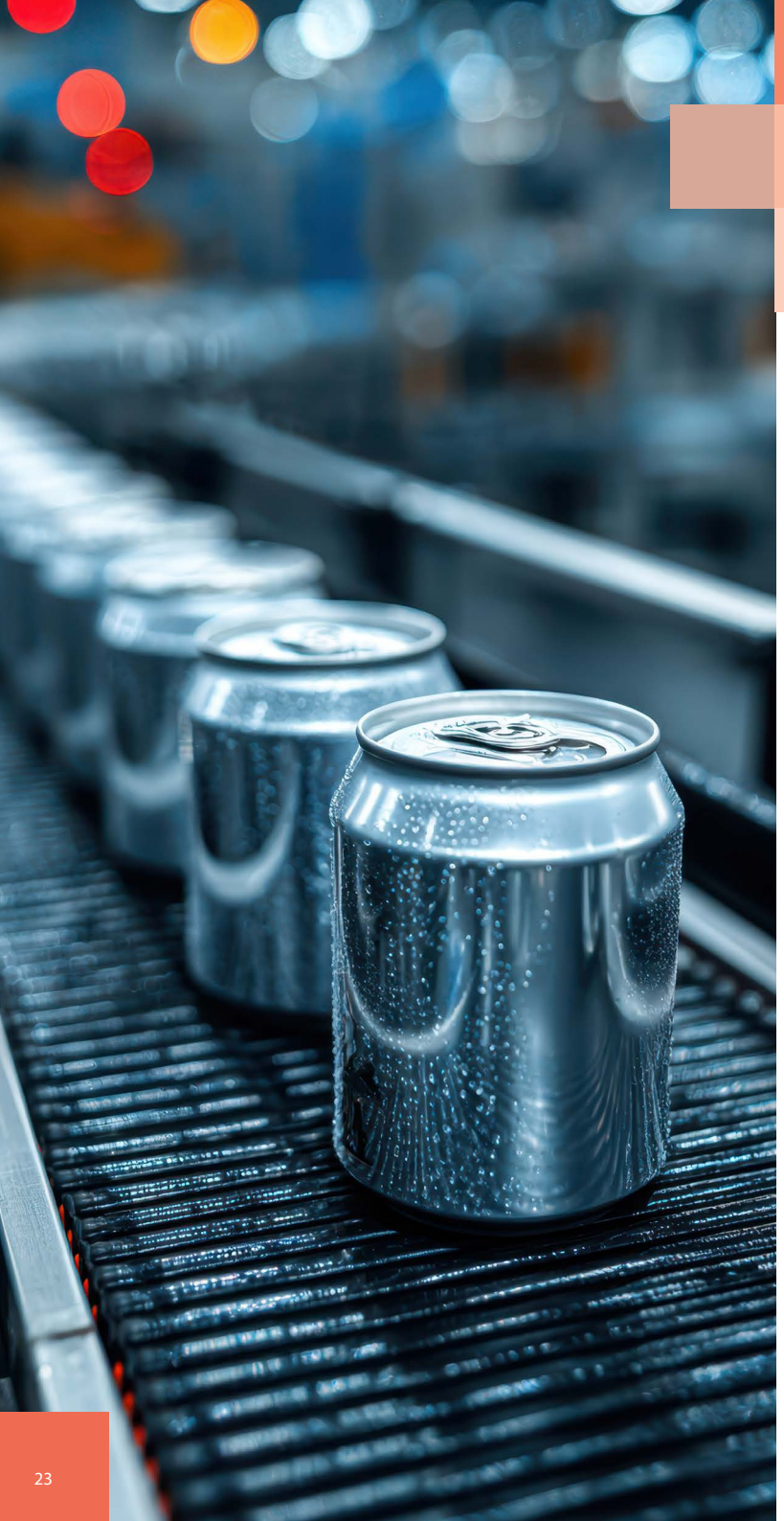
20,000

assets scanned via **Infosys Cyber Scan Platform**, identifying **860,000** previously undetected vulnerabilities

OT Security

6

critical sites uplifted with OT network segmentation eliminating IT-OT risk spillage



Consumer Packaged Goods

Nine Years of Protecting Brand Integrity and Building Trust for a Global Beverage Leader

As one of the world's leading beverage manufacturers and top 10 flagship brands in the Americas, operating with 225+ franchise bottlers and 1,000+ production facilities worldwide, the client faced amplified exposure to cyber threats. Given its high-profile status, any breach could disrupt production, damage brand reputation, and erode consumer trust. Rising risks from supply chain attacks, fragmented security tools, and multi-vendor dependencies prompted the need for a unified security posture and integrated service provider to strengthen cyber resilience across its global ecosystem.

Infosys partnered with the client to deliver a unified security solution and establish common security standards across the network, including franchisee bottlers. This initiative eliminated operational silos, streamlined security operations by consolidating vendors, and modernized technology stack by migrating from legacy tools to next-generation AI-powered platforms. It reflects our nine-year strategic partnership and unwavering commitment to safeguarding brand reputation, strengthening resilience, and enabling secure, scalable growth.

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Key Transformation Highlights:

Managed Security Services

150+ detection use cases and **10+** automated response playbooks deployed for proactive threat detection and response

5,000+ fraudulent entities detected and **3,500+** cyberattacks prevented with 24X7x365 threat monitoring, triaging and remediation

Vulnerability Management

400+ applications and **8,000+** critical servers and network appliances scanned

95,000+

critical and high severity vulnerabilities remediated

Data Protection and Privacy

51,000

data loss activities detected by deploying a global data security and privacy program, securing 27,000+ endpoints, covering 39,000 users across 15 countries

Identity and Access Management

500+

legacy on-premises applications migrated to a secure cloud-based platform protecting **60+** critical applications, **30,000+** internal and **50,000+** external identities

50%

access provisioning cycle times reduced by automating access lifecycle management

1,300+

privileged accounts governed centrally, reducing admin access misuse

OT Security

20

sites successfully onboarded to a centralized OT security monitoring platform, enhancing threat visibility

4,000+

OT assets continuously monitored for 2 platinum sites, highlighting critical and vulnerable OT assets

500+

OT alerts analyzed and remediated monthly by fine-tuning the alert system

Infrastructure Security

30,000+ internal and **50,000+** external users secured while **27,000+** endpoints protected through advanced firewall architecture and continuous network traffic monitoring

Logistics

Accelerating Smart Logistics Innovation for a Leading Public Sector Organization in Benelux

A leading public sector organization in the Benelux region is transitioning from a traditional mail-centric model to a digital-first, parcel-driven business. The organization is expanding e-commerce logistics, introducing automated parcel lockers, leveraging AI-powered fulfillment centers, and integrating advanced digital platforms. This transformation increases its digital footprint and dependency on multi-cloud environments, amplifying the need for robust cybersecurity to safeguard operations and maintain customer trust.

Infosys partnered with the client to deliver a comprehensive security program across multiple cloud environments, leveraging its proprietary Cyber Watch platform along with advanced threat detection and automation-driven governance. This initiative strengthened resilience, improved compliance, and enabled secure digital growth, safeguarding the client's expanding digital ecosystem and logistics network. Through continuous threat monitoring, enhanced security controls, and alignment with regulatory standards, Infosys helped the client build a secure, scalable foundation that supports its strategic shift toward e-commerce growth, digital innovation, and sustainable logistics for the future.

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Key Transformation Highlights:

Managed Security Services

500+ cyber attackers neutralized, **10,000+** malicious IP addresses blocked with **Infosys Cyber Watch Platform**

200+
decoys implemented across network and identity layers in multi-cloud environments for proactive threat detection

576 man-hours
saved by automating incident remediation processes and optimizing resource utilization

300+ security use cases and **20+** SOAR playbooks deployed in **Infosys Cyber Watch Platform** for effective and automated threat detection

Vulnerability Management

56,000
infrastructure vulnerabilities remediated with **Infosys Cyber Scan Platform**

98%
coverage achieved across **3,000+** assets through a structured vulnerability management program ensuring continuous remediation

1,767
critical vulnerabilities identified within one month

Infrastructure Security

5,000
servers protected by deploying endpoint detection and response agents

271
threats detected and resolved in 3 months by leveraging AI/ML powered endpoint detection and remediation solution

Cloud Security

37% AWS and **10%**
Azure security posture improved by integrating security operations with native cloud controls

Governance, Risk and Compliance

NIS2 and **GDPR**
compliance achieved, safeguarding brand reputation

For more information, contact askus@infosys.com

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