



## Major BFSI Optimizes Security Operations with Sophos MDR

ÆON Credit Service, a leading NBFC in India wanted a more manageable, integrated approach to security bolstered by active threat hunting and faster incident response.

ÆON Credit Service India (“ACSI”) was incorporated on 9 th March, 2011. ACSI obtained license from Reserve Bank of India (RBI) to function as a Non-Banking Finance Company (NBFC) for providing financial service on 4 th February, 2013, and started Business of providing loans on consumer durable products in Mumbai. The major shareholder of ACSI is ÆON Financial Service Co., Ltd. Japan [AFS JAPAN] which is a listed entity on First Section of Tokyo Stock Exchange. AFS Japan has operations in 13 countries including Japan, out of which the subsidiaries located in Hong Kong, Thailand and Malaysia are listed on the Stock exchange. On 10 th February, 2013, the Company launched its 1 st product in the market as a pioneer of finance facility for the purchase of Mobile products in Mumbai with a special easy payment scheme. ACSI believes in providing the best service to its consumers which is Innovative, Seamless, Speedy, Safe and Customer Friendly.

### CUSTOMER-AT-A-GLANCE



**ÆON Credit Service India (ACSI)**  
Mumbai/Maharashtras

**Sophos Solutions**  
Sophos MDR

**Industry**  
BFSI

**Website**  
[www.aeoncredit.co.in](http://www.aeoncredit.co.in)

*“As an NBFC, we cannot take security lightly, especially considering the increasing attack velocity and the sophistication of these attacks. We wanted to move from a siloed security operations approach to a synergetic framework that tackled threats seamlessly and extensively.”*

Dinesh Dubey, Head of Department – Information Technology Infrastructure System Operation & IT Security.

ÆON Credit Service India (ACSI) was incorporated in India in 2011 and began to function as a NBFC (Non-Banking Finance Company) in 2013 by offering loans on consumer durable products. Since January 2018, ACSI has expanded its operation by enrolling over 1,000 merchants across Mumbai and introducing new products which include, Two-Wheeler Loan, Personal Loan, etc. Its predecessor, Okadaya, started operations in Japan in 1758 and is a key ACSI shareholder is ÆON Financial Service Co., Ltd. Japan. Considering its lineage and long-standing reputation for the quality of its financial services, ACSI has always been a proponent of strong and resilient security that ensures a comprehensive and advanced approach to data security. Its customer-centric approach and focus on delivering excellent financial services is backed by a forward-looking approach to security that is constantly evolving. The institution believed that leveraging an advanced managed detection and response (MDR) service would be an ideal fit for its proactive approach to safety.

## Business Challenge

- Evolving security approach required to defend against constantly evolving threats
- The existing security team struggling to keep up with alerts and respond
- A point-product approach to security meant an inability to manage and control different security products optimally, resulting in reduced security ROI
- Meet all RBI/Cert-in security guidelines and achieve internal ISMS compliances
- Build a stronger cybersecurity posture backed by proactive threat-hunting capabilities through a modern SOC

## Why did a financial institution leveraging an outsourced SOC move to another MDR service?

“The biggest problem was our security operations were working in silos, thus not delivering enough value. We had outsourced our SOC to a local service provider who managed security events for us, however there were certain limitations; the most critical amongst them was limited incident response without a pro-active alert mechanism or threat hunting,” explains Mr. Dubey, underlining the shortcomings of AEON’s existing SOC footprint.

While parent company ACSI had an endpoint security solution and an advanced firewall at the network, with all event logs being sent to an



outsourced SOC, they felt it was insufficient to address a continuously evolving threat landscape. The IT team was constantly worried that a threat would go unnoticed and disrupt business operations. They felt that detection and response was a weak link in the company's cybersecurity posture, which needed immediate rectification. Its current posture was purely defensive not proactive and they wanted to remove the security silos.

The team also wanted to ensure that security protocols helped meet its stringent external and internal compliance regulations, rather than continually plugging security gaps.

## **How did MDR solve a financial institution's security needs and challenges?**

"Our focus was on leveraging a service that offered us a balance of simplicity and maturity, and at the same time enhanced our security posture," says Mr. Dubey.

The ACSI IT team had a detailed discussion with the partner regarding how Sophos' adaptive cybersecurity ecosystem can help take its security framework to the next level. The selection process also included getting a thorough understanding of Sophos' endpoint security solution, email security, network detection and response and managed detection and response. After verifying that its

security challenges and needs could be mapped with the various features delivered by Sophos products, ACSI decided to place its trust in Sophos's solutions ecosystem.

Being able to control the different Sophos products from a single dashboard was a game changer as was adding Sophos MDR for always-on security operations. Sophos MDR is cybersecurity delivered as a service backed by a team of experienced cybersecurity professionals who actively monitor the network 24x7 for threats and can take action to stop them before they take hold. "Whether it is a full-scale incident response or helping us make accurate decisions, Sophos MDR enables us to reduce risk to ACSI," says Mr. Dubey.

The team now gets weekly and monthly reports through Sophos Central, a dashboard that delivers the information they need to improve their security posture. This visibility and intelligence have enabled ACSI to stay on top of its compliance requirements.

## What are the benefits and ROI of switching to Sophos MDR?

A move to Sophos' robust suite of solutions ensures the organization's entire IT footprint, including the infrastructure and network is protected. ACSI also has the backing of Sophos' security analysts, who can address any security incident quickly and comprehensively. The team is no longer caught up in a never-ending monitoring and security response cycle.

"Before Sophos MDR, our internal team was busy executing security controls or responding to security alerts; the Sophos team now takes action on our behalf, thus allowing our team to focus on other strategic IT initiatives," says Mr. Dubey, throwing light on one of the critical benefits of Sophos MDR.

Outsourcing its SOC to Sophos has helped ACSI harness premium security skills without incurring associated infrastructure or personnel overheads. Also, a consolidated approach to security driven by Sophos products, optimally managed by the Sophos MDR team, has helped ACSI achieve sustainable compliance.

"We recommend Sophos MDR and the Sophos product suite to any organization who wants to address security framework inadequacies and adopt best security practices," said Mr. Dubey.