

The background of the entire page is a photograph of a business meeting. A woman in a light blue blazer is in the foreground, pointing towards a large screen on the left. Behind her, several other people are visible, looking in the same direction. The setting appears to be a modern office with large windows.

## **AI, automation-driven security incident response implementation for a global organization**

Wipro helped the client implement an automated security incident response system to tackle imminent threats and significantly boost productivity

## Client background

- **Client name or descriptor:** A global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people.
- **Headquarters:** Geneva, Switzerland
- **Legal Status:** Non-profit organization

## Challenge

The customer was facing security threats due to the manual security incident response process. There were multiple manual roadblocks and a lack of availability of knowledge to speedy incident resolution. The Current monitoring system was also manual in nature. Team productivity could not be scaled due to lack of automation. Monitoring the security posture wasn't straightforward.

## Solution



Through the implementation of integrated service now SecOps application with built-in playbooks to guide SOC agents with a step-by-step approach.



Solution rolled out in just 14 weeks



Incidents qualified and categorized



Solution managers SIR across the organization



Unified Integration with 4 security monitoring systems



## Business Impact



“Wipro delivered a best-in-class ServiceNow based proactive and automated solution which enables the customer to improve the efficiency of security operations. Being an Elite partner of ServiceNow, with years of implementation experience and a strong team of platform experts, we were able to deliver this solution on a global scale, well in advance of the planned go-live date”

**Chenna Ganesan,**  
Practice Head, ServiceNow  
Emerging Applications



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