



# HFS OneEcosystem™

## Hot Vendor: SISA

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# Executive summary

HFS Hot Vendors are an exclusive group of emerging players, each with a differentiated value proposition for the HFS OneOffice™ or HFS OneEcosystem™. This Hot Vendor has been selected for its alignment with the HFS OneEcosystem in Exhibit 1.

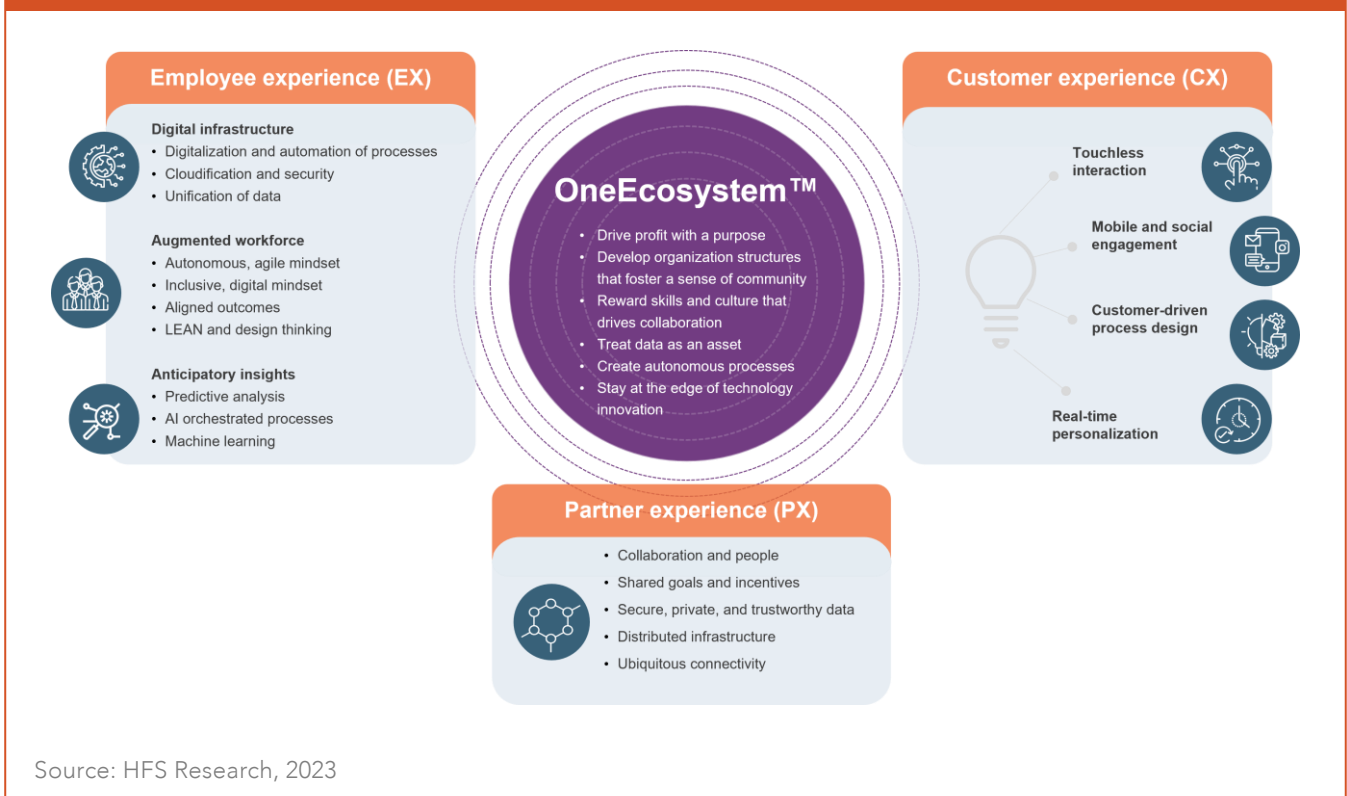
HFS analysts regularly speak with numerous exciting start-ups and emerging players. We designate a select few as HFS Hot Vendors based on their offerings' distinctiveness, ecosystem robustness, client impact, financial position, and, in this case, impact in our OneEcosystem framework. HFS Hot Vendors may not have the scale and size required to feature them in our Horizons reports, but they have the vision and strategy to impact and disrupt the market.

In the rapidly changing space of digital operations, enterprises realize they cannot be everything to everyone. Enterprises consuming third-party services, service providers, and technology providers need a smart ecosystem to succeed and survive in the future. HFS Hot Vendors are service and technology providers hand-picked by our analysts to help you flesh out your smart ecosystem with offerings that solve today's complex business problems and exploit market opportunities.

HFS Hot Vendors display truly differentiated offerings and out-of-the-box thinking that can be inspiring and useful. This report profiles one HFS Hot Vendor, selected through our rigorous five-step assessment. The HFS Hot Vendor designation remains in place for one calendar year.

Every Hot Vendor joining our program remains listed on our [exclusive and searchable database](#).

## Exhibit 1: The HFS OneEcosystem adds partner experience to employee and customer experience



Source: HFS Research, 2023

# A forensics-driven managed detection and response solution for the payments industry

**Author: Ralph Aboujaoude Diaz, Sam Duncan**

SISA was founded with a mission to “build a digitally secure” society. Its genesis was based on the principle of learning from past breach investigations to protect clients with security solutions, thus enabling them to focus on business growth.

Founded in 2006, SISA is a forensics-driven cybersecurity solutions company focused on delivering managed detection and response service for the payments industry. Payments is at the core of financial transactions for individuals, businesses, and governments, and its increased adoption is accompanied by an exponential rise in payment fraud.

With more than 16 years of experience in the payments industry, SISA helps its clients improve their cybersecurity posture at a competitive price. SISA’s approach combines the power of forensic intelligence with advanced technology to help proactively detect and respond to threats. Forensics is a unique differentiator that forms the foundation of the SISA strategy to unlock advanced threat detection for its clients. The forensics approach is fundamental to how SISA builds and enriches detection use cases and threat-hunting hypotheses.

SISA’s flagship offering is its SISA ProACT—Managed Detection and Response (MDR) platform, a cloud-based solution. The ProACT solution further leverages a combination of artificial intelligence (AI) and machine learning (ML) techniques, behavior analytics, threat hunting, and investigating capabilities to proactively identify and address vulnerabilities before they inflict major damage.

The ProACT delivery model is offered as a dedicated service through its cloud platform, with a pricing approach based on volume and number of assets scanned. Multiple deployment models are available based on the client’s regulatory needs, a critical factor given SISA’s focus on the highly regulated payments sector. Additionally, with built-in security orchestration, automation, and response (SOAR) capabilities, integration of internal forensic indicators of compromise (IOCs), and access to daily threat advisories, the platform helps clients with advanced threat detection and automated response.

SISA’s Use Case Factory has more than a thousand global, local, and custom use cases for the payment industry. Rapid implementation of these use cases with agile methodology helps deliver a range of benefits to clients, including reduced mean time to detect, improved investigation quality, and up to an 80% reduction in false positives.

In addition, through its SISA Academy, the company has bridged the industry’s skill deficit by training and nurturing the right talent. This has benefited SISA’s clients by offering them access to a pool of industry-focused cybersecurity specialists.

SISA’s customer engagement model furthers its cause of creating a secure ecosystem through a shared approach to information dissemination. This includes close-door events and advisory workshops on forensics learnings and ransomware sessions.

One of SISA's clients, a global payments solutions provider, told us that while it had previously relied on its own costly internal security operations center, it had limited supporting technology and capabilities to manage the end-to-end threat detection and response process from identification to investigation. Leveraging SISA's managed detection and response service allowed the company to reduce its mean threat detection time to under an hour, freeing its internal teams to focus on higher-value tasks, much to the delight of the C-Suite. It also transitioned from a capital model to an operational expenditure model. The same client complimented SISA's flexibility in continuously adapting to changing requirements and SISA's innovative pricing model with a "pay for what you need" approach.

Another client, a US-based software provider, reported that SISA's ProACT MDR platform allowed the company to stay on top of zero-day vulnerabilities (vulnerabilities in systems or devices that have been disclosed but not yet patched) and take appropriate action to reduce or remove risk exposure in a timely manner. The provider reported that SISA's biggest strength is its ability to listen to client needs and formulate solutions accordingly.

## HFS' take

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HFS designated SISA a One Ecosystem Hot Vendor because of the company's deep understanding of the payments industry combined with its proprietary forensics-driven MDR platform. Our [2022 HFS Top 10 Cybersecurity Service Providers Study](#) highlighted that the cybersecurity market tends toward commoditization across services, with competitive pricing strategies. Tech-enabled digital forensics support and managed services are the only emerging cybersecurity area where enterprises are actively looking for differentiation among vendors. SISA is well-positioned to offer a compelling value proposition in this space with its unique approach to advanced threat detection and digital forensics.

SISA has built a robust product roadmap that strikes a good balance between innovative, future-looking enhancements and tactical improvements. With a plan to build new

capabilities such as dark web monitoring, enhanced integrations with third-party security information and event management (SIEM) tools, and advanced automation features for agent and asset integration, SISA's ProACT MDR tool is well positioned to provide comprehensive threat detection and response to evolving threats.

SISA confirmed its plans to expand the reach of its managed services deeper into the payments industry, spanning financial transactions across individuals, businesses, and governments. This industry expansion, combined with a targeted focus on new markets (such as the US, UK, and Singapore), will help SISA reach its aggressive growth targets. SISA needs to carefully balance its expansion into further industries and ensure it doesn't dilute its financial services expertise, which has formed much of its secret sauce for the last decade.

## Vendor factsheet

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- **Founded:** 2006
- **Headquarters:** Bangalore, India
- **Key executives:** Dharshan Shanthamurthy, Founder and CEO; Ravi Lingarkar, Chief Product and Engineering Officer; Mahendran Chandramohan, Vice President - Managed Detection and Response Solution
- **Funding source:** Self-funded
- **Number of clients:** 736

### Solution portfolio:

SISA currently offers the following products and services across five core areas:

- **Compliance:** PCI compliance with other risk and compliance services

- **Security testing:** application security, network security, IoT security testing, managed security testing services, phishing simulation
- **Cyber resilience:** managed detection and response solution (SISA ProACT), incident response, and forensics
- **Data governance:** data discovery and classification tool (SISA Radar), data discovery as a service.
- **SISA Academy:** payment data security implementation programs, security incident detection and response programs, forensic learning sessions for senior management.

**Industry coverage:** Banking, insurance, financial technology (fintech), information technology (IT), information technology enabled service (ITES), retail, education technology (edtech), healthcare and hospitality

**Partnerships:** Amazon Web Services (AWS)

# The HFS Hot Vendor report team

## Authors



**Ralph Aboujaoude Diaz**

Practice Leader

Ralph is a Practice Leader at HFS, based in London, UK. With more than 17 years of professional experience, Ralph has helped several organizations improve and transform their IT operations, security, risk, and compliance environments. Ralph's research at HFS focuses on digital trust, cybersecurity, and applied automation and AI.



**Sam Duncan**

Practice Leader

Sam is a Practice Leader at HFS, based in Cambridge, UK. He graduated from Bournemouth University with a degree in economics. His interest in macroeconomics focuses on how the evolution of technology accelerated globalization. Since joining HFS, Sam has developed his understanding of blockchain and continues exploring the latest applications of the technology across various industries. He applies his economics background to keep up with the latest banking and financial services industry trends, and he has a keen interest in insurance.

## Hot Vendor Program Leads



**David Cushman**

Executive Research Leader and Hot Vendors Editor-in-Chief

David is an Executive Research Leader at HFS and acts as Editor-in-Chief for the HFS Hot Vendors program. He also leads our OneOffice™ Emerging Technology Practice, is our strategic lead on Web3, and metaverse, and also covers automation and employee experience. He is a published author (The 10 Principles of Open Business, Palgrave-Macmillan), a former Tier 1 consulting director, and a digital strategy and innovation expert with leadership experience in start-up, scale-up, and enterprise digital transformation.



**Kumar Nikhil Bhaskar**

Senior Analyst

Nikhil is a seasoned research professional delivering excellence in strategic consulting and innovation through technology and business insights. At HFS, he works closely with practice leaders to deliver insights. He is also an ESG enthusiast. Nikhil plays a crucial role in managing production in both our competitor insights and Hot Vendor publications. Nikhil is based in India.



# About HFS

Insight. Inspiration. Impact.

HFS is a unique analyst organization that combines deep visionary expertise with rapid demand-side analysis of the Global 2000. Its outlook for the future is admired across the global technology and business operations industries. Its analysts are respected for their no-nonsense insights based on demand-side data and engagements with industry practitioners.

HFS Research introduced the world to terms such as “RPA” (Robotic Process Automation) in 2012 and more recently, Digital OneOffice™ and OneEcosystem™. The HFS mission is to provide visionary insight into the major innovations impacting business operations such as Automation and Process Intelligence, Blockchain, the Metaverse and Web3. HFS has deep business practices across all key industries, IT and business services, sustainability and engineering.

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