

LUMU MULTIVERSE CASE STUDY:

HOW A TELCO TRANSFORMED ITS SECURITY AND GAINED A COMPETITIVE EDGE



THE CHALLENGE:

Securing Internal Infrastructure and End-User Services

A leading telecommunications company was fighting a war on two fronts. They had to defend their critical infrastructure from increasingly sophisticated cyber attacks while also protecting millions of customers from online threats. A single breach could disrupt services nationwide, and a compromised company asset could land them on a global blacklist, shattering their reputation. With immense financial and operational consequences at stake, their security team was stretched to the breaking point.

THE SOLUTION:

A Unified Platform for Internal and External Threat Intelligence

They needed a unified solution, and Lumu Multiverse delivered a clear, two-pronged plan. First, to fortify their internal defenses, we provided a comprehensive threat intelligence platform that automated the collection and correlation of threat data. We fed it directly into their Security Operations Center (SOC) to streamline incident response. Second, to protect their customers and brand, this same high-fidelity intelligence was used to power their safe browsing services. Our digital surveillance platform continuously monitored their global assets for blacklisting or compromise.

THE RESULTS:

70% Analyst Workload Reduction and Enhanced Customer Trust

By implementing the Lumu plan, the telco didn't just solve its security problems — it turned them into a competitive advantage. The results were transformative:

A Radically More Efficient SOC: The company cut false positives by 30%. In total, their Level 1 analysts had a 70% reduction in the workload. This freed their security team from chasing noise, to proactively hunt for real threats.

Enhanced Customer Trust and Retention: A secure browsing service became a key feature that added real value to their customer plans. This built significant trust and turned a security cost into a powerful tool for customer retention.

Protected Brand Reputation: Real-time monitoring and instant response to blacklisted assets protected the company's reputation, minimized service disruptions, and ensured a reliable experience for millions of users.



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