

SUCCESS STORY

International SOS Proactively Secures a Global Lifeline with TrendAI Vision One™

International SOS internationalsos.com

Singapore, Global | Healthcare, Security | 13,000+ employees

TrendAI Vision One™ solutions: Email and Collaboration Security, Endpoint Security, Network Security, Security Operations

The challenge

Managing risk across a vast global footprint

International SOS is the world's leading security and health risk management organization, helping protect the health, safety, and wellbeing of people and operations in over 110 countries. Its mission-critical services include 24/7 medical and security assistance and actionable insight, evacuation logistics, and digital risk management tools for corporations, governments, NGOs, and educational institutions.

Supporting the International SOS global safety network is a complex IT environment that must meet strict security and compliance standards. "Our biggest challenge is balancing global reach with security simplicity. Every system must be secure, certified, and compliant, without slowing down the mission," says Manoj Tewari, General Manager, Information Security and Compliance at International SOS.

After years of growth, multiple point tools created complexity, increasing cybersecurity risk to the organization. International SOS needed to streamline suppliers and ensure compliance across a distributed network of 29 Assistance Centers and thousands of client touchpoints.

The solution

TrendAI Vision One™ delivers unified detection and strategic trust

International SOS adopted TrendAI Vision One™ to consolidate telemetry, improve cyber security operations center (SOC) efficiency, and align with their compliance requirements.

The industry-leading AI security platform's XDR capabilities provide global visibility and accelerate threat investigations. This enables the team to respond confidently across regions.

Uplevelled protection for email and endpoints

TrendAI Vision One™ proactively secures email and endpoint layers, neutralizing phishing, ransomware, and advanced threats before they disrupt operations. By correlating signals across these critical surfaces, analysts gain clarity and act faster. "Email and endpoint protection are critical for us. TrendAI™ helps ensure our frontline defenses are strong, so our teams can focus on keeping clients safe," says Tewari.

XDR for global visibility and risk control

When protecting thousands of lives across the globe, fragmented security data isn't an option. TrendAI Vision One™ brings everything together, unifying telemetry across the environment into a single pane of glass. This clarity helps analysts cut through noise, pinpoint root causes, and coordinate quick responses. "TrendAI™ is integral to how we achieve and live our mission. Having global visibility means we can act fast and keep our clients safe," says Tewari.



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Manoj Tewari
General Manager, Information Security and Compliance
International SOS

Expert eyes on every alert with TrendAI Vision One™ Services – Managed Detection and Response (MDR)

For a global organization, speed and precision are critical. International SOS leverages MDR to amplify its SOC capabilities. This brings seasoned analysts into the fold, helping to ensure threats are proactively mitigated before they impact services. “We trust TrendAI™ as a strategic IT partner. Their expertise gives us confidence that every alert is handled with urgency,” says Tewari.

Results

From alert fatigue to board-level assurance

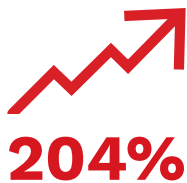
For International SOS, cybersecurity is fundamental to protecting people and operations around the world. In partnership with TrendAI™, Tewari and his team gained greater clarity and speed. Instead of being overwhelmed by alerts, they now focus on what matters most, investigating incidents faster and responding with confidence.

Since adopting TrendAI Vision One™, International SOS has seen a 204% year-over-year increase in detected vulnerabilities, providing significantly improved visibility into potential risks, alongside a 21% year-over-year reduction in mean time to detect vulnerabilities.

Together, these gains enable the security team to identify and prioritize threats earlier, strengthening overall resilience.

TrendAI Vision One™ also simplified the vendor landscape, placing TrendAI™ firmly within the International SOS trusted circle of partners. Compliance is now easier to demonstrate, with clear, auditable evidence to support regulatory requirements and client assurance programs. These improvements reinforce International SOS’ reputation for reliability and resilience, and give leadership greater confidence in the organization’s security posture.

“We can now report to the board with confidence, clearly demonstrating that our security posture is strong and aligned with our mission,” says Tewari.



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Customer experience as a differentiator

Collaboration rooted in trust and a shared mission

With personalized expert support and AI-powered solutions, TrendAI™ remains a steadfast partner for International SOS. Trenders focus on the team’s mission and the unique challenges of protecting health and safety globally. They work closely together to connect regional teams, align on compliance priorities, and ensure all requirements are met.

Together, International SOS and TrendAI™ have created a relationship based on trust and shared purpose—one that turns security into a foundation for resilience and confidence.

Transform your cybersecurity approach

Learn how companies like International SOS are accelerating proactive security with TrendAI Vision One™.

Learn more today.

trendaisecurity.com

About TrendAI™

TrendAI™, the global AI security leader and enterprise business unit of Trend Micro, empowers organizations with full AI visibility and consolidated security that inspires confidence, drives innovation, and eliminates risk.

Trusted by the largest enterprises and governments across 185 countries, TrendAI™ secures the entire organization, from identities to infrastructure to data.

AI Fearlessly.

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