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Immersive's Threat Intelligence Labs Help HSBC Reduce Cyber Risk

Feb 2025

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Background

HSBC is one of the world's largest banking and financial services organizations, serving more than 40 million customers worldwide through a network that covers 64 countries and territories.

Challenge

HSBC sought a platform that would facilitate the continuous learning and development of practical cyber skills across its global cyber operations teams. This ongoing development process was required to help teams defend the organization from the rapidly evolving cyber threat landscape, reducing cyber risk. HSBC needed a solution that would not only be highly engaging, but also challenge its teams, enabling upskilling demand in a consistent manner, regardless of location.

The custom content also needed to meet the bank's exceptionally high standards, as it protects the data of millions of customers and businesses. Exercises had to be highly relevant to each role and cover a broad range of topics at all skill levels. New content should also be available as soon as threats emerge, so their team skills are always current and keep HSBC ahead of the threat landscape.

Solution

The Immersive Labs platform was deployed to HSBC's global cyber operations teams, including the UK, Poland, Germany, US, Mexico, India, and Hong Kong. The cohesive platform enabled HSBC to accurately measure and evidence cyber capability, while pushing continuous skills development across teams. Each team member has relevant personal objectives built within the platform and aligned to NIST's NICE framework to power their career development.

Industry
Banking

Region
Global

Challenge

- Provide a structured, consistent, andmeasurable program of cyber training across global cyber teams

Results

- Over 200 analysts and threat hunters now developing their skills using Immersive

- Nearly 5,000 hours of learning in year one

- 99% coverage across Immersive Labs MITRE ATT&CK framework

HSBC

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Solution cont...

HSBC also mapped teams' practical skills to the MITRE ATT&CK framework, the standard enterprises use to visualize their surface of attack.

Immersive Labs provides HSBC with increased visibility and evidence of skills, enabling the organization to rapidly assign the most appropriate members of the team to defend against attacks using specific techniques or entry methods.

Benefits

Members of those global cyber operations teams can now access content derived from threat intelligence anywhere, anytime and explore public vulnerabilities. This exploration allows teams to gain a much deeper understanding of specific vulnerabilities from both an offensive and defensive perspective.

In July 2020 a critical vulnerability was discovered in F5 BIG-IP network appliances. If exploited, impacted devices had the potential for remote code execution. Within days of the disclosure Immersive Labs produced offensive and defensive labs, which the NVD gave a 10.0 critical CVSS score.

In the offensive lab, users are provided a vulnerable target server and must craft URLs that can exploit the target system. In the defensive labs, users are provided SSH access to a potentially compromised F5 BIG-IP server. Users must identify information from the operating system and its logs to investigate what has been compromised.

By attacking vulnerabilities in a secure environment, HSBC's global cyber operations teams can replicate them and show searchable logs on their own network to block attacks on HSBC. The Immersive Labs threat intelligence labs help teams articulate the risk of specific vulnerabilities to management, including how to mitigate them. By replicating a vulnerability in a virtual machine environment, teams can demonstrate severity and help the bank carry out a risk assessment.

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> The speed at which Immersive produces technical content is hugely impressive, and this turnaround has helped get our teams ahead of the curve, giving them hands-on experience with serious vulnerabilities, in a secure environment, as soon as they emerge.

TJ Campana
Head of Global Cybersecurity Operations, HSBC

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> Immersive lets us explore vulnerabilities from an offensive and defensive perspective, meaning we now have a far richer understanding of threats. This makes communicating upwards easier too, as we can articulate risks to management – and then evidence those risks in the platform.

SOC Incident Management Lead, HSBC

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Be Ready

Immersive is trusted by the world's largest organizations and governments, including Citi, Pfizer, Humana, HSBC, the UK Ministry of Defence, and the UK National Health Service. We are backed by Goldman Sachs Asset Management, Ten Eleven Ventures, Menlo Ventures, Summit Partners, Insight Partners and Citi Ventures.