How Faysal Bank strengthened visibility and control with a SOC Maturity Assessment

kaspersky cybersecurity true to business

faysalbank

1994
year of incorporation

360
cities covered nationwide

855
branch locations

10,000
employees

A leading Islamic bank focused on secure digital growth

Faysal Bank Limited is a leading Islamic bank in Pakistan, offering a full range of commercial, retail, and corporate banking services. Recently granted a full Islamic Banking license by the State Bank of Pakistan, it is now the second largest full-fledged Islamic bank in the country. As the bank continues to grow its digital services and nationwide presence, maintaining transparent, well-governed and efficient security operations is a strategic priority.

- HQ in Karachi, Pakistan
- Listed on the Pakistan Stock Exchange
- Nationwide digital banking presence
- Compliant with regulatory standards

Faysal Bank Limited needed a clearer picture of how its SOC was functioning in practice and where improvements would have the greatest impact.

Challenge

As Faysal Bank's digital footprint expanded, so did the complexity of its security operations. The bank had already invested in a broad cybersecurity stack and was using external SOC capabilities to support operations.

But as operational demands and regulatory expectations increased, leadership saw the need to move beyond fragmented visibility and toward a more structured, standardized, scalable and internally controlled model.

The challenge was not simply to add more technology – it was to create greater standardization across workflows, reduce variability in investigations, formalize operational knowledge and strengthen reporting and governance.

Kaspersky SOC Consulting

Kaspersky's SOC Maturity Assessment evaluates the current state of your SOC, identifying operational gaps. With expert recommendations, SOC managers can take informed decisions about where to focus resources and make improvements to maximize performance.

Solution

Faysal Bank engaged Kaspersky to conduct a SOC Maturity Assessment. The choice was driven by Kaspersky's global expertise in threat intelligence, its structured maturity assessment methodology aligned with international standards, and the support with practical operational knowledge.

Rather than focusing only on technology, the assessment examined how the SOC operated day to day across process, people and operations. This gave Faysal Bank a more grounded view of current performance and helped identify opportunities to improve consistency, efficiency and control in day-to-day operations.

The assessment followed a structured methodology that included:

1. Documentation analysis

   In-depth assessment interviews

   Analysis of existing tools

2. Report development with SWOT analysis and prioritized recommendations by domain

3. An executive presentation with highlights and findings

This approach ensured that the results were practical, relevant, and aligned with real operational conditions.

Kaspersky's SOC Maturity Assessment provided Faysal Bank with insights into its SOC processes, governance, efficiency, and overall maturity, along with a clear roadmap for improvement.

The assessment scope

- End-to-end evaluation of core SOC services: monitoring, investigation and incident management
- Supporting operations for SOC capabilities and visibility development: detection engineering and log management, threat hunting and threat intelligence
- Review of process consistency, formalization of key workflows and their adoption by operational teams
- Review of governance and reporting framework for management and regulators
- Benchmarking against best practices for SOC maturity
- A prioritized, actionable roadmap for capability growth

Clear deliverables

At the conclusion of the assessment, Faysal Bank received a structured set of outputs that provided not only a snapshot of its current maturity but also a practical framework for measuring progress and prioritizing future investment.

SOC assessment report – executive summary, methodology, gap analysis, recommendations

SOC-CMM questionnaire – a baseline dataset for tracking SOC maturity over time

SOC assessment presentation – key findings and next steps for leadership and technical teams

Meaningful outcomes

The engagement gave Faysal Bank a clear and unfiltered view of the SOC's current state. Leadership gained a more consistent understanding of existing capabilities, supported by a prioritized roadmap for improving SOC maturity over time.

At the operational level, investigation workflows became more structured and aligned, helping to improve consistency and increase confidence across the team. More broadly, the bank moved from fragmented visibility to a better-defined operational baseline, enabling more informed decisions and laying a stronger foundation for future SOC development.

Muhammad Maad

CISO, Faysal Bank Limited

The Kaspersky team took the time to understand our operating environment and translated their findings into clear, practical recommendations. We now have a solid understanding of our current security operations and a prioritized roadmap for improvement.

Hafeez Aziz

Kaspersky Account Manager

For organizations looking to improve visibility and effectiveness of their SOC operations, a maturity assessment offers a clear baseline and a practical roadmap for progress. Regular assessments, combined with a strong understanding of the threat landscape and organizational risks, enable focused and sustainable development of security operations.

Kaspersky SOC Consulting

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