

F R O S T & S U L L I V A N

# 2024 COMPETITIVE STRATEGY LEADER

*IN THE ASIA-PACIFIC  
DIGITAL FORENSICS  
SERVICES INDUSTRY*

F R O S T & S U L L I V A N

BEST  
2024 PRACTICES  
AWARD



## Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each award category before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. AKATI Sekurity excels in many of the criteria in the Digital Forensics Services space.

AWARD CRITERIA	
<i>Strategy Innovation</i>	<i>Customer Impact</i>
Strategy Effectiveness	Price/Performance Value
Strategy Execution	Customer Purchase Experience
Competitive Differentiation	Customer Ownership Experience
Executive Team Alignment	Customer Service Experience
Stakeholder Integration	Brand Equity

### ***Forensic Services: The Need of the Hour***

Cyber incidents are increasing in volume, frequency, and complexity. According to a recent Frost & Sullivan decision-maker survey, 73% of security practitioners believe that there is a moderate to very high probability of their organization being negatively impacted by cyber incidents in the next 12 months. As cyber incidents become commonplace, digital forensic analysts are increasingly called upon to investigate the source of breaches and report the findings for regulatory and business purposes.

Recruiting and retaining skilled digital forensics and incident response (DFIR) professionals is both expensive and challenging for enterprises. Moreover, DFIR processes require multiple tools and diverse skill sets to deal with a wide variety of incidents. Investment and maintenance of these tools are huge challenges that enterprises can quickly solve by outsourcing forensic operations to service providers. At the same time, many organizations are reluctant to outsource cybersecurity operations to service providers. Data privacy concerns and cost are among the potential reasons for relying on in-house expertise for security operations in these enterprises.

Forensic solutions that can offer comprehensive, end-to-end forensic and incident response capabilities at affordable price points are in strong demand.

### ***AKATI Sekurity – A Robust Mission Powering Growth***

AKATI Sekurity, founded in 2007, is on a mission “to provide cutting edge security solutions that add value to clients and to provide social security”. The company recognizes that cyber-attacks have an adverse

impact not just on enterprises but also on people. Consequently, AKATI Sekurity places as much focus on cyber-crimes such as kidnapping and cyber-bullying as it does on enterprises with regards to financial crimes, ransomware, and insider threats.

AKATI Sekurity has a strong footprint in the large enterprise segment, with the financial services accounting for a significant share of its customer base. The company also has customers across other verticals such as retail, manufacturing, healthcare & pharmaceuticals, information technology, Government, telecom, and oil & gas & utilities. AKATI Sekurity's team is based in Hong Kong, Malaysia, Singapore, Sri Lanka, and Mexico. In 2024, the company is expanding its operations to India, Canada, and the US. The company has over 500 customers across five continents.

AKATI Sekurity secured 15th position in MSSP Alert's Top 250 MSSP rankings for 2023. The company also earned the 2023 MSP of the Year award from Channel Futures MSP 501.

### **Comprehensive Service Portfolio**

AKATI Sekurity's Black Hawk Security Operations Centre provides managed security services across five pillars – Identify, Protect, Detect, Respond, and Recover. Managed security services include 24\*7\*365

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**Industry Principal, Cybersecurity**

security monitoring, brand protection & dark-web monitoring, intel-led penetration testing and red teaming (Adversarial Attack Simulation Exercise (AASE)), endpoint Managed Detection and Response (MDR), cybersecurity maturity assessment, threat hunting, next-generation EDR, digital forensic and incident response (DFIR), and crisis communication. In addition, the company has recently started to offer threat exposure management services.

The respond pillar, one of the core elements of AKATI Sekurity's portfolio, includes digital forensics, incident response, compromise assessment, and breach & attack simulation services. Typically, private equity firms and organizations preparing for an M&A deal harness compromise assessment service to conduct due diligence on the target company's security posture. Some financial institutions also use the service to enable periodic compromise assessments for regulatory purposes.

Enterprises typically launch forensic investigations when they know with certainty that a data breach has occurred. AKATI Sekurity provides the full spectrum of forensic investigation services, including digital evidence recovery, data acquisition and imaging, network forensics, mobile forensics, cloud forensics, and malware analysis. In addition to forensic investigations, AKATI Sekurity provides technical and expert witness testimony to customers that are going through legal proceedings. The company also works with the customer's legal counsel to advise them on e-discovery procedures.

After a forensic investigation, enterprises often receive a detailed technical report with follow-up action points. However, with limited resources and a lack of skilled professionals, organizations can find the reports too long and technical to work on and seldom act on the recommendations. AKATI Sekurity provides multiple short reports that are tailored to the reader's specific role and requirements to address this issue. For example, it offers a high-level summary report for the top management, a technical tracker

for the IT team, and a specific report for the legal team.

### ***Gaining Credibility through Certifications***

Certifications held by AKATI Sekurity provide credibility and confidence to enterprises that are seeking to partner with the company. For many large enterprises, particularly in critical industries such as finance, healthcare, and Government, certifications of the forensic service provider are a crucial parameter for purchase decisions. AKATI Sekurity holds several credentials that attest to its security capabilities, including:

1. ISO 27001:2022 – Information Security Management Systems
2. ISO 27017:2015 – Information Security Controls for Cloud Services
3. ISO 27018:2019 – Protection of Personally Identifiable Information (PII) in Public Clouds
4. ISO 9001:2015 – Quality Management Systems
5. Payment Card Industry Data Security Standard (PCI DSS) Approved Scanning Vendor (ASV)
6. CREST-approved Penetration Testing and Vulnerability Assessment service provider
7. SWIFT Customer Security Programme (CSP) Assessment Provider
8. Payment Networks (PAYNET) Malaysia Independent Auditor for Third Party Acquirers (TPA)

AKATI Sekurity's cloud-based certifications, such as ISO 27017:2015 and ISO 27018:2019, assure customers looking for a quick forensic investigation or an incident response triage. In such cases, AKATI Sekurity leverages agents hosted on its cloud server to perform a quick installation on customer endpoints.

Much of the forensic analysis process relies on the investigative acumen of the forensic analyst. Therefore, the forensic service provider must have a professional team with expertise and experience. The AKATI Sekurity's team members are all Offensive Security Certified Professionals (OSCP) and are experts at proactive threat hunting.

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### ***Continuous Industry Engagement***

AKATI Sekurity has consistently taken steps to engage with industry stakeholders innovatively. One such initiative is the company's partnership with the Indian Government and All India Council for Technical Education (AICTE) to develop a security operations center (SOC) training program for aspiring cyber security professionals.

The company also organized a large-scale “Capture the Flag (CTF)” event in collaboration with the Indraprastha Institute of Information Technology, Delhi (IIIT, Delhi). CTF is a competition or training exercise that challenges

participants to find a hidden file or information in the target environment.

The United States Military Pacific Command collaborated with AKATI Sekurity to train top military professionals from 25 Pacific nations. Such events serve as brand-building initiatives for the company and provide access to a pool of talented professionals to potentially recruit into its team.

### *Superior Customer Experience*

AKATI Sekurity follows a retainer-based engagement model in which enterprises pay an annual retainer fee to receive forensic expert services throughout the year. The retainer model provides enterprises with access to a 24\*7 emergency response hotline and is underpinned by a clear service level agreement. Customers can repurpose the unused hours for other services such as penetration testing, vulnerability assessment, and incident response readiness assessments.

AKATI Sekurity's incident response services primarily serve its MSSP partners and retainer customers. The company provides an incident response team with a combined experience of 100 years, delivering strong technical and investigative expertise. The company has a strong relationship with local law enforcement agencies, which helps reduce customer turnaround time.

AKATI Sekurity has full-fledged forensic labs in Hong Kong and Malaysia. In other cities, the company has a portable or mobile lab. The company conducts forensic investigations remotely in these cities or sends out professionals to handle the situation. In addition, AKATI Sekurity provides its customers with US\$5.6 million of corporate security insurance that covers professional indemnity for consultants, general liability, and cyber breaches.

AKATI Sekurity has partnerships with leading cybersecurity vendors such as Microsoft, IBM, Stellar Cyber, BlackBerry, Darktrace, CheckPoint, Securonix, Fortinet, Cisco, Qualys, and more. Such partnerships enable the company to work with its customers' existing technology stack rather than invest in new tools.

## **Conclusion**

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The growing volume of cyber incidents, heightened regulatory scrutiny, and the increasing business impact of cyber incidents has made enterprises take DFIR more seriously. At the same time, the shortage of skilled DFIR professionals and the heavy reliance of enterprises on open-source forensic tools significantly lowers the effectiveness of forensic investigations. Enterprises outsourcing to forensic service providers can benefit from proactive threat hunting, reduced response times, and access to specialized skills and tools.

AKATI Sekurity offers a comprehensive portfolio of cybersecurity services, from cyber readiness assessments to crisis communication and recovery. The company's strong partnership with various industry stakeholders ensures quick turnaround time on forensic investigations, incident response, and litigation support. The company recruits and retains top professionals with sound technical and investigation experience.

With its strong overall performance, AKATI Sekurity earns Frost & Sullivan's 2024 Asia Pacific Competitive Strategy Leadership Award in the Digital Forensics Services market.

## What You Need to Know about the Competitive Strategy Leadership Recognition

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Frost & Sullivan's Competitive Strategy Leadership Award recognizes the company with a stand-out approach to achieving top-line growth and a superior customer experience.

### Best Practices Award Analysis

For the Competitive Strategy Leadership Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

#### *Strategy Innovation*

**Strategy Effectiveness:** Effective strategy balances short-term performance needs with long-term aspirations and overall company vision

**Strategy Execution:** Company strategy utilizes Best Practices to support consistent and efficient processes

**Competitive Differentiation:** Solutions or products articulate and display unique competitive advantages

**Executive Team Alignment:** Executive team focuses on staying ahead of key competitors via a unified execution of its organization's mission, vision, and strategy

**Stakeholder Integration:** Company strategy reflects the needs or circumstances of all industry stakeholders, including competitors, customers, investors, and employees

#### *Customer Impact*

**Price/Performance Value:** Products or services provide the best value for the price compared to similar market offerings

**Customer Purchase Experience:** Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

**Customer Ownership Experience:** Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

**Customer Service Experience:** Customer service is accessible, fast, stress-free, and high quality

**Brand Equity:** Customers perceive the brand positively and exhibit high brand loyalty

## About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

## The Growth Pipeline Engine™

Frost & Sullivan’s proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.

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### Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



## The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

### Analytical Perspectives:

- **Mega Trend (MT)**
- **Business Model (BM)**
- **Technology (TE)**
- **Industries (IN)**
- **Customer (CU)**
- **Geographies (GE)**

