CyberOne

HOYA

Transforming Global Security Operations Through a Microsoft Security Partnership in Just 12 Weeks

Case Study

Overview

HOYA is a global med-tech and technology organisation operating across healthcare and information technology. Its portfolio includes eyeglass lenses, medical endoscopes, intraocular lenses and components used within semiconductor devices, displays and data storage systems.

Operating across a large international footprint, HOYA needed to strengthen global Security Operations while maximising its existing Microsoft 365 E5 investment.

CyberOne was engaged to transform HOYA's Managed eXtended Detection and Response (MXDR) capability, combining AI-augmented Security Operations with Microsoft security engineering and a new global operating model.

At a Glance

Customer: HOYA

Global Workforce: 38,000
MXDR Coverage: 20,000

Industry: Manufacturing, Medical Devices & Equipment

Solution: Assure365 MXDR , Microsoft Security Engineering & Incident Support

Products: Microsoft Sentinel, Microsoft Defender and Microsoft Azure

Challenge

HOYA needed to evolve its global Security Operations without creating a gap in monitoring, threat detection or incident support. With Microsoft Sentinel already established, CyberOne had to maintain live security operations while designing a stronger global operating model around HOYA's existing Microsoft investment.

More than 20,000 users were in scope across a globally distributed estate, adding significant operational complexity. Security telemetry had to be onboarded and validated across multiple technologies, geographies and business units while day-to-day monitoring and incident support continued, leaving little tolerance for disruption during the transition.

HOYA therefore needed more than a technology migration. It required a partner able to take ownership quickly, coordinate a complex global handover and establish the governance, responsibilities and service model needed to operate consistently at scale.

Solution

CyberOne structured the engagement around two priorities: protect continuity during the handover and build the new global MXDR capability in parallel. This allowed HOYA to maintain active security operations while the replacement service was designed, deployed and prepared for full managed operation.

During the initial phase, CyberOne maintained monitoring, investigation and incident support through the existing Microsoft Sentinel deployment, ensuring continuity from the incumbent provider.

In parallel, CyberOne deployed and configured a new Microsoft Sentinel environment for the managed service. Priority security telemetry was onboarded, data sources validated and additional log collection implemented where required, enabling detection, investigation and response processes to be operationalised consistently across HOYA's estate.

CyberOne established the operational model around the service, including Rules of Engagement, response playbooks, escalation routes, service governance and ITSM integration. Threat hunting, detection tuning and AI-augmented investigation provide an ongoing cycle of operational improvement.

Within just 12 weeks HOYA had a fully operational 24x7x365 global MXDR service combining CyberOne's Security Operations expertise, AI augmentation, Microsoft Security Engineering, investigation and response.

Results

HOYA now has a global Security Operations capability combining 24x7x365 MXDR, Microsoft security engineering, AI augmentation and a consistent operating model. The partnership continues to evolve as HOYA strengthens its wider Microsoft Security environment.

- **More Than a Provider Transition:** Within 12 weeks, HOYA had a fully operational 24x7x365 MXDR service with CyberOne's AI-augmented Security Operations, creating a stronger foundation for consistent detection, investigation and response globally.
- **Security Continuity Maintained:** Monitoring, investigation and incident support continued throughout the handover, reducing transition risk while the replacement MXDR environment was brought into operation.
- **Stronger Global Security Visibility:** Centralised security monitoring through Microsoft Sentinel gives HOYA a more consistent view across its global estate, helping analysts investigate and respond with better context.
- **Incident Leadership in Action:** During a live security incident, CyberOne supported investigation, escalation and stakeholder coordination, providing Incident Commander leadership to help HOYA manage the response.
- **An Evolving Microsoft Security Partnership:** Building on HOYA's Microsoft 365 E5 investment, CyberOne is supporting its wider security roadmap as HOYA prepares for its Microsoft 365 E7 journey.
- **Continuous Security Improvement:** Threat hunting, detection tuning, AI augmentation and red-team validation help CyberOne continuously test and strengthen security operations.

> CyberOne has become an important security partner to HOYA, combining strong Microsoft Security expertise with the operational capability needed to support our global environment. Their team has demonstrated technical expertise, responsiveness and ownership across day-to-day Security Operations and when supporting us through more complex security events.
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> The relationship continues to evolve beyond MXDR as we strengthen our wider Microsoft security environment. CyberOne works closely with our teams, communicates clearly and brings practical expertise that helps us continually improve our security capabilities.
>
> **Vishal Kannaiah Sreenivasulu, Cyber Security Delivery Lead, HOYA**

About CyberOne

A Microsoft Security Elite Partner and member of the Microsoft Intelligent Security Association (MISA), delivering world-class AI-augmented Managed Extended Detection & Response (MXDR) services. Our Microsoft-verified Managed XDR solution combines Microsoft's security platform with CyberOne's accredited experts to help organisations prevent, detect and respond to modern cyber threats faster while accelerating cyber maturity and maximising Microsoft investments.

Through our 24x7x365 Global Security & Network Operations Centre (SNOC), CyberOne provides continuous protection supported by NCSC-accredited Cyber Incident Exercising and Response, CREST-accredited SOC services and Penetration Testing, alongside clear, measurable service level agreements (SLAs). CyberOne's Consulting, Professional and Managed Security services help organisations protect critical operations, strengthen compliance and move confidently from cyber risk to cyber resilience.

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