



## CUSTOMER STORY

# Glow Financial Gains Strategic Security Advantage, Accelerating Compliance and Growth with Ontinue



## Accelerating Enterprise-Grade Security Through Strategic Partnership

As a rapidly growing UK fintech, Glow Financial Services faced unique security challenges. To keep pace with regulatory demands and evolving cyber threats, Glow needed to rapidly scale its security operations to enterprise-level maturity. "There's only so much any internal team can handle alone—especially when you need 24/7 coverage," explained Marius Poskus, Vice President of Cyber Security at Glow Financial Services.

Handling sensitive personal and financial data for telecom clients and consumers required Glow to adhere strictly to FCA regulations. "We needed immediate maturity in our cybersecurity posture to handle FCA compliance and regulatory scrutiny," Poskus noted. Additionally, Glow's global customer base meant continuous, real-time protection was not negotiable.



## Challenges

- Desire to expand internal capacity to focus on higher-priority business and security objectives Required immediate scalability to enterprise-grade security maturity
- Stringent FCA regulatory compliance demands
- Need for 24/7 threat monitoring and response
- Desire to leverage existing Microsoft investment fully

## Solution

- Ontinue ION Managed Extended Detection and Response (MXDR) Service
- Integrated Microsoft Teams collaboration and real-time incident transparency
- 24/7 threat monitoring and rapid incident response capability
- AI-driven autonomous threat investigations with human oversight
- Continuous strategic advisory and security maturity improvement

## Business Outcomes

- Achieved enterprise-grade protection within two weeks
- Reduced response times from hours to minutes
- Strengthened FCA compliance and audit readiness
- Enabled secure global expansion with 24/7 SOC
- Freed internal team to focus on strategic work
- Maximised Microsoft investment with expert guidance
- Continuous maturity improvements with measurable value

## About Glow Financial Services

With its US headquarters in Miami, FL and its European HQ in London, Glow Financial is a fast-growing fintech company providing digital financing, device trade-ins, and insurance platforms tailored for the telecommunications industry. Authorized by the UK Financial Conduct Authority (FCA), Glow handles sensitive financial and personal customer data, requiring strong security controls and continuous compliance amid rapid business expansion.



Glow sought a partner that could swiftly scale their security capabilities without the significant lead time of building an internal SOC. After evaluating options, Glow chose Ontinue, primarily for its unique ability to integrate seamlessly into their lean operations. "Ontinue stood out because they didn't just offer a solution—they offered a collaborative partnership," Poskus stated.

## Immediate Scalability and 24/7 Coverage

Ontinue ION MXDR provided Glow with immediate 24/7 threat detection, monitoring, and response capabilities, fully leveraging Glow's existing Microsoft security investments. "We were already a Microsoft shop; Ontinue's expertise allowed us to quickly operationalize our Sentinel SIEM, Defender EDR, and the full Microsoft security stack," Poskus explained.

The seamless integration into Microsoft Teams provided real-time visibility and close collaboration, giving Glow's limited security staff instant transparency into active incidents. "The Teams integration was exceptional," Poskus said. "It gives us real-time incident details and direct communication with the Ontinue team, keeping us completely in the loop."

## AI-driven Precision and Human Expertise

Ontinue's use of AI-driven autonomous investigations was a significant advantage for Glow, enhancing accuracy and efficiency in threat detection and incident handling. "Automation is great, but combining that with human expertise to provide contextual insights was a game-changer," said Poskus. Ontinue analysts thoroughly validate alerts before escalating, drastically improving investigation quality and reliability. "With Ontinue, we never feel overwhelmed by noise. Every alert escalated is meaningful and actionable." **In a single month Ontinue fielded 909 alerts on behalf of the Glow team, 10 of which required deeper investigation by Ontinue's Cyber Defenders. The Ontinue team resolved all 10 of these incidents without having to escalate further to the Glow team, allowing Poskus to reinvest hours into other more strategic work.**

## Continuous Maturity and Compliance Alignment

Poskus emphasized the importance of continuous security maturity, a need perfectly addressed by Ontinue's advisory model. Regular strategic meetings ensure that Glow's cybersecurity approach continuously evolves alongside business growth. "You can't just plug in a SOC and leave it," Poskus highlighted. "Ontinue continuously works with us, fine-tuning detections, log archiving, and compliance needs."

**" Ontinue's MXDR service completely changed the game for us. We rapidly evolved our security operations to enterprise-level protection practically overnight. Their collaborative approach, deep Microsoft expertise, and continuous strategic guidance give us confidence to grow and scale securely. "**



**Marius Poskus**  
VP of Cyber Security  
Glow Financial Services



This ongoing collaboration has significantly strengthened Glow's regulatory compliance posture, enabling them to confidently demonstrate robust security controls to FCA regulators and enterprise clients. Ontinue's expert advisory ensures Glow continuously aligns to compliance expectations—delivering the greatest value in the shortest time and helping prove readiness with clarity and confidence. Our compliance posture improved tremendously, and it's easy to prove our readiness," Poskus explained.

## Strategic Advantage and Operational Freedom

By partnering with Ontinue, Glow Financial swiftly achieved enterprise-grade security maturity, enabling its internal team to shift focus from day-to-day operations to more strategic business and security priorities. The 24/7 SOC has enabled Glow to confidently expand into new territories—such as supporting operations in Australia—without concerns over time zone coverage or security gaps. "We're no longer stuck firefighting. Ontinue has given us freedom and confidence to scale our business securely," Poskus concluded.



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### About Ontinue

Ontinue offers nonstop SecOps through an AI-powered managed extended detection and response (MXDR) service. Ontinue ION MXDR combines powerful proprietary AI with the industry's first collaboration with Microsoft Teams to continuously build a deep understanding of our customers' environments, informing how we prevent, detect, and respond to threats.

Continuous protection. AI-powered Nonstop SecOps. That's Ontinue.

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