



# Monitoring Hostile Sentiment with Reputation Intelligence

How Nisos Identified Risk for a Multinational Energy Client

**Background:** During the COVID-19 pandemic, a multinational energy company client was operating in a volatile foreign nation and facing threats of violence against its personnel and infrastructure. Already negatively impacted by the SARS virus, the client faced operational challenges, such as a reduced workforce and business uncertainty. With threats escalating and the pandemic growing, the client arranged for many of its non-essential personnel to depart the country and return home.

## Supporting the Client



**Reinforcements Needed:** Due to workforce reductions, fewer personnel were available to monitor and defend the infrastructure. The client engaged Nisos to help ensure the safety and protection of the remaining people and facilities.



**What Nisos Needed to Do:** The client asked Nisos to monitor online geopolitical sentiment directed against their operations and personnel. Nisos was engaged to actively report insights on threat actors and provide guidance for issues as they arose.

## Our Process

### Step 1: Prioritize Intelligence Requirements

Nisos gathered and prioritized 10 topics of interest and concern for the client that affected the company's security. The topics monitored included physical threats against company assets, indicators of social instability, hostile sentiment and aggressiveness, and potential rule of law problems in the host country.

### Step 2: Gain Entry to Closed Channels

After establishing multiple social media personas, Nisos successfully joined both open and closed social media groups and forums where sensitive conversations were taking place. Befriending persons of interest, specifically, people who had previously threatened the company or its employees, was a key objective and an important step to ensure awareness of emerging threats.

### Step 3: Deploy Custom Monitoring Tools

With unrestricted access to regional and national social groups, Nisos covertly deployed a customized scraping tool, which allowed collection of company-relevant content. Seven-day intervals were spent aggregating posts and comments that were then processed in a commercially available tool to provide further inspection on the use of analyst-identified keywords and client-supplied terms.

### Step 4: Deliver Prioritized Finished Intelligence Reports

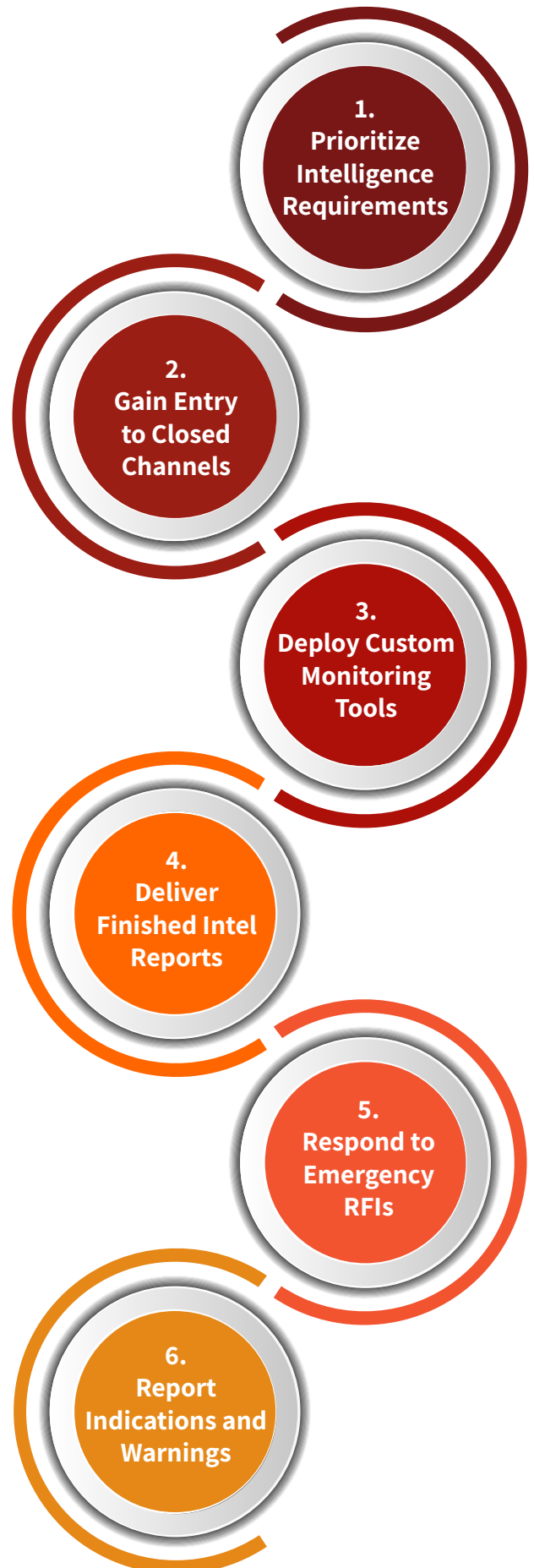
Qualitative and quantitative research reports were provided to the client weekly. Deliverables included descriptions of key posts, screenshots of any threats or alarming developments, and detailed reviews of persons of interest. Nisos provided prioritized and finished intelligence on key topics, top influencers on specific topics, and trending threats by quantity.

### Step 5: Respond to Emergency Requests for Information (RFI)

As monitoring was being performed, it was apparent that the client required additional information about persons of interest who were a direct threat, persons who carried significant influence, and persons who could be hired directly for employment. We proactively used our tools to map out connections between these individuals. We responded to these RFIs and gave focused analysis on threat actors and their intersection with political and business leaders.

### Step 6: Report Indications and Warnings (I&W)

Nisos utilized OSINT research to deliver meaningful context and analysis on persons of interest which provided the client advance warning of multiple imminent threats. These threats included the appearance of online chatter organizing a potentially disruptive or violent protest as well as individuals engaged in discussion of attacks on the company, its assets, or its employees.





**Outcome:** Nisos delivered real-time monitoring alerts, written weekly activity reports, and monthly briefing calls with key stakeholders. We identified trends and prioritized topics enabling the client to increase their understanding and awareness of the current threat landscape, including fluctuation in local sentiment.

The client used the Nisos subscription for reputation intelligence to become better prepared for emerging and existing threats. Their enhanced understanding of community sentiment prompted the creation of a multi-million dollar local outreach program and public relations campaign. This effort helped improve sentiment and aligned the client with the local community, thus reducing the volume and frequency of threats against the client.

Throughout the course of their subscription, the client leveraged Nisos' expert monitoring, research, and reports - unmasking key individuals and coordinated threat activity. Their RFIs helped them understand the changing landscape, defend their people and property, and identify ways to better connect with their host country.

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[www.nisos.com](http://www.nisos.com). If you need immediate help, contact us: [info@nisos.com](mailto:info@nisos.com) or 703-382-8400.