Uncovering Insider Threats in Gig Economy Platforms

Nisos helps gig economy platform **trace and eliminate malicious bot activity**

Nisos®

SITUATION

Malicious activities within gig economy platforms have become a growing concern for tech companies. As the gig economy expands, the potential for exploitation and system manipulation increases, posing significant risks to both platform integrity and user trust. These issues can erode customer satisfaction, lead to financial losses, and damage a company's reputation.

A gig-economy tech company faced a surge in malicious activity on its platform. Bad actors were selling bots designed to automate interactions, providing buyers with unfair advantages and violating the platform's Terms of Service. These bots not only compromised the platform's integrity but also mirrored the legitimate application, creating security risks and causing financial harm to rule-abiding users.

The bots enabled users to "game the system," leading to frustration and anger among legitimate users who suffered financial disadvantages. This activity resulted in reputational damage and security vulnerabilities for the Client. The Client sought to mitigate these threats and restore user trust. The company engaged Nisos to investigate and address the issue.

INVESTIGATION

Nisos played a crucial role in helping the Client navigate this complex challenge, using our deep expertise in technical application analysis and threat detection. Our team quickly began a thorough evaluation of the platform's infrastructure to assess the extent of the malicious bot activity. Additionally, we conducted open source research to identify other indicators of compromise, which helped us understand how the bots were exploiting the system.

Our approach included:

- ■ Pinpointing vulnerabilities within the platform

- ■ Tracing the origin of the malicious activity

- ■ Uncovering the entities behind the bots

- ■ Providing actionable insights for stronger defenses

IMPACT

Following our comprehensive 3-month investigation, Nisos provided the Client with critical insights and actionable recommendations to address the malicious activity on their platform and take decisive action.

- **Enhanced Security Posture:** Nisos delivered tailored recommendations for improving platform security, complicating attempts to duplicate the legitimate application or bypass controls.

- **Disruption of Malicious Activities:** The Client successfully revoked the fraudulent developer's platform certificate, halting their ability to create and update bots.

- **Legal Action:** The Client issued cease-and-desist orders and prepared civil suits against bot developers using Nisos' attribution findings.

- **Internal Accountability:** Using our research, the Client uncovered and addressed an employee's role in damaging the platform's reputation.

- **Restored Trust:** The Client was able to address user grievances and ensure proactive measures were being taken to protect the platform and its users.

Let's **Connect**

Nisos the Managed Intelligence Company®, is a trusted digital investigations partner specializing in unmasking human risk. We operate as an extension of security, risk, legal, people strategy, and trust and safety teams to protect their people and their business. Our open source intelligence services help enterprise teams mitigate risk, make critical decisions, and impose real world consequences.
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