



Abhaya Herika Consultants

Focused On Assurance, Auditing, Consulting, Governance, Security & Quality

Case Study

Centralized Monitoring Security Services

Business Problem

As a Centralized Monitoring Security Station, the organization mission was to protect the information assets of small, medium and enterprise businesses around India. Headquartered in Mumbai, the organization supports all India customers in Banking, Finance, IT, Manufacturing, Gems, Jewellery and many other industries. In order to meet its customers' information security needs, we offered services in the following functional areas: Managed Security (managed firewall, intrusion detection/prevention, antivirus (AV), content filtering and security log correlation), Security Auditing (internal auditing), and Policy Development (acceptable use, configuration and administration standards). While Security Auditing and Policy Development offerings deliver high margin revenue opportunities, it is their Centralized Monitoring Security services that offer clients the most value and comprehensive security protection. Therefore, the organization was able to offer differentiated, scalable, and high-value 24 x 7 365 days a year. To secure their mission-critical networks, we offered best-of-breed firewall, VPN, intrusion detection/prevention, gateway antivirus, and web and email content management services.

The Organization's Network was designed on a hub & spoke VPN model with 2 Mbps pipe as backbone and headquartered in Mumbai with approximately 12 to 15 branch offices all over India. The Organization's previous Security solution was powered by a plethora of open source and 3rd party software tied together by custom code and sitting on an Intel hardware platform. The Organization spent enormous amount of time developing and maintaining the code needed to coordinate, and just as much time correlating the data coming from each source. Without the ability to deliver comprehensive, timely reports to its customers they simply would not have an effective Security solution in place - especially to offer their customers best services

Customer Needs:

- More competitive pricing
- More scalable platform
- Reduce or eliminate costly license fees
- Normalized data for reporting
- Better antivirus and firewall functionality & features

Success

The Organization did not just meet the needs, they exceeded them and were able to increase the profitability of services while actually lowering the prices, delivering the value right back to customers. The earlier combination of various vendors, products, required extensive data normalization and correlation before we were able to offer a solution to monitor real-time security event data. These functions required customization of security solutions and applications that necessitated constant updates and maintenance, which called for a significant amount of time and money to address, in contrast, the security solution, now allows them to eliminate all up-front processing before real time event data is analyzed and acted upon by Centralized Monitoring Security Agents. This not only improved the response time to security events but also reduced the cost of specialized systems to prepare the data. In addition, simplifying the process also reduced the risk of technical glitches that could otherwise impact business continuance."

Business Solution

We evaluated hardware- and software-based solutions from network security perspective and proposed solution which would monitor entry points, accelerate network connectivity and secure complete intranet and internet connectivity. The evaluation process looked at several factors including integrated functionality, performance, stability and reliability, features, ease of deployment, management and update, initial price and total cost of ownership. In the end, however, the decision was easy to deploy robust firewall integrated with UTM device which had the performance, functionality and ease of deployment and maintenance on which the organization profitable Centralized monitoring Security services could be standardized. The organization deployed the systems for all India internal and external customers to provide best services and thereby gaining competitive edge over its peers.

Key Achievements:

- Increased margins dramatically
- Greatly simplified data gathering, reporting process.
- Increased profitably while lowering prices
- Better AV & Firewall functionality and features

For more information contact



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