

Fortune 20 conglomerate increases predictability, reduces costs in security ecosystem with advanced risk mitigation

Reduces infections among managed clients from 10% to 0.67% and average time to resolve threats from two days to six hours

About the Client

A Fortune 20 American multinational conglomerate, the client offers products and services across industrial segments including power, water, oil and gas, energy management, aviation, healthcare, transportation, and finance. They operate in more than 100 countries and employ more than 300,000 people.

Goals

ENABLING EFFICIENT END POINT SECURITY MANAGEMENT

The client wanted to manage more than 55,000 end-point security customers spread across 450 global locations efficiently and with agility. They also wanted to manage volumes and reduce monitoring and management costs while ensuring optimal security.

To help achieve these objectives at minimal cost, they needed a capable remote IT infrastructure vendor.

Microland

PROVIDING A PROACTIVE SECURITY MANAGEMENT MODEL

Microland's deep expertise in security management and cost-effective, yet superior technical skills made it an ideal choice for the engagement. We used our mature industry-based service management processes to help the client shift from a reactive model to a proactive one.

We are thought leaders in security. Microland executives have contributed to various research publications of top security-related organizations. They have also conducted critical research on security vulnerabilities.

Transformation

REDUCING VULNERABILITIES AND STREAMLINING PROCESSES

Microland developed a solution which focused on fixing issues at the root rather than just delivering a remedy for a particular issue. By fixing virtually all threats and vulnerabilities at the same time, our solution helped manage the health of the entire security ecosystem as

Scale of Operations

- 55,000 end point devices
- 7 servers
- 25,000 DLPs
- 450 global locations

Technologies

- Antivirus
- Personal firewall
- End-point patch management
- Network access control
- Data leakage prevention

depicted in figure 1. With knowledge transfer, client resources were able to correct or recommend architect-level changes and design configuration for the specific needs of each region.

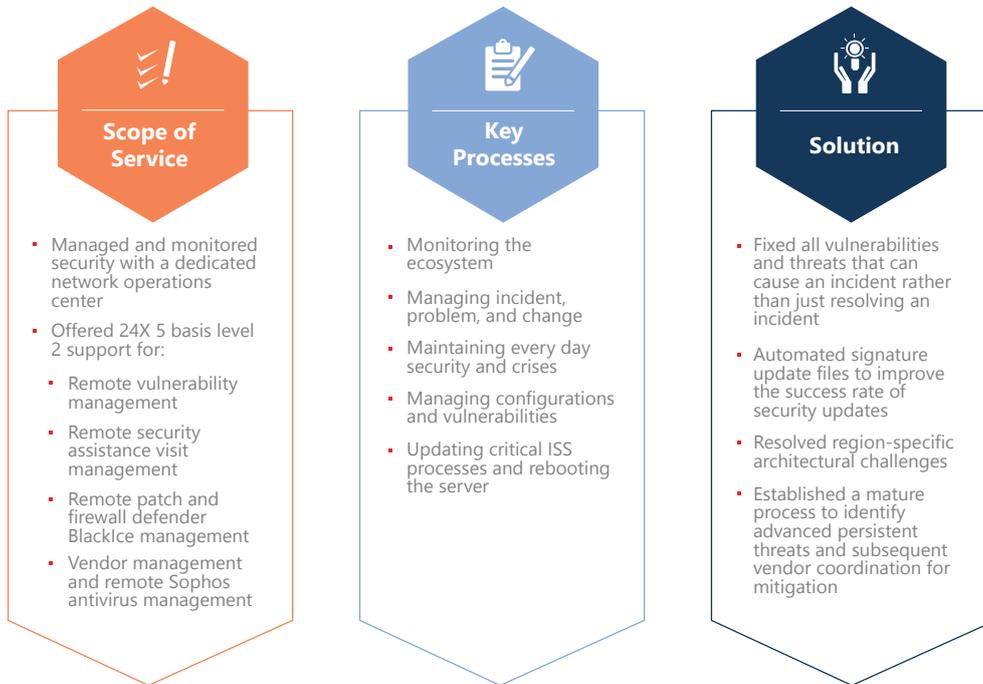


Figure 1: The key components and processes of the solution

Outcomes

ENABLED PREDICTABLE AND ROBUST SECURITY ENVIRONMENT

Microland enhanced the security ecosystem to enable advanced end-point security. Our service-led IT framework and comprehensive security management services helped

the client reduce management and monitoring costs while increasing efficiency. The other client benefits included:



Enhanced predictability by:

- Reducing infections among the managed clients from 10% to 0.67% by improving the seamlessness of the ecosystem
- Bringing down the number of end-point devices with old definitions from 10% to 0.5%
- Minimizing incidents by 80%



- Improving the efficiency of the environment to make 10X updates possible in the same time, reducing the time taken to update end-point devices from more than five days to twelve hours
- Reducing the average time to resolve threats from two days to six hours

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

