IT Risk Management

Client Profile
One of the world's largest providers of products and services to the energy industry.

Challenges

When the company approached CBI, it faced IT and compliance challenges that are common for large organizations: a complex network infrastructure broken down into disjointed silos with too few administrative resources to successfully manage and fulfill IT requests and compliance requirements. The lack of resources was particularly apparent in the outdated software being utilized to generate reports that are critical to compliance and strategic business decisions.

The client was utilizing a manual reporting application that had been developed in-house. The manual nature of the subpar tool resulted in inefficiencies, decreased accuracy, significant time lapse between report request and creation, and inconsistency across reporting formats. In addition, the reports that were eventually generated delivered inadequate data to fuel informed decision-making.

Solution

In order to fully comprehend the business objectives and related technology needs of the client, CBI performed a thorough analysis of the current technology, which revealed a critical need for a tool to provide visibility into the core obstacles impeding the organization. CBI concluded that implementation of two software platforms—Symantec Control Compliance Suite (CCS) and Symantec Endpoint Protection (SEP)—would provide a robust, effective solution.

CCS delivers automated reports, mitigating risk of human error and arming the client with the power to create reports in real time. In addition, the reports are far more comprehensive, providing dashboards for trending, as well as graphs and figures to visually represent the data. The deeper, broader glance inside the network allows the company to assess security and compliance risks, enabling key decision makers to prioritize development of compliance risk and security mitigation and remediation plans.

Results

As a result of the integrated solution created by CBI, the company is now able to report on the status of its end-point security and compliance risk requirements from a single, automated web-based dashboard. The solution served as a force multiplier—effectively reducing administrative burden and improving the effectiveness of its IT investments. The new and vastly improved reports empower executives to make informed decisions that will yield measurable results for the company as a whole.

In addition to these big-picture deliverables, the CBI solution created operational efficiencies, reduced manpower requirements and produced cost savings. As a result of the automation, the internal IT team now has an improved ability to effectively manage critical IT assets, while reducing their overall security and compliance risk. The client was thrilled with the execution of the CBI experts. In fact, the CBI team was recently awarded an opportunity to provide a one-year managed services contract for ongoing development of these crucial security and compliance risk monitoring tools.

OVERVIEW

Industry	Solution
Energy	Symantec Endpoint Protection (SEP)
	Symantec Control Compliance Suite (CCS)

CBI Generated Results
- Real-time, automated reporting
- Operational efficiencies
- Mitigation of overall security and compliance risk
- Information to empower informed business decisions

CBI CASE STUDY