

# Managed Security Services

Robust Security & Technology Support Services for Customer , Improvising Customer Security Posture & Compliance Standards.....

**Global Credit Card Services Company**



Predictable Delivery Every Time since First Time...

# About the Client

The Client is a leading Global Premium Credit Card services company in Kingdom of Saudi Arabia and headquartered in USA with Revenue of 30 Billion US\$. The organisation has been rated as 22nd best Brand in the World and employee's 50000 people around the Globe.

## Technology Backdrop of the Project

- Datacentre Support Services
- Cisco Next –Gen Networking With ACI & Cisco ICE
- IBM Storage & Power Series
- Cisco UCS & Hyper Flex
- Citrix VDI & Nutanix HCI
- Websense Triton Security Suite
- Cisco Source Fire & APT
- Microsoft AD, Exchange & System Centre Suite
- McAfee Vulnerability Management & Email Threat Gateway
- Remedy ITSM Tools
- Solarwinds ITOM & SIEM

## Business Challenges

- Out-dated security infrastructure meant an inability to cope with new and evolving security threats.
- Lack of Skillset & Specialization to manage Internal Vulnerability Management & Threat Management Solutions
- Enterprise Security Solutions for Vulnerability Management & Data Protection
- Had difficulty managing operational lifecycle of existing security environment
- Obsolete and non supportable End user Computing Equipment and Operating systems
- No Visibility/Centralized View of Infrastructure
- Team members require frequent Skill upgrade trainings
- Reactive and firefighting mode
- No Problem Management & Knowledge Mgmt.
- Service reporting and metrics are adhoc and inconsistent

## Skillmine Solution

- Information Security Consulting
- Dedicated ODC Setup At Skillmine Bangalore Facility for Managed Security & Infrastructure Services
- Design & Deployment of Security & infrastructure monitoring and response Solution
- Recurring Vulnerability, Threat Assessment & Remediation from remote ODC
- Management, Support & Enhancement of Data Protection Solutions Remotely
- A 24X7 Command Centre Setup with Relevant Monitoring Tools
- Formulation of Event Management, Incident Mgmt & Major Incident Mgmt process
- Fine tuning of the existing tools and features.
- Monitoring tool is integrated with ticketing tool.
- Level1-2-3 Support for Microsoft Technologies, Platforms , Compute , Storage & Networks

## Business Benefits

- Adherence to the required security posture standard like ISO27001 & PCI DSS
- Better visibility into their devices to ensure overall security posture and compliance through implementation of Data Protection Solutions
- Lowered its TCO for security infrastructure operation, maintenance and incident response
- Skillmine enabled the client to focus its resources on more strategic and tactical business requirements
- Processes and systems ensure proactive and effective management of security infrastructure
- Existing features are better utilised and discouraged the procurement of extra tools. Improved availability, and efficiency.
- Faster response and resolution to IT incidents resulting in lesser revenue loss.
- Higher quality and reliability of IT infrastructure services
- Proactive Monitoring of Critical IT systems

# Robust Security & Technology Support Services for Customer , Improvising Customer Security Posture & Compliance Standards.....



Lower cost



Economically sustainable



Reduce risk



Improve experience for their customers



Increase competitiveness

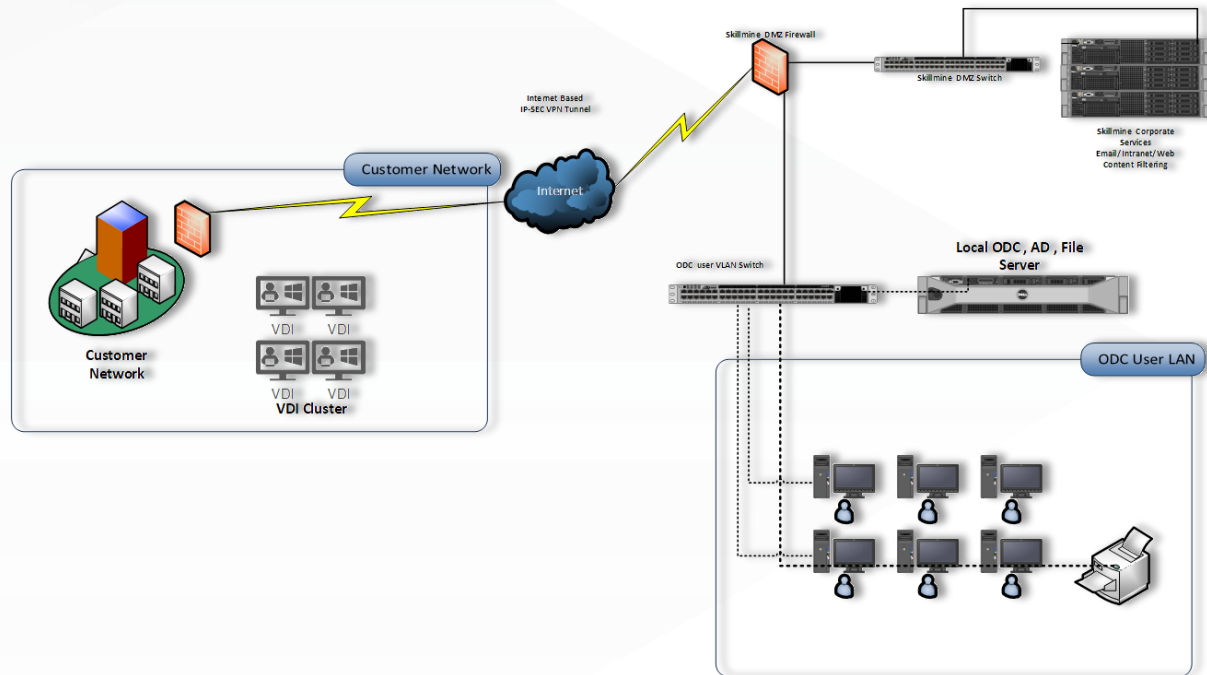


Grow revenue



Improve performance

# ODC Features



## ODC Features

- ODC houses physically and logically separated network
- IT Infra placed inside ODC accessible to only ODC users
- ODC will be separated out from the other network through the firewall. Ports open in the firewall to access Skillmine, Timesheet management system, Skillmine Business Intranet
- Network connection between Customer Dedicated network and Customer Network for Data transfer
- Customer security requirements are followed or Network security, Data security and Physical security measures are followed as per ISO 27001 controls

# Security controls followed at ODC

## Network Security

- Firewall between Public and Skillmine network
- Firewall between Skillmine and customer network
- Antivirus clients on servers and workstations with Network threat protection.
- Limited access to internet
- Penetration test done twice a year by 3rd party
- Network performance monitoring
- Intrusion detection system
- Periodic internal network scan for vulnerabilities
- Centralized patch/Client management.
- log correlation and monitoring.
- Infrastructure monitoring.
- File server file integrity monitoring and print server/printer monitoring.
- Secure baseline control and management.
- Active directory and MS-exchange auditing.



## Data Security

- Daily incremental backup of all servers & Laptops.
- Offsite storage of backup in fireproof safe locker.
- Floppy/CD/DVD/USB drives are disabled
- Restricted privileges for users on workstations/Laptops
- Centralized file store with access list defined based on projects
- Premium support from all hardware and software OEM's.
- Data encryption for laptops
- Screensaver with password protection
- Complex Password policy
- Data classification
- License compliance
- Email & Web content filtering.
- Group policy enforced security controls on laptops and desktop.




## Physical Security

- Perimeter Security –
  - Trained security guard at entrance
  - Access controls at entrance as well as on all the floors
  - Sensitive areas are isolated and access given on need basis
  - Separate data centre with limited access
  - The entry and exit points visitors / employees are through the access control
- Redundant power sources
- Central air conditioned facility
- Precision AC for datacentre
- Fireproof safe locker for Storing all the backup media.
- Smoke detectors, ERT team
- Fire extinguishers
- Paper shredders





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Think & Care about Customer's Investment • Predictable Delivery Every Time since First Time • Passionate about Desired Outcome