



Over 20% Reduction in Infrastructure Costs with Managed Services Engagement Model Resulting in ISO 27001 Certification

Insight

A subsidiary of a top Japanese electronics conglomerate faced the challenge of maintaining the reliability, dependability, consistency, and security policies of their IT infrastructure.

Forsys' devised & customized infrastructure management engagement model for the client, which included undertaking a thorough assessment of the requirements, analyzing the criticalities of the issues at hand, designing a seamless approach to process execution, and taking over and managing the technology operations. This enabled the client to curtail infrastructure costs and overall IT spending by over 20%, monitor the network 24/7/365, and achieve operational efficiency gains, resulting in 99.99% uptime.



Industry

IT Services and
IT Consulting



Revenue

\$6+ B



Employees

24k+



Headquarters

California, US

Business Challenge

The client experienced frequent incidences of unplanned downtime, with a few instances lasting several hours and extending beyond the workday. They were looking to enhance, structure, and manage their infrastructure management-related activities, and streamline the security policies and SLAs for their users.

Transformation Journey

Forsys' engagement model for infrastructure management services enabled the client to bring maturity to their processes, address the challenges, and resolve them.

The key highlights of our offerings:

✔ Network Security and Compliance

- Documentation of local area network policies, including security policies and standards.
- Creation of best practices for Hardware and Software along with remediation strategies
- Management, investigation, and troubleshooting the network operating systems - WLAN, Cloud environment, network topologies, network hardware, computer operating systems, routing, switching, data privacy and security - and Office365 issues.
- Implementation, troubleshooting, provisioning, and licensing of the Okta access management platform.
- Development of common risk and information security management frameworks.
- Conducting ISO27001 security tests and maintaining ISO27001 compliance, Identification of vulnerabilities, and addressing them on a war footing.

✔ IT PM/Change Management

- Identification of the organization impacts from process, policy, data, talent, and technology changes, and reporting to the CIO.
- Designing of issue & risk management solutions to report and address business problems
- Execution of core organizational change management capabilities in terms of growth, scalability, and sustainability.
- Management of all change efforts on the IT portfolio, as well as the development of change management processes and procedures for all operational and strategic initiatives across IT.
- Supervising impact, stakeholder, and organization analysis to determine the program's scope, severity, and receptivity.

Impact

01 Reduction in infrastructure & IT costs by +20%

02 Network monitoring 24/7/365

03 99.99% uptime

04 ISO 27001 Certification for Information Security

05 Single-sign-on portal for IT applications.

06 Higher operational efficiency.

About the Client

The California-based subsidiary of a prominent electronics company offers a broad range of electronics, power and industrial equipment and services, particle beam therapy technologies, automotive products, and consumer electronics, with operations throughout the Americas.

Solution Components

Okta Access Management Platform

