



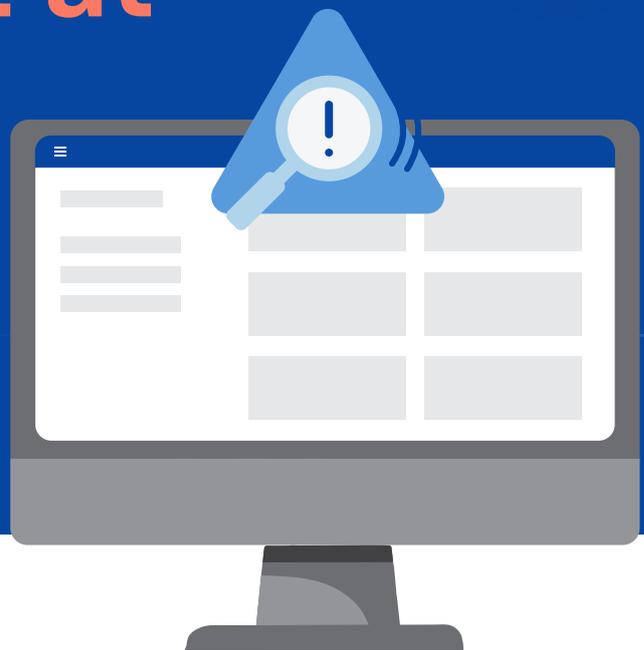
Holograph

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AngelOne™

Holograph Powers Efficient Security Management at Angel One



Client Overview

Angel One (formerly Angel Broking) is one of India's leading full-service retail brokerage firms, offering a wide range of financial services, including stock trading, investment advisory, portfolio management, and mutual fund investments. Established in 1987, the company has a strong presence in both online and offline trading platforms, catering to millions of retail investors across the country.

Known for its innovative approach, Angel One provides advanced tools and technologies, such as its AI-driven trading app and SmartAPI solutions, to simplify investment decisions for users. It also offers services in equities, commodities, currencies, and insurance, making it a one-stop destination for diverse financial needs.

Headquartered in Mumbai, Angel One is celebrated for its customer-centric philosophy, transparency, and commitment to empowering retail investors through technology-driven solutions.



Challenges

Angel One faced several operational hurdles in optimizing their security incident management process. These challenges stemmed from the complexity of integrating multiple tools and streamlining workflows for their support engineers and security experts. Key pain points included:



Integration of Multiple Security Tools with Jira Service Management:

With several security software tools in use, Angel One needed a cohesive integration with Jira Service Management to enable faster responses. However, the absence of native functionality in the Atlassian Cloud edition posed significant challenges.



Limited Visibility into Security Threats:

Gathering actionable insights, such as the volume and origin of security threats or attacks, was cumbersome and inefficient, leaving gaps in real-time threat monitoring and analysis.



Manual Assignment of Security Incidents:

Assigning security threats to the appropriate teams based on the system, threat area, or affected asset required extensive manual effort, leading to delays in resolution.



Complex SLA Management:

Defining and adhering to SLAs based on the criticality of the attacked asset was challenging, especially when dealing with high-stakes scenarios that demanded precise prioritization.

These challenges highlighted the need for a robust and automated solution to streamline security operations, reduce manual intervention, and enhance the overall response time for managing security incidents.

→ Solution Provided by Holograph

Holograph implemented a customized, technology-driven solution to address Angel One's security operations challenges. The key components of the solution included:

1 **Custom App Development for Seamless Integration:**

Designed a tailored application to integrate Jira Cloud with Angel One's existing security tools. This app enabled the automatic retrieval of critical information regarding security threats and attacks, enhancing real-time visibility and monitoring.

2 **Automated Incident Management:**

Automated the system to:

Perform **auto-assignment** of security incidents based on the system, threat area, and affected asset.

Set up SLAs dynamically, aligning with the criticality of the asset and the nature of the attack.

3 **Integration with Device42:**

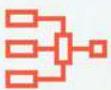
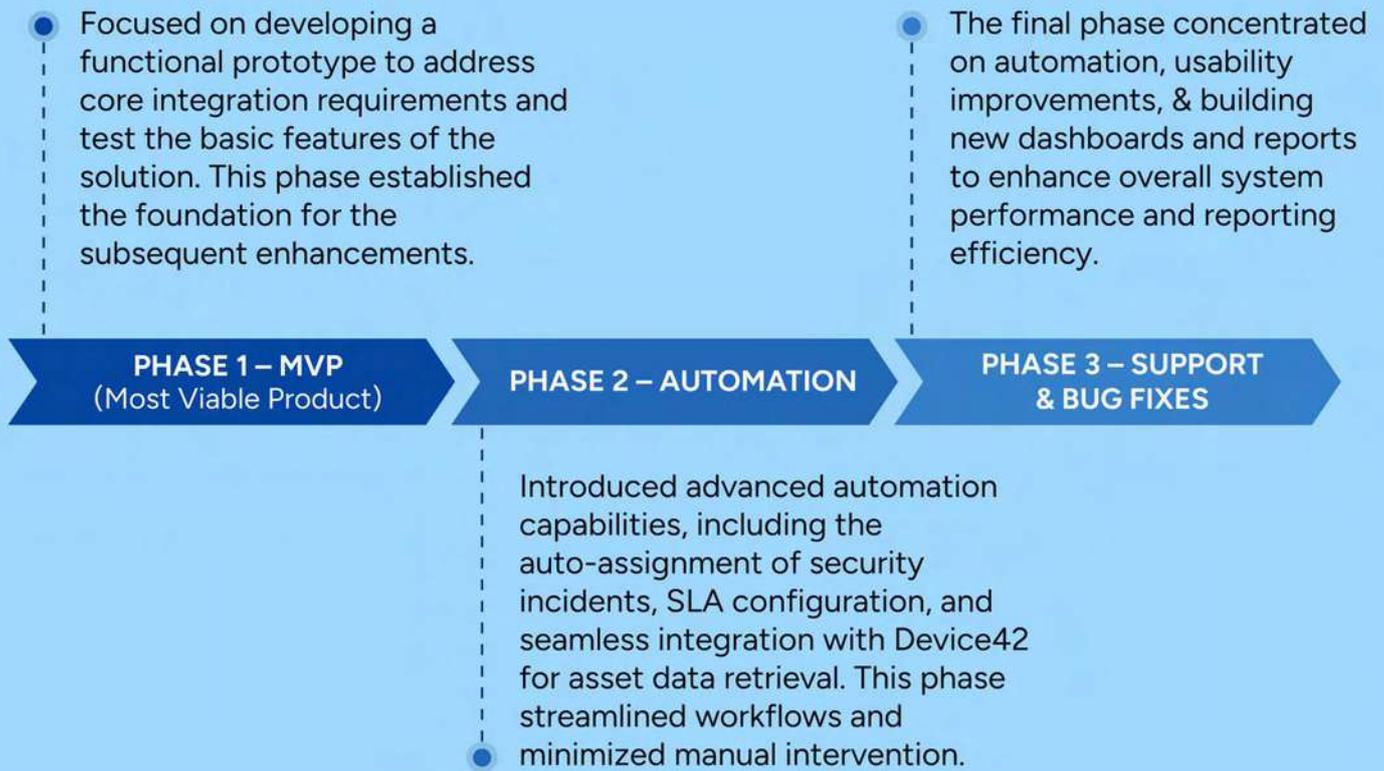
Integrated Jira with Device42 to pull detailed asset information, leveraging it for accurate and efficient auto-assignment of incidents to the relevant teams.

4 **Automation of Ticket Generation:**

Automated the process of ticket generation for security incidents, eliminating the need for manual assignments. Security incidents are now systematically categorized and routed to the appropriate teams, significantly improving response times and operational efficiency.

Through this comprehensive solution, Holograph streamlined Angel One's security processes, providing a scalable and automated framework to handle security incidents with precision and speed.

Implementation Process



Agile Framework – Scrum

The implementation followed an Agile Scrum methodology, enabling iterative development and continuous improvement throughout the project. Regular sprints ensured that deliverables aligned with Angel One's evolving requirements.



Team Resources

The project was executed by a team of experts, including:

Senior Atlassian Architect

Two Atlassian Plug-in Developers

Two Test Engineers

One Build Engineer

DevOps Expert



Stakeholder Collaboration

Weekly meetings with key stakeholders, including security tool administrators and product owners, ensured clear communication, alignment on project goals, and efficient decision-making.

This structured approach allowed Holograph to deliver a robust and customized solution on schedule, meeting Angel One's needs effectively.

Results Powered by Holograph

Holograph's solution delivered significant improvements to Angel One's security operations, creating measurable impacts across multiple dimensions:

- **Enhanced Traceability and Tracking:**

Provided better traceability of security-related activities, enabling a clear audit trail and improved accountability.

- **Clean and Comprehensive Dashboard:**

Implemented a streamlined dashboard offering an end-to-end overview, including real-time visibility into attacks, SLAs, assignments, and team responsibilities.

- **Reduced Turnaround Times (TATs):**

Automated assignment of security incidents to the appropriate teams significantly reduced TATs, improving incident resolution speed.

- **Improved Team Collaboration:**

Centralized tracking and management on Jira, already familiar to the team, enhanced collaboration and streamlined workflows.

- **Insightful Reporting:**

Introduced monthly, quarterly, and yearly KPIs to analyze security threats, providing actionable insights for continuous improvement.

- **Future-Ready Integration:**

Established a scalable framework to integrate all new tools with the Jira platform automatically, ensuring long-term operational efficiency.

- **Comprehensive Support:**

Provided ongoing support for **Jira Software, Jira Service Management, and Confluence**, ensuring the system remains optimized and aligned with Angel One's needs.

COST SAVINGS:

Consolidated multiple security tools

into a single, centralized platform, resulting in substantial cost savings.

Through this solution, Angel One achieved a secure, efficient, and future-proof security management process, driving both immediate and long-term benefits.

Holograph's tailored solutions have driven measurable results- let us help your business achieve the same success. Contact our sales team to get started.

Get in Touch: sales@holographtechologies.com