2021

CASE STUDY

A Technology Optimization Case Study for a Mature East African Bank

Infopercept

Introduction:

A popular bank in the Africa with core values of integrity, honesty, and excellence strives to give its best to its customers. Its products and services are at par with any world renowned bank. In its commitment towards excellence and in its quest to provide maximum security, it had taken adequate measures to safeguard its own network and the database of its customers. It has created a secure platform to integrate people and programs in a proactive manner. This ensured there was no unauthorized access, misuse, malfunction or improper disclosure.

The Problem:

A secure network makes sure that the integrity of data and transactions conducted are above board. Although the bank had a good security posture, it wanted to be vetted by a cybersecurity service provider who would, if need be, further optimize and strengthen the network security.

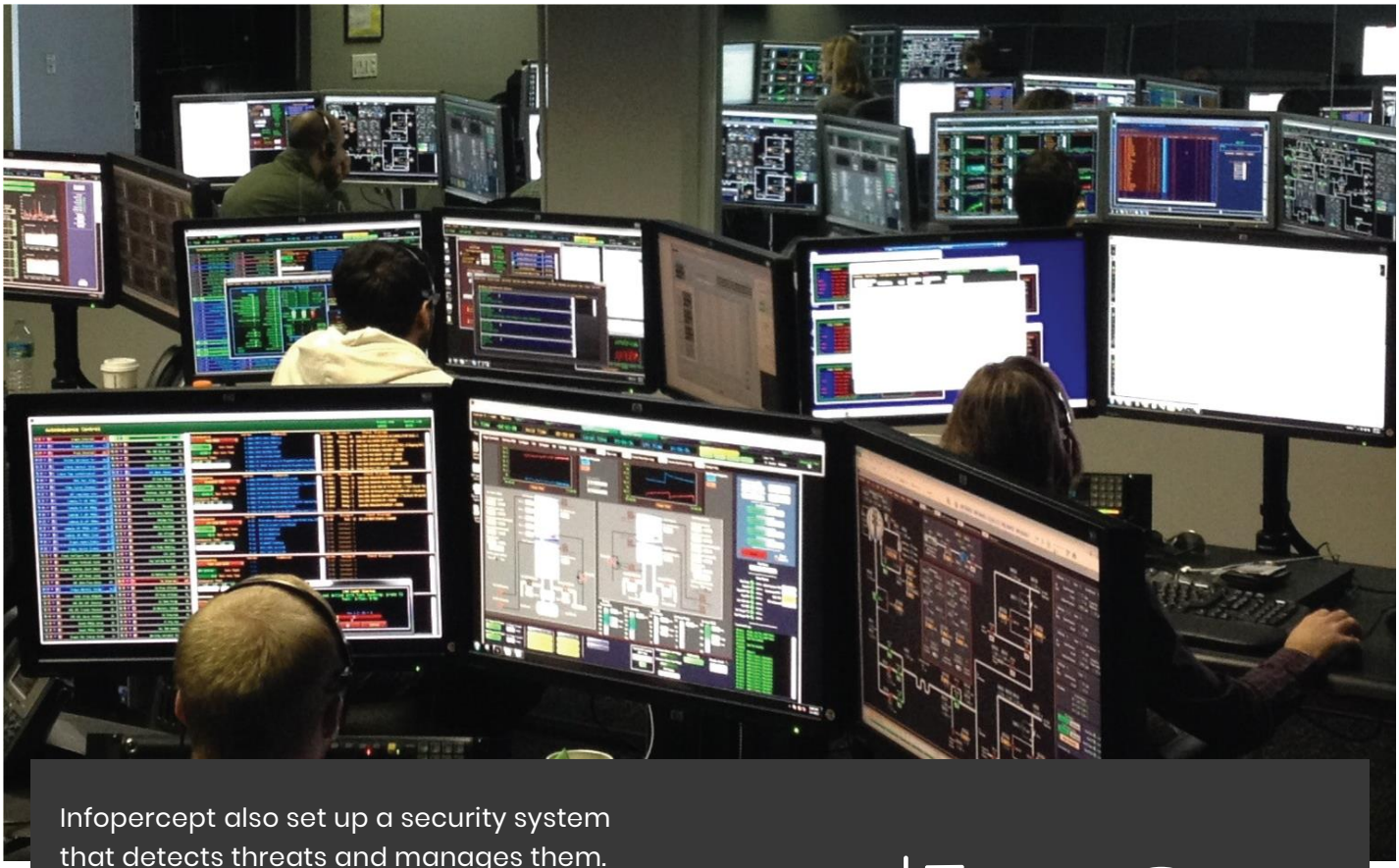
The bank also wanted to set up a *Security Operations Center (SOC)* which would provide round the clock monitoring of its assets, data, and network systems. It was also looking to establish a *Technology Optimization Centre (TOC)* that would help streamline operations by improving performance, provide solutions for restoration of data, disaster recovery etc.

Infopercept - a Global Managed Security Services Provider

Infopercept, a world leader with a wide range of experience in handling data and IT systems in critical sectors such as banking, was engaged by the bank to set up Security Operations and Technology Optimizations Centers. Its core team comprises security enthusiasts and technical experts with excellent practical exposure and knowledge of the latest security innovations in the cybersecurity domain. Infopercept's team in its regular testing found a number of vulnerable areas that needed customization and modernization to keep up with the constantly evolving range of threats.

Solutions:

Infopercept set up a central unit in the form of SOC comprising people, processes, and technology to manage and enhance the bank's security posture. Once the problematic areas were identified, technology optimization was carried out. The streamlining of security operations was done mainly to remove redundant or underused IT systems and to modernize the existing technology platforms and architecture.



Infopercept also set up a security system that detects threats and manages them. This system known as ***Security Information and Event Management (SIEM)*** combines security information management with security event management for the purpose of threat tracking, response, and remediation activities. Once the SIEM alerts were set up, it became easier to identify potential security issues with the network. These alerts/incidents were then analyzed, categorized, and reported to the appropriate teams responsible for threat alleviation and management.

Benefits:

The bank benefited enormously from the SOC set up by Infopercept, as it brought in a specialized skilled set of employees who were solely in charge of threat detection, analysis, and remediation. This helped in **better collaboration among the technical teams,** clients, employees, and the bank as a whole.

Among the three vulnerable points in a network i.e. employees, systems and software; it becomes essential to **upgrade and optimize the network on a periodic basis.** In this regard, setting up of the TOC helped to a large extent in making business transactions more **efficient** for **improved client service.**

Return on Investment is a key performance indicator while optimizing businesses to track success or failure. In simple terms, the higher the gains incurred with respect to cost, the greater the ROI. Optimization is an essential tool that results in increased ROI, and it uses this fact to an advantage. An analysis of past performances gives a fair idea how far the organization has utilized the resources in providing the necessary output.

Having an SOC and a TOC are important indicators to all customers, stakeholders, third-party contractors, etc. that the bank takes security of its network and database very seriously.

About INFOPERCEPT

Infopercept's vision and core values revolve around making organizations more secure through the core values of Honesty, Transparency and Knowledge, so as to enable them to make better informed decisions about their security practices & goals. With our synergistic vision to combine technical expertise and professional experience, we aim to further establish our place as a one stop shop for our clients and partners' cybersecurity and accreditation needs.

Our specialized core team comprises of experienced veterans, technical experts & security enthusiasts having good practical experience & thorough knowledge in the Cybersecurity domain, are abreast of the latest trends and security innovations; ensuring that you always get the best security approach & solutions for your specific business needs, exactly the way you want it to be.

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