# DIFFERENTIATED STRATEGY DRIVES CYBERSECURITY TRANSFORMATION

This is our story of co-creating a trusted remote security management and monitoring solution with a leading manufacturing company

**WNS**

# AS WE KNOW…

In the wake of businesses becoming increasingly digital, there is a rise in data security challenges on multiple fronts. These challenges include significant disruptions and losses resulting from malware outbreaks, loss of data, Denial of Service (DoS) attacks that cripple operations, and even threats from internal employees.

As a result, cybersecurity has become one of the major issues that any digitally connected enterprise, both large and small, must address. It's an organization-wide imperative to have a robust strategy to proactively monitor and manage risks.

# THE CHALLENGE FOR A MANUFACTURER WAS…

It lacked a baseline IT security framework with well-defined processes and policies for operations across 150+ global locations. As the company had grown inorganically, its IT infrastructure was fragmented. A lean IT team and a virtually non-existent security workforce were unable to effectively monitor and manage the security of all systems and data.

Dissimilar standalone anti-malware solutions, lack of visibility on infrastructure assets and network connections, inadequate computer security and hardening measures, and limited security patch management for servers and end-points further added to the problem. There was limited visibility on the security aspects for controls and automation technologies deployed across various operations supporting the factory environment. In addition, the manufacturer did not have adequate security threat monitoring or response capabilities.

# HERE'S WHAT WE CO-CREATED AS A SOLUTION…

WNS partnered with the manufacturer to develop a security strategy, and provide consulting and guidance to enhance its cybersecurity posture in a phased and realistic manner.

This multi-pronged solution included:

- Designing Server Patch Management process to enable remote patching for the entire global server infrastructure in a 11-week rolling cycle

- Designing and implementing System Center Configuration Manager (SCCM) for software asset management, end-point remediation and patching for end-user computing devices across the globe

- Consolidating multiple anti-virus platforms and migrating end-points to a centralized anti-malware solution

- Implementing best-in-class, cloud-hosted Security Information and Event Management (SIEM) to enable active threat intelligence coupled with the delivery of 24x7 security operations

- Establishing robust vulnerability assessment solution for servers, end-points and applications

# THE OUTCOMES FROM THE PROCESS OF CO-CREATION ARE...

- Establishment of a trusted remote security management and monitoring arm for the client

- Global view of client infrastructure with complete visibility across all end-points, servers and devices on the network

- Catalog of all software installed within the infrastructure, and elimination of all unlicensed and undesired software installations

- Well-defined policies and procedures for security management and monitoring

- Single-pane view of all malware detection and exceptions generated from the environment

- Real-time reporting of incidents, monthly trend analysis and user behavior analytics

- Re-assurance to the board and auditors on significant uplift of the cybersecurity posture within the organization

- Creation of a culture of 'being secure' as a key priority within the organization

# THE ROAD AHEAD...

WNS continues to collaborate with the manufacturer to build a secure organization for the future.

Some of the initiatives on the horizon include:

- Operational Technology (OT) security platform to protect and monitor industrial control systems and associated networks for the manufacturing lines

- Cloud-based End-point Detection and Response (EDR) platform for improved anti-malware detection and intelligence

- Implementation of User and Entity Behavior Analytics (UEBA) embedded with artificial intelligence and machine learning



# A CULTURE OF 'BEING SECURE' WAS ESTABLISHED WITHIN THE MANUFACTURING COMPANY

## ABOUT WNS

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