

# Accordant helps one of the world's largest telco providers to understand how its security services are operated in preparation for off-shoring.



CASE STUDY

## Sector

Telecommunications

## Business Challenge

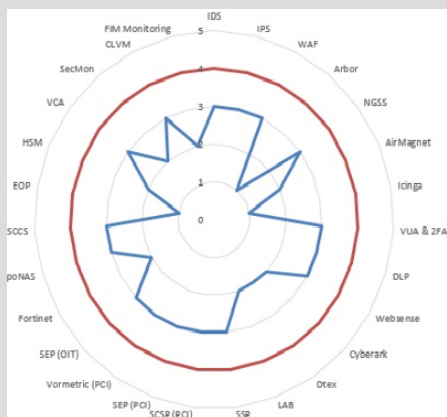
To transition the functions performed by a near-shore security operations team to a new off-shore department without exposing the organisation to risk during this major change programme.

## Solution

Accordant performed a thorough pre-migration discovery and assessment of the existing operation team's function, process, capabilities, and responsibilities.

## Results

The project identified several services and processes that needed significant attention before being transitioned and de-risked the migration of the remainder.



## Business challenge

The organisation was looking to reduce costs by consolidating all of its technical operations functions into dedicated facilities in India. As part of this exercise, a plan was made to migrate the security operations functions from their existing near-shore base in an off-shore facility. Prior to this project the security operations teams had worked autonomously and the detail of their roles and responsibilities were poorly understood. To facilitate a smooth transfer and eliminate the risk of change, the scope and function of the off-shore team needed to be fully documented and agreed.

## How Accordant helped

Though a series of focused workshops and interviews and the review of existing documentation, Accordant helped the organisation build a picture of: how the operations teams supported the various solutions and services; how the teams were managed and how they interfaced with other global support teams (such as help desk and architecture) and; the function and capability of individuals with the operations teams.

Accordant built a consolidated view of the security services and their operation and ran a maturity assessment which showed how well the security services were configured and supported. A comprehensive review of the existing documentation set highlighted a number of gaps which needed to be filled before operations support could be handed over to the off-shore team.

ID	Description	Owner	Priority	Impact	Effort	Complexity	Dependencies
100	Provide monthly audit and review of security operations and incident response data for the next 6 months	Self	1	High	Low	Low	None
101	Review of external vulnerability scans and internal network security and incident response and security operations	Self	1	High	Low	Low	None
102	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
103	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
104	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
105	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
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108	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
109	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
110	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
111	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
112	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
113	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
114	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
115	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
116	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
117	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
118	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
119	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None
120	Provide and maintain security operations and incident response and security operations	Self	1	High	Low	Low	None

## Benefits

Before this engagement started there was a lack of understanding of the scope and role of the near-shore team, a lack of clarity on their deliverables, and an unknown cost to value relationship. Accordant's assessment not only help the organisation understand the value of the security services but also highlighted where gaps existed which would have compromised the transition of support. Accordant's involvement in the engagement allowed the organisation to keep to its aggressive migration schedule without compromising the security of its network and data.

**For more information...**

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**About Accordant**

At Accordant, our motivation is simple: We want to help business and IT leaders optimize their services and solutions for cost and performance.

We achieve this through our unique set of financial and technology disciplines which give management teams unique insights into the cost of their services. Armed with this data, our customers have been able to formulate strategic plans which drive optimization initiatives, improve service delivery and understand the impact of change.

Underpinned by our purpose built software suite, AccSL™, our consultants give the power back to leaders struggling to keep pace with the changing face of enterprise IT.