



Large Financial Services Company with operations across North America and Europe

The Business

A large, diversified financial services company with headquarters in Canada and operations in the US and Europe.

The Challenge

With business operations internationally, our client is required to comply with numerous cybersecurity and privacy regulations based on the different jurisdictions of their operations. In addition to the inherent complexities of these regulations, our client's board and senior management identified potential legal risk surrounding regulatory non-compliance and potential theft of client, corporate, and employee information.

Understanding the potential financial impact to their organization for non-compliance, or worse to their brand if a breach were to occur, our client was looking for a partner to develop and implement a robust cybersecurity compliance framework. This framework needed to address the regulatory complexities between multiple governing bodies and the need to effectively remediate threats using a diverse mixture of technologies in their central shared services IT group and within each of their separate business units.

The Solution

With the management of both security and IT operations spread across many groups and geographies, there were numerous disparate policies, procedures, and technologies being used to manage and remediate cybersecurity threats in

well segregated silos. Supported by a strong executive level mandate, organizational changes were made to people, process, and technologies aimed specifically at breaking down cross-silo barriers and encouraging collaboration between departments, divisions, and geographies as part of implementing the cybersecurity framework.

- > The client made several key changes including strategic hires at all levels to ensure they had the right skills and leaders to facilitate the changes. Online provided PROSCI certified Organizational Change Management (OCM) consultants to help guide the teams through their changes.
- > Once the organization was re-aligned and staffed accordingly, key processes across the various business units and silos were re-engineered. Online consultants led this process re-engineering effort which included key stakeholders from across the organization including IT Service Management, IT Operations Management, Information Security, Corporate Risk Management, and Corporate Legal .
- > Online was then engaged to integrate and automate the processes and flow of information across the organization using best of breed technology solutions. While the client had largely been standardized on the BMC platform for IT Service Management and Operations, there were a number of complex integrations and customizations required to ensure the flow of security vulnerability information flowed seamlessly from initial identification through to automated remediation and verification.

Keys to Success

There were several key factors that contributed to the success of the project:

- > From the beginning of the project, our client recognized the importance of executive sponsorship and that a commitment to OCM was mandatory. Without this support and focus, internal conflict could have stopped the project and derailed progress.
- > Using organizational change as a critical foundation, relevant processes had to be re-engineered to ensure that all relevant people and technologies were managing the flow of information seamlessly and efficiently.
- > While there are many combinations of appropriate technologies that can be integrated to solve this problem, it was much faster, easier, and more efficient to leverage best of breed and/or pre-integrated solutions in the areas of security, ITSM, IT Operations Management, and reporting.
- > By addressing the corporate cybersecurity risk and compliance framework as a program, our client was able to leverage significant gains without tackling everything at once. This client is currently going live with the first phase of their program which is the accumulation of nine months of effort; they expect several more phases of enhancement and refinement over the next 24 months.



Contact:

Online Business Systems
1.800.668.7722
info@obsglobal.com

About Online Business Systems

Celebrating our 30th anniversary in 2016, Online Business Systems is an information technology and business consultancy. We help enterprise customers enhance their competitive advantage by designing improved business processes enabled with robust and secure information systems. Our unsurpassed delivery, our people, and the Online culture of loyalty, trust and commitment to mutual success set us apart. Today we have nearly 300 business and technical consultants throughout Canada and the US.