

Delivering NOC and SOC IT Managed Services for a Leading Global Entertainment Brand

Background

Meet our client, a beloved family entertainment and restaurant chain known for its lively atmosphere, arcade games, and memorable birthday parties. With a vast network of operations, they needed a strong cybersecurity setup to protect their digital playground. As their digital footprint expanded, they became more vulnerable to cyber threats. They partnered with Systems Plus to build a comprehensive Security Operations Center (SOC) and Network Operations Center (NOC) to keep the fun rolling and ensure everything runs smoothly behind the scenes.

Objectives



Strengthen Security Posture:

Create a strong security framework to detect and respond to threats faster than a game of Whack-a-Mole.



Ensure Operational Continuity:

Maintain seamless network operations with rapid incident response to prevent disruptions.



Achieve Regulatory Compliance:

Adhere to stringent data security and privacy regulations within the family entertainment and restaurant industry.

Systems Plus' Winning Strategy

Getting Ready

1. Risk Assessment and Policy Development:

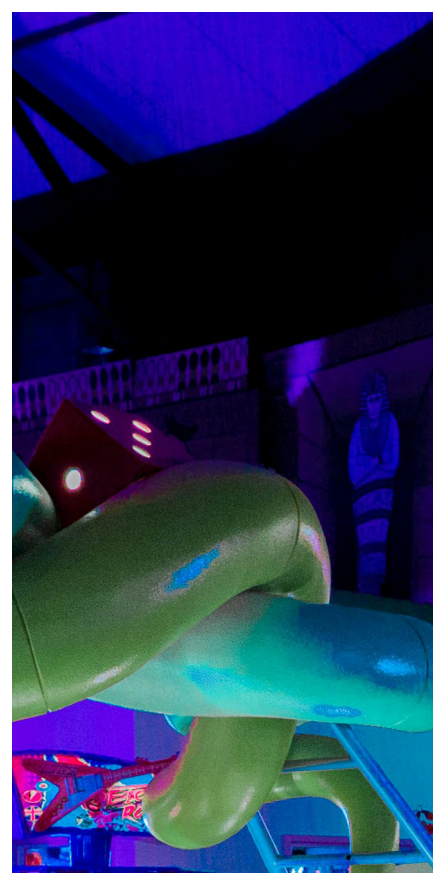
- Conducted a thorough "safety inspection" to identify potential vulnerabilities and threats.
- Developed comprehensive security policies and incident response plans, ensuring they were in line with industry regulations and tailored to the client's unique needs.

2. Team Formation:

- Assembled a specialized SOC team with expertise in cybersecurity, mixing in offshore resources in India for cost efficiency and nearshore teams in Latin America for effective communication and collaboration.

3. Tool Selection:

- Recommended and selected top-notch monitoring and detection tools, ensuring they integrated seamlessly with the client's existing "game console."



Implementing the Plan

1. Deployment and Configuration:

- Deployed necessary hardware and software tools for comprehensive monitoring and detection.
- Integrated various data sources and security tools to create a unified monitoring system, setting the stage for spotting any “uninvited guests” in the digital arcade.

2. Integration and Setup:

- Ensured smooth integration of all security operations components, setting up a unified dashboard for real-time visibility and control.

Handling Incidents

1. Initial Triage and Detailed Analysis:

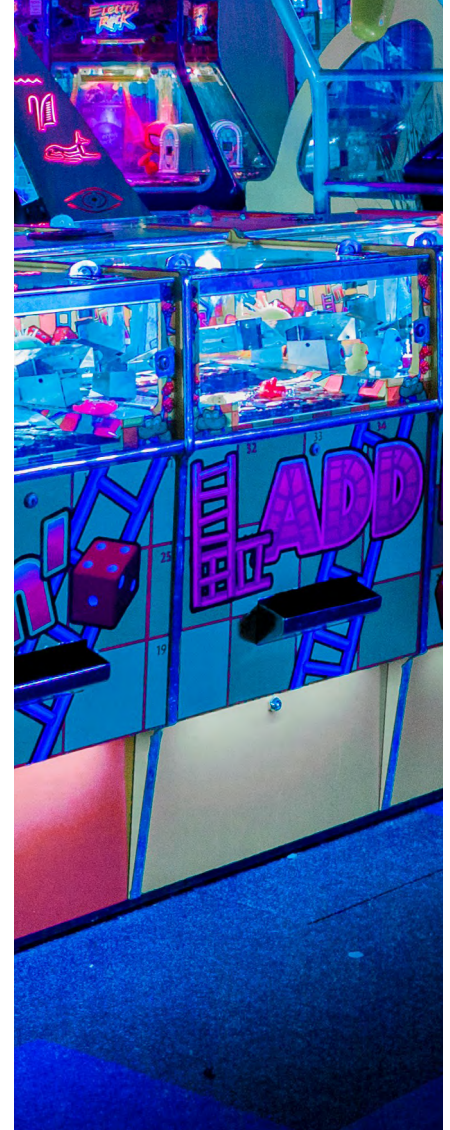
- Prioritized and assessed alerts to determine the severity and impact of incidents.
- Conducted in-depth analysis using forensic tools, leveraging threat intelligence to understand the context and potential motives behind attacks.

2. Containment and Eradication:

- Implemented immediate containment strategies to isolate affected systems and limit damage.
- Conducted thorough eradication steps to remove threats, applying necessary patches to prevent re-infection.

3. Recovery and Post-Incident Activities:

- Restored affected systems to normal operation, ensuring no remnants of threats remained.
- Conducted post-mortem analysis to document findings, updating policies and processes for continuous improvement.



Key Stats and Outcomes



Incident Detection and Response:

- Speedy Detection: Cut incident detection time by 70%, from 6 hours to 1.8 hours. Faster than a skee-ball roll!
- Quick Response: Reduced incident response time by 65%, from 4 hours to 1.4 hours.



Threat Mitigation and Resolution:

- Less Damage: 70% decrease in the severity and impact of security incidents.
- Thorough Cleanup: 98% success rate in completely eradicating identified threats without recurrence.



Operational Efficiency:

- Network Uptime: Achieved a whopping 99.99% network uptime, ensuring minimal business disruption.
- Quick Fixes: 90% of incidents resolved and closed within 24 hours.



Cost Savings:

- Lean Operations: 30% reduction in operational costs through efficient use of offshore and nearshore resources.
- Avoided Expenses: Saved an estimated \$2 million in avoided costs related to potential security breaches and downtime.



Compliance and Risk Management:

- Regulation Ready: 100% compliance with industry standards and regulations, including GDPR and CCPA.
- Risk Reduction: 50% reduction in identified security risks within the first year of SOC/NOC operation.



Continuous Improvement and Training:

- Training Hours: 500 hours of continuous training provided to the SOC team annually.
- Policy Updates: Security policies and procedures updated quarterly based on lessons learned from incidents.

Additional Insights



Customer Satisfaction:

- **Happy Campers:** 95% positive feedback from stakeholders on the effectiveness of the SOC/NOC operations.
- **User Satisfaction:** Improved user satisfaction scores by 40% due to reduced downtime and enhanced security measures.



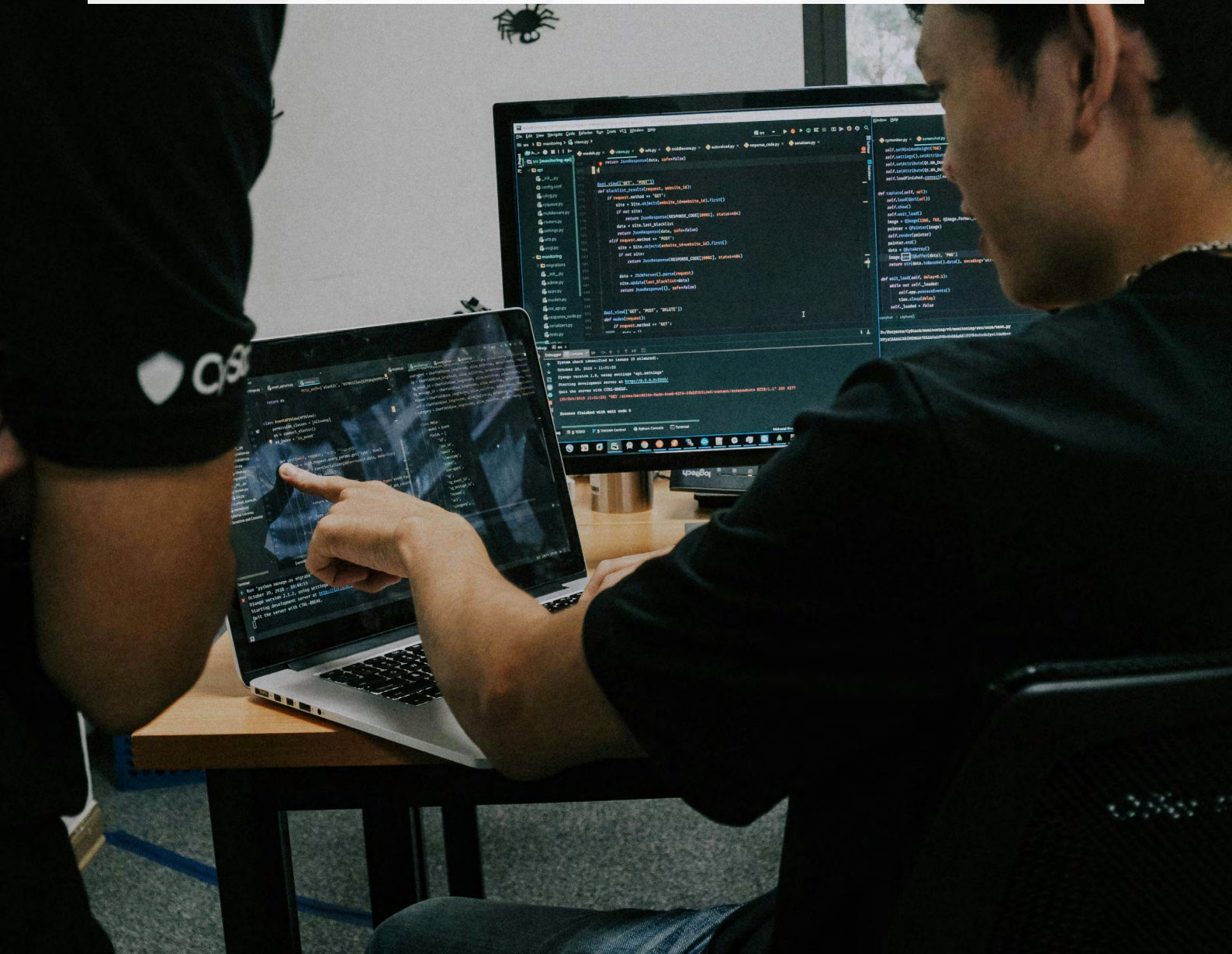
Scalability and Flexibility:

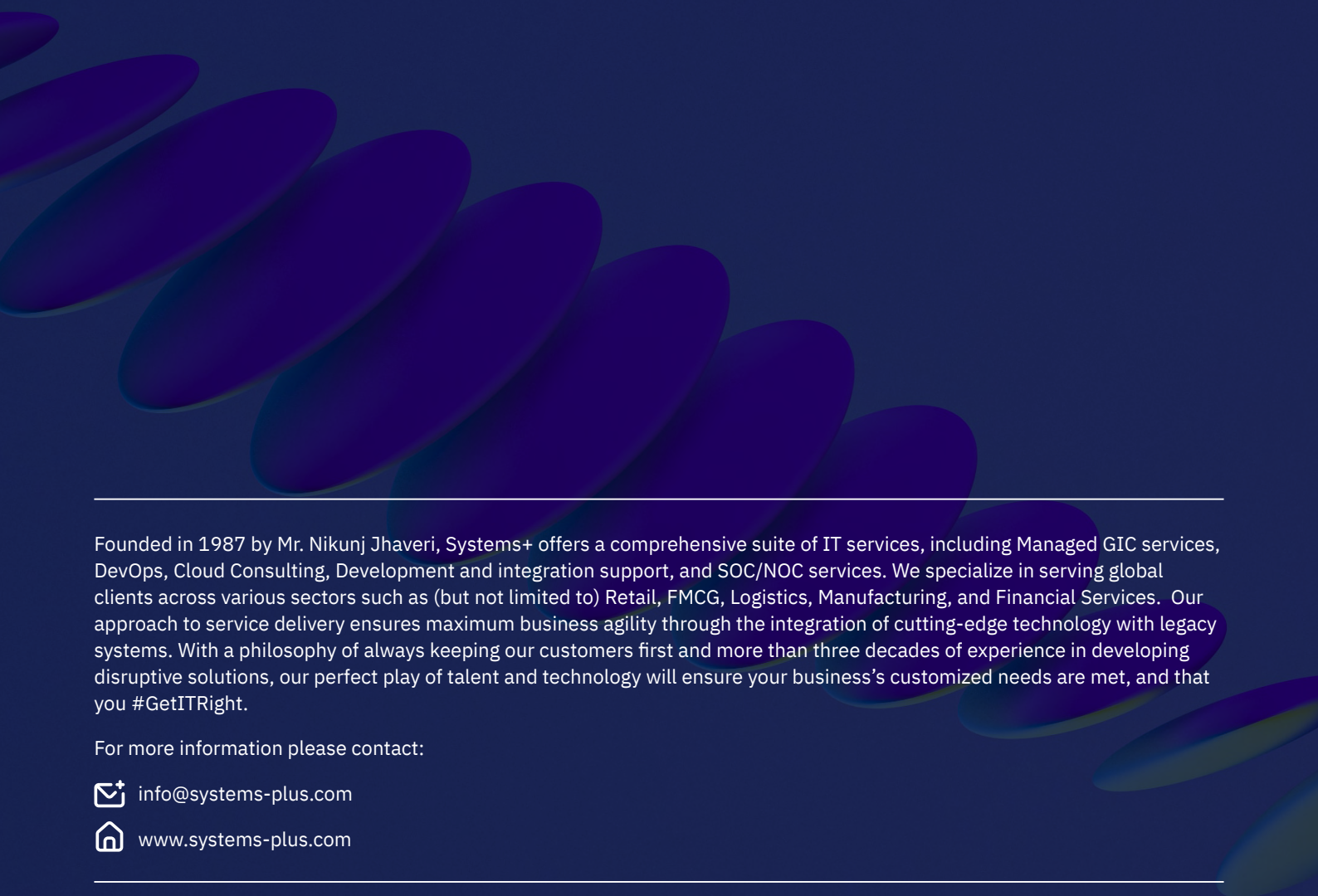
- **Scalable Solution:** SOC/NOC infrastructure scaled to support a 20% increase in network traffic and digital operations without additional downtime.
- **Flexible Framework:** Adaptability to integrate with new technologies and expand monitoring capabilities as the business grows.

Conclusion

Systems Plus delivered a cybersecurity feast for a leading family entertainment and restaurant chain. By following a structured security lifecycle and blending best practices from the IT outsourcing industry, Systems Plus served up a scalable and resilient security framework.

This partnership not only enhanced the client's cybersecurity posture and kept their operations smooth but also laid the foundation for future growth and digital transformation. With Systems Plus on the job, this entertainment giant can focus on bringing joy and fun to families, while we handle cyber threats. Play on!





Founded in 1987 by Mr. Nikunj Jhaveri, Systems+ offers a comprehensive suite of IT services, including Managed GIC services, DevOps, Cloud Consulting, Development and integration support, and SOC/NOC services. We specialize in serving global clients across various sectors such as (but not limited to) Retail, FMCG, Logistics, Manufacturing, and Financial Services. Our approach to service delivery ensures maximum business agility through the integration of cutting-edge technology with legacy systems. With a philosophy of always keeping our customers first and more than three decades of experience in developing disruptive solutions, our perfect play of talent and technology will ensure your business's customized needs are met, and that you #GetITRight.

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