devoteam
Cyber Trust

📄 **Case Study**

Team Augmentation

The Client
Global Technology Company specialising in mobility software.

The Challenge
The Client was experiencing rapid growth, leading to increased complexity in their IT infrastructure and a heightened need for robust information security and cybersecurity measures. They lacked the internal expertise and resources to establish a dedicated IT Ops & Security department, leaving them vulnerable to operational inefficiencies and security risks. Specifically, they faced the urgent need to:

- Establish a structured approach to managing IT operations, infrastructure, information security and cybersecurity.
- Develop a roadmap for building the department, defining roles, responsibilities, processes and technology.
- Implement best practices for IT operations and infrastructure management, including cloud infrastructure, network optimisation, and system monitoring.
- Establish a robust information security and cybersecurity program, incorporating industry best practices.
- Ensure compliance with relevant industry regulations and standards.

The Solution
Profile: DevSecOps
Skills: Cyber Security, Cloud Security, Third Party Risk Management, ISO27001, CIS, Tool Automations, Technical Audits, Policies and Procedures.
Number of Resources: 1   **Duration:** 6 months
Activity Performed:

- Conducted a comprehensive assessment of the existing IT operations, infrastructure management, information security and cybersecurity posture.
- Developed a tailored roadmap for the creation and initialisation of the new IT Ops & Security department, outlining key milestones and deliverables.
- Implemented best practices for IT operations, infrastructure, including cloud security, network security, and data protection.
- Developed and implemented a comprehensive security framework encompassing policies, procedures, and technical controls to mitigate risks across all levels of the organisation.
- Provided training and mentorship to the client's internal team.

The Impact

By leveraging our expertise, the Client successfully launched a fully functional IT Ops & Security department. This resulted in:

- Improved operational efficiency through streamlined IT processes and automation.
- Improved employee productivity through reliable IT systems and support.
- Enhanced information security and cybersecurity posture with reduced risk of cyberattacks and data breaches.
- Increased compliance with industry regulations and standards.
- Accelerated growth with a scalable and secure IT infrastructure.
- Cost savings through proactive risk management and optimised IT operations.

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