



Let's Solve

Case Study

Alert Monitoring and Security Solutions
Management



A Larsen & Toubro
Group Company

Client

Leading Media House in US

Challenges

The client faced following challenges

- Multiple security technologies implemented as point solutions along with lack of operational and maintenance expertise
- Distributed / Decentralized and ad-hoc operational processes with unclear responsibility and ineffective response mechanisms

LTI Solution

- Identified specific areas of improvement and established standard operating procedures and run-books for every solution supported along with defined SLAs
- Deployed scripts for automation of security solutions management, reporting and compliance communications

Business Benefits Delivered

- Establishment of efficient security operations with automation of monitoring processes
- Integration of operational processes with ServiceNow (ITSM)

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