

Case Study

Information security management system implementation for an Australian airline

Business Challenge

The customer, one of the world's leading long distance carriers and one of Australia's strongest brands that employs approximately 36,000 people and flies to 140 destinations in 37 countries, wanted to implement an updated Information Security Management System (ISMS). Because it already had security processes in place, the customer approached Mahindra Satyam to integrate its new strategy with its existing one. It also asked Mahindra Satyam to identify gaps between the new and old systems, and develop plans to mitigate risks from these gaps. Then, the customer wanted Mahindra Satyam to develop security processes and write procedures manuals, to enable a smooth transition.



The customer had already outsourced its application development and maintenance services to Mahindra Satyam, so a working relationship had been established. The scope of the existing projects included implementing the Oracle eBusiness Suite application, otherwise known as eQ.

In the new project, the customer needed to integrate Mahindra Satyam security processes, which are based on ISO 27001, with its own. Because the airline works with numerous vendors, it was crucial that the company be able to achieve supplier independent security processes. To add to the complexity, the project had to be finished within 70 business days.

Mahindra Satyam Solution

Mahindra Satyam set up an Information Security Governance structure based on its in-house developed ISMCoP (Information Security through Metrics, Controls and Processes) methodology.

The team developed a thorough understanding of the client's objectives and identified the legal, statutory, regulatory and business requirements involved. To gain a more complete picture, Mahindra Satyam studied the airline's organizational structure, its functions and its Enterprise Security Architecture (ESA). Mahindra Satyam then identified gaps between the airline's ESA and ISO 27001. Additionally, it conducted a gap analysis between the client's ESA and eQ application environment.

After a thorough analysis, Mahindra Satyam drafted policies and procedures based on the client's ESA and ISO 27001:2005. Mahindra Satyam then designed an awareness and training program, which it helped implement to educate employees in the new processes.

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Benefits

By implementing Mahindra Satyam's new ISMS, the client achieved supplier independent security. It developed a new information security calendar, which made it easier to track the status of security governance. The client also developed new tools to track its suppliers' security compliance, an especially important benefit for a vendor-reliant company. What's more, the client was especially pleased that Mahindra Satyam met its tight deadline.

Client Speak

"I have been very impressed with your dedication to ensure security is well managed and have found you to be both very pleasant and professional in your approach to Security Management."

- Funda Aydin, IT Security, Managed Services

About Business Value Enhancement (BVE)

Business Value Enhancement (BVE), the Business Process and Technology Consulting group in Mahindra Satyam, has been constituted with the core mission of engaging with clients on business issues such as competitiveness of business operations and strategic leverage of information technology. BVE teams help clients make smart investments in business process and IT assets – in line with the strategic objectives of the enterprise, and manage investments in these assets for optimal business value. BVE strives to make Mahindra Satyam the preferred transformation consulting partner, globally.

Business Value Enhancement was established in response to requests from some of its major customers to help improve their service capabilities. From humble beginnings, the group has grown to become one of the world's largest process consulting practices of its type, coming from an IT services company.