predica.
make IT happen

Why our Managed Services gives you advantage over competitors?

Managed Services

Executive summary

A Northern European integrated global company with a substantial market share in the Transport & Logistics and Energy industries wanted a better focused, skilled human labour resources for strategic planning and critical mission support.

Predica introduced a new approach: **Managed Services.** Our around the clock dedicated and expert staff has become the single point of accountability for **issue resolution, incident management, proactive alerting, problem identification, change management, and effective escalation management.** Customer Service Owners now have the possibility to focus on strategic planning, defining roadmaps and enterprise architecture.

Outcomes

- **Ensured business continuity:** No service outages in the IAM area, shipping giant IT has been recovered from major nonPetya cyber attack in less than 10 days.
- **Removed growth constraints:** Implemented dedicated Identity Governance for security & design controls – on the top of which we scale our team.
- **Focus on meaningful work:** No service outages in the IAM area.

TECHNOLOGIES	AREA	INDUSTRY	COMPANY SIZE	DURATION
Azure, O365, EMS, MIM, AD SQL Server	Global Denmark	Transport & Logistics	88 000+	April 2017 - Ongoing

predica.
make IT happen

Customer challenges

- **Need** for skilled resources focusing on the roadmap, strategic planning and mission critical support
- **Wish** to increase business ability to be more innovative and agile
- **Reduction** of business risk when making infrastructure changes and upgrades
- **Enhancement** the adoption of new, more efficient, higher security technologies
- **Improvement** on response and resolution time for issues and incidents
- **Minimization** of the potential business impact during holiday periods
- **Better** budget planning due to predictable costs and manageable cash flow

Project goals

- **Provision** of a managed service which covers three main elements of identity, access and security infrastructure management.
- **Transition** of service from current vendor to a new team during the transition.
- **Successful transformation** of existing body-shopping style service to a fully vendor managed and operated service.
- **Off-loading** and decreasing the required involvement of IT Department service owners in the daily activities of monitoring and maintenance.
- **Improvement of** service stability, maintenance and change implementation through the customer dedicated managed team.
- **Implementation** of KPIs and SLAs for tracking performance and stability on a constant basis.
- **Access** to resources with know-how and extensive experience in various existing and new technologies.

Thanks to Predica's managed service we are confident our identity infrastructure is stable, and we can focus on our core business. Specialization is the key here.
– Bharat Halai, Senior Service Owner for Identity and Security Services, Maersk Line UK Ltd.