

## Why our Managed Services gives you advantage over competitors?



### Executive summary

A multi-national company with a substantial market share in the Transport & Logistics and Energy industries wanted to improve how their critical security service – digital identity lifecycle process, was handled.

Predica introduced a solution based on their Managed Services offering. Our round-the-clock, dedicated and expert staff have become the single point of accountability for issue resolution, incident management, proactive monitoring, problem identification, change management, and effective service request fulfillment. Customer Service Owners now have the possibility to focus on strategic planning, defining roadmaps and enterprise architecture.

### Outcomes

- **Ensured business continuity and immediate response to critical incidents:** 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.

#### Technologies

Azure, O365,  
EMS MIM, AD  
SQL Server

#### Area

Global  
Denmark

#### Industry

Transport  
& Logistics

#### Company Size

88 000+

#### Duration

April 2017  
- Ongoing



## 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.
- **Adoption** of new, more efficient, higher security technologies.
- **Improvement** on response and resolution time for 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 a short 1-month transition period.
- **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.